VMware Tanzu™ Application Catalog™

Service Description

Updated as of 26 August 2021

As used in this Service Description, "VMware", "we", or "us" means VMware, Inc., a Delaware corporation, if the billing address for your order is in the United States, or VMware International Unlimited Company, a company organized and existing under the laws of Ireland, if the billing address for your order is outside the United States. Terms not defined in this Service Description are defined in the Terms of Service or elsewhere in the Agreement.

The VMware Privacy Notices describe how personal information may be collected, used, shared or otherwise processed by VMware as a data controller. The VMware Privacy Notices are available at https://www.vmware.com/help/privacy.html.

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1.   Introduction

1.1   Service Overview

VMware Tanzu™ Application Catalog™ (the "Service Offering") enables IT organizations to build an enterprise-focused catalog of applications tailored to their company's specific requirements across multiple platforms, and to keep those applications up to date.

The Service Offering allows customers to define catalogs that are delivered to a private repository (the "artifacts repository"). A "catalog" consists of a set of applications, built on top of a golden image (customer-provided or VMware-provided) for a specific deployment format (e.g., Helm Chart). Once a catalog is defined and delivered, it will be updated whenever new versions of the applications are available. Additional details and reports for each delivered version of an artifact are accessible through the Service Offering user interface ("UI"), at https://tac.bitnami.com . For purposes of this Service Description, all applications provided through the Service Offering are considered "Third-Party Content", as defined in the Terms of Service.

For United States federal, state and local government customers, the UI is not supported. Both artifacts and reports are delivered to a VMware-provided private repository.

1.2   Definitions

Applications: VMware defined deployment configurations (e.g., PostgreSQL with Replication, MariaDB Single VM) that the customer can add to the catalog. Supported deployment configurations are presented via the UI.

Artifact: Unique combination of an application, golden image, and deployment format.

Active artifact: Artifact which has been defined and for which updates are enabled. This is the default artifact status.

Golden Image: A customer-defined and provided operating system, or a VMware-defined and provided operating system.

Reports: Antivirus or CVE scanning associated to each version of an artifact. The supported reports depend on the deployment format and the operating system.

1.3   Technical Documentation and Training

An Operations Handbook and FAQs are available at: https://docs.vmware.com/en/VMware-Tanzu-Application-Catalog/index.html

1.4   Legal Terms

Use of the Service Offering is subject to the VMware Cloud Service Offerings Terms of Service ("Terms of Service"), that can be found at the VMware main end user terms landing page, at:

 https://www.vmware.com/download/eula.html

2.   Service Operations

The following outlines VMware's roles and responsibilities in providing the Service Offering. While specific roles and responsibilities have also been identified as being owned by you, any roles or responsibilities not contained in this Service Description are either not the duty of VMware or are assumed to be your responsibility.

2.1   Service Provisioning

VMware will provide the following provisioning services:

- VMware creates a new tenant in the Service Offering for building the artifacts of your catalogs.
- VMware will deliver updates to your artifact repository for the applications you add to your catalogs.
- VMware will provide additional information for each new delivered update through the UI or the VMware-provided repository.

Your responsibilities include:

- If applicable, providing VMware's support team access to the golden image to be used in your catalogs.
- If applicable, giving VMware access to upload the generated artifacts to your desired location.

The Service Offering uploads periodic generated content to the customer's destination repository, which may result in storage and data usage billed to the customer by the customer's storage provider, outside of the Service Offering.

2.2   Catalog maintenance

VMware will provide the following types of updates for the artifacts:

- Major update: A new upstream major version of the main component is available.
- Minor update: A new upstream minor version of the main component is available.
- Security update: A fix for critical or high security issue affecting the latest released version of the application is available.
- Base image update: A new version of the golden image is available.

The Service Offering only supports updates including the latest version of the application as defined by VMware. Generating artifacts for older versions of the applications is not supported.

Reference timelines for update availability:

- Major update: 5-20 working days since upstream release.
- Minor update: 1-15 working days since upstream release.
- Security update: 1-15 working days since a patch is available.
- Base image update: The availability of a new golden image will automatically trigger a build for all affected artifacts.

2.3   Support

For assistance in identifying and resolving errors, and to answer questions related to the operational use of the Service Offering, see the VMware Cloud Service Support Policies page, at: https://www.vmware.com/support/policies/saas-support.html

If you are a United States federal, state, or local government customer running into general issues, reach out to the VMware Federal support team through your VMware Customer Connect account.

