

# VMware Aria Guardrails

## Privacy Datasheet

### ABOUT VMWARE ARIA GUARDRAILS

VMware Aria Guardrails provides centralized compliance visibility in your native public cloud accounts, across your policy enforcement tools covering security, cost, configuration, and other pillars of governance.

Learn more at:

<https://www.vmware.com/products/aria-guardrails.html>

### ABOUT VMWARE'S PRIVACY PROGRAM

- Trust Center – At VMware, we want to bring transparency that underlies trust. [The VMware Trust Center](#) is the primary vehicle to bring you that information.
- Data Privacy Officer - 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 Aria Guardrails brings value to you!

VMware Aria Guardrails is a governance solution for multi-cloud environments, providing centralized visibility of policies and drifts across security, cost, configuration, and other pillars. Customers are able to define what a compliant cloud account looks like, with the relevant policies enforced, using templates. Templates are enforced as desired states on cloud accounts to detect drifts between the current and desired states of accounts. Guardrails provides a centralized view of policy drifts across all accounts working in conjunction with policy enforcers such as VMware Aria Automation for Secure Clouds and VMware Aria Automation for Secure Hosts.

For more information, see the [VMware Cloud Services Guide](#).

### 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 designing our products and services and VMware's Privacy Team works with the development teams to ensure compliance with applicable privacy laws and build in 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 the VMware Aria Guardrails Service Offering.

### Types of Data Collected by Aria Guardrails

In connection with the customer's use and VMware's provision of the Cloud Service, VMware collects and processes data as classified in the table below. In some instances, personal data may be included in such data. Generally, VMware Aria Guardrails only processes the personal data of customer administrators to provide access and authentication, service functionality such as role-based access controls, alerting, and user identification.

VMware Data Classification	Description and Purpose of processing	Categories of Personal Data
Customer Content	Content uploaded by customer or its users to the Cloud Service (as set forth in <a href="#">VMware's General Terms</a> ). To the extent the Cloud Service 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 Cloud Service. The specific personal data processed will depend on the customer's specific configurations and deployment.
Support Request Content	Content uploaded or otherwise provided by customer to VMware to address a technical support issue (a "Support Service" under <a href="#">VMware's General Terms</a> ).	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.	<u>Contact Information</u> , such as customer name, email address, address and phone number.  <u>Online Identifiers</u> such as customer's IP address or login credentials.
Service Operations Data	Data used by VMware to facilitate the delivery of the Cloud 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: <ul style="list-style-type: none"> <li>• Configuration, usage and performance data</li> <li>• Authentication Data</li> <li>• Service logs, security logs, and diagnostic data</li> </ul>	<u>Contact Information</u> , such as administrators' name and email address.  <u>Online Identifiers</u> such as administrators', developers' or users' IP address, login credentials or login time stamps.
Service Usage Data	Information used by VMware for analytics, product improvement purposes, and proactive support. See <a href="#">VMware Trust &amp; Assurance Center</a> for additional details regarding VMware's Service Usage Data Program (SUDP). For example: <ul style="list-style-type: none"> <li>• Configuration, usage and performance data</li> <li>• Survey and feedback data</li> </ul>	<u>Contact Information</u> , such as administrators' email address (e.g. to provide proactive support).  <u>Online Identifiers</u> such as administrators' or users' IP address.

#### SECURITY, CERTIFICATIONS AND THIRD-PARTY ATTESTATIONS

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

## 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 Cloud Service, 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 DPA and the [VMware General Terms](#).

#### Data Storage and Cross-Border Data Transfers

VMware Aria Guardrails currently stores Customer Content in the United States of America. 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 Cloud Service, 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://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 Cloud Service, 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, you can subscribe through the [Sub-processor page on VMware ONE Contract Center](#).

## Data Retention and Deletion Practices

VMware retains personal data collected in connection with the customer's use of the Cloud Service for as long as it is needed to fulfill the obligations of the VMware General Terms.

The [VMware Data Processing Addendum](#) and Service Guide (visit [VMware ONE Contract Centre](#) for the service specific guide) set forth how personal data contained in Customer Content is deleted after contract expiration or termination. Upon termination of your account, Customer Content will be retained by backup systems for up to 90 days. 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, data transmitted to VMware Aria Guardrails by you will be retained and available for querying and alerting. Data is retained for 13 months from the data and time the data was originally ingested.