

VMware vRealize Network Insight Universal

Privacy Datasheet

ABOUT VMWARE vREALIZE NETWORK INSIGHT UNIVERSAL

Monitor and build an optimized, highly-available and secure network infrastructure across clouds with vRealize Network Insight Universal.

Learn more at:
<https://www.vmware.com/products/vrealize-network-insight.html>

ABOUT VMWARE'S PRIVACY PROGRAM

- Cloud Trust Center – At VMware, we want to bring transparency that underlies trust. *The VMware Trust Center* is the primary vehicle to bring you that. Please contact the VMware Privacy Team via the *Privacy Contact Form* or by mail at Office of the General Counsel of VMware, Inc., 3401 Hillview Ave, Palo Alto, California, 94304, USA.

How VMware vRealize Network Insight Universal brings value to you!

VMware vRealize® Network Insight™ Universal (“vRealize Network Insight Universal” or the “Service Offering”) is a cloud-managed subscription offering that includes both on-premises and hosted components. vRealize Network Insight Universal gives customers the ability to holistically manage instances across hybrid and multi-cloud environments and provides customers with an option to change between its on-premises environment and a cloud environment, thereby giving customers a seamless experience as they accelerate their transition to the cloud. vRealize Network Insight Universal (Standard) also provides VMware vRealize® Cloud Federated Analytics™ for a single pane of glass view and control of all a customer’s managed environments.



For more information, see the VMware vRealize Network Insight Universal Service Description available [here](#).

VMware and Privacy

In a complex world of data and the digital era our goal is simple: At VMware, you, our customers, and your data are our primary concern. VMware takes privacy and data protection very seriously and is committed to providing clear information about how we collect, use and process your personal data. We have established policies and practices designed to protect the personal data we process on behalf of our customers (as a processor), and as a controller. We are also committed to privacy-by-design when developing products and services. VMware’s Privacy Team actively works with the development teams to identify and embed privacy controls for customers.

The personal data collected and processed by VMware are largely dependent on the type of offering you purchase. This Privacy Datasheet provides you with information about how VMware processes and protects your personal data in connection with VMware vRealize Network Insight Universal.

Types of Data Collected by VMware vRealize Network Insight Universal

In connection with the customer's use and VMware's provision of the Service Offering, VMware collects and further processes data as classified in the table below. In some instances, personal data may be included in such data. Generally, VMware vRealize Network Insight Universal only processes the personal data of Customer's IT administrators who use and operate the Service Offering, or such other people Customer authorizes to use the Service Offering on their behalf.

VMware Data Classification	Description and Purpose of processing	Categories of Personal Data
Customer Content	Content submitted by customer to the Service Offering for processing, storage, or hosting (described as "Your Content" in VMware's Terms of Service). To the extent the Service Offering processes Customer Content, VMware processes such Content to provide the Service.	Generally, customer controls and determines which type of personal data it submits to the Service Offering. The specific personal data processed will depend on the customer's specific configurations and deployment. Typically, no personal data is collected.
Support Request Content	Data provided by customer to VMware to address a technical support issue.	Any personal data customer shares with VMware in connection with a support request (as controlled and determined by Customer).
Account Data	Data collected and used by VMware to manage the customer account and maintain the relationship with customer, such as to bill the customer or deliver notifications and alerts.	Contact Information , such as customer name, email address, address and phone number. Online Identifiers such as customer's IP address or login credentials.

SECURITY, CERTIFICATIONS AND THIRD-PARTY ATTESTATIONS

- All compliance certifications are available in the [VMware Trust Center's Compliance Page](#).

<p>Service Operations Data</p>	<p>Data used by VMware to facilitate the delivery of the Service. This may include (i) tracking entitlements, (ii) providing support, (iii) monitoring the performance, integrity, and stability of the Service's infrastructure, and (iv) preventing or addressing Service or technical issues. For example:</p> <ul style="list-style-type: none"> • Configuration, usage and performance data • Authentication Data • Service logs, security logs, and diagnostic data • Survey and feedback data 	<p><u>Contact Information</u>, such as administrators' email address.</p> <p><u>Online Identifiers</u> such as administrators' and developers' IP address, login credentials or login time stamps.</p> <p><u>Online behavior data</u> such as websites or applications visited.</p>
<p>Service Usage Data</p>	<p>Information used by VMware for analytics, product improvement purposes, and proactive support. See VMware Trust & Assurance Center for additional details regarding VMware's Service Usage Data Program (SUDP). For example: Configuration, usage and performance data.</p>	<p><u>Contact Information</u>, such as administrators' email address (e.g. to provide proactive support).</p> <p><u>Online Identifiers</u> such as administrators' IP address.</p> <p><u>Other categories</u> of data such as configuration data, firewall information, rules between VMs and other data about Customer's data center.</p>