2.4   Disaster Avoidance and Disaster Recovery

The Service Offering should not be considered the database of record for your data, and you should not rely on or consider the Service Offering as the sole source of your data, nor a complete copy of your data.

2.5   Incident and Problem Management

VMware will provide incident and problem management services (e.g., detection, severity classification, recording, escalation, and return to service) pertaining to:

- Infrastructure over which VMware has direct, administrative access and control, including servers and services used to provide the Service Offering.

You are responsible for incident and problem management (e.g., detection, severity classification, recording, escalation, and return to service) pertaining to:

- Your account settings in the Service Offering administrative management console.
- VMware access to the golden image and artifact repository.
- Anything else not under VMware's direct control and administration.

2.6   Change Management

VMware will provide the following change management elements:

- Processes and procedures to release new code versions and bug fixes.

You are responsible for:

- Management of changes to your tagging process, alert settings, dashboards, and other content.
- Administration of self-service features provided through the Service Offering's system console and user portal, up to the highest permission levels granted to you.
- Cooperating with VMware when planned or emergency maintenance is required.

2.7   Service Operations Data

In connection with providing the Service Offering, VMware collects and processes information (such as configuration, performance, and log data) from VMware's software or systems hosting the Service Offering, and from the customer's systems, applications, and devices that are used with the Service Offering. This information is processed to facilitate delivery of the Service Offering, including but not limited to (i) tracking entitlements, (ii) providing support, (iii) monitoring and ensuring the performance, integrity, and stability of the Service Offering's infrastructure, and (iv) preventing or addressing service or technical issues. To the extent any of this data is considered personal data under applicable data protection laws, the data will be treated in accordance with VMware's Privacy Notice, including the VMware Products and Services Notice available at:

https://www.vmware.com/help/privacy.html.

2.8   Usage Data

The Service Offering collects data (such as configuration, performance, and usage data) directly from VMware's software or systems hosting the Service Offering, and from the customer's systems, applications, and devices involved in the use of the Service Offering, to improve VMware

products and services, and your and your users' experiences, as more specifically described in VMware's Trust & Assurance Center at:
https://www.vmware.com/solutions/trustvmware/usage-data-programs.html.

To the extent that any of this data is considered personal data under applicable data protection laws, the data will be treated in accordance with VMware's Privacy Notice, including the VMware Products and Services Notice available at https://www.vmware.com/help/privacy.html.

In connection with the collection of usage data, VMware and its service providers use cookies. Detailed descriptions of the types of cookies we use can be found in VMware Privacy Notices available at https://www.vmware.com/help/privacy.html . More information on how to choose whether to accept certain cookies used by VMware websites and solutions can also be found from that link.

2.9 Data Deletion

Following expiration or termination of the Agreement, all content, and all personal data contained in content, in VMware's possession will be retained for six months; provided, however, that the customer can request deletion prior to the end of the six-month retention period. After the end of the retention period, Content and personal data will be deleted from VMware's primary database and (if applicable) back-up database, as described in the "Termination" section, below. The only exception would be if and to the extent that VMware is required by applicable law to retain any of the personal data (in which case VMware will implement reasonable measures to isolate the personal data from any further processing).

3. Business Operations

You can use the Service Offering as a standalone service offering or as part of a Tanzu edition software pack. If you are purchasing an entitlement to the Service Offering as part of a Tanzu edition, refer to the VMware Product Guide. The link the Product Guide can be found at the main end user terms landing page, at: https://www.vmware.com/download/eula.html

The sections below apply if you are using the Service Offering as a standalone service.

Purchasing Subscriptions to the Service Offering

You can purchase subscriptions to the Service Offering for a committed term of one, two, three, four, or five years. Subscription editions are based on the number of active artifacts, and will specify the number of cores on which the artifacts may be deployed.

Charges for the entire term, which are determined based on the pricing tier specified in your Order (based on the number of artifacts), are payable up front.

For purposes of this Service Description, a "core" is defined as:

- A single unit of processing power on a physical chip, housing a CPU that can execute computer programs.
- In virtualized or hypervisor (VM) environments, a CPU Core is a single physical computational unit of the Processor which may be presented as one or more vCPUs.
- In public cloud environments, constructs such as "vCPUs," "virtual CPUs," "virtual cores," and "dynos" are proxies for CPU Cores. In cases where these proxies are not identified as Hyperthreads, 1 proxy is recognized as one CPU Core. In cases where these proxies are identified as Hyperthreads, two proxies are recognized as one CPU Core