How We Process and Protect Data as a Controller

To the extent VMware processes personal data as part of Account Data, Service Operations Data and Service Usage Data, VMware acts as the Controller in respect to such personal data. The following privacy notices explain how VMware collects, uses and protects any personal data in its capacity as a Controller:

VMware Privacy Notice: This notice addresses the personal data we collect when you purchase VMware products and services and provide account-related personal data.

VMware Products and Services Privacy Notice: This notice applies only to the limited personal data we collect and use for our own purposes in connection with our provision of VMware products and services, including (i) any cookies and similar tracking technologies we may use when providing the products or services; (ii) any information we use to facilitate the delivery of VMware services; and (iii) any data we collect to improve our products and services and our customer's experience.

How We Process and Protect Data as a Processor

Where VMware processes personal data contained in Customer Content in connection with the provisioning of the Service Offering, VMware will process such personal data on behalf of the customer as a “processor” (acts on the instruction of the controller). The customer is the “controller” of any personal data contained in Customer Content and determines the purposes of the processing.

Data Protection Addendum

VMware’s obligations and commitments as a data processor are set forth in VMware’s [Data Processing Addendum](#) (“DPA”). VMware will process personal data contained within Customer Content in accordance with the applicable agreement and the DPA. The applicable agreements for VMware vRealize Network Insight Universal, including the VMware Terms of Service, the relevant [Service Description](#), and other relevant legal documents can be found [here](#).

Data Storage and Cross-Border Data Transfers

VMware vRealize Network Insight Universal enables Customers to choose the data center where Customer Content will be stored. This location is selected at Service initiation and offers the choice of locations including the United States, Australia, Germany, United Kingdom, Japan and Canada. Hosting location options may be added from time to time so please visit the [Sub-Processors list](#) for up-to-date primary and disaster recovery location details.

For cross-border personal data transfers from the EEA, Switzerland and the UK, VMware relies on Binding Corporate Rules (“BCR”) as a processor. You can view VMware’s BCR’s in the [VMware Trust Center](#).

DATA PRIVACY REQUESTS

If you wish to exercise any of your rights under applicable data privacy laws for personal data processed by your organization while using the Service Offering, please contact your organization. See [VMware's Privacy Notice](#) for information about how to exercise your rights where VMware is processing personal data in connection with its business operations.

FOR MORE INFORMATION OR TO PURCHASE VMWARE PRODUCTS

Contact your VMware account representative or call 877-4-VMWARE (outside North America, +1-650-427-5000), visit [vmware.com/products](https://www.vmware.com/products), or search online for an authorized reseller.

UPDATES

Reading from a PDF? Don't be outdated, be informed! Find the latest information in the current version of this document from the [VMware Trust Center's Privacy Page](#).

Sharing with Sub-Processors

For the Service Offering, VMware utilizes third-party companies to provide certain services on its behalf. As set forth in the [Data Processing Addendum](#), VMware has agreements and data transfer mechanisms in place with each sub-processor. A list of these sub-processors is available [here](#).

Additional sub-processors providing technical support functionality for the Service Offering is available in the [Support Services Sub-Processor List](#).

VMware also provides customers with an easy mechanism to monitor changes to our list of sub-processors. If you would like to receive notifications, please visit this page [here](#).

Data Retention and Deletion Practices

VMware retains personal data that we may collect in connection with the customer's use of the Service Offering for as long as it is needed to fulfill the obligations of the VMware Terms of Service.

The [VMware Data Processing Addendum](#) and the relevant [Service Description](#) set forth how personal data contained in Customer Content is deleted after contract expiration or termination. Upon termination of your account, Customer Content including configurations, inventory and metrics are deleted within 24 hours by an automated process. VMware vRealize Network Insight Universal does not have secondary data stores. VMware advises you to retrieve any data you wish to retain before the account termination takes place. VMware has no obligation to retain data beyond 30 days of the effective termination date.

During the subscription term, the Customer's log file data processed by VMware vRealize Network Insight Universal will roll over in a maximum of 7 days' time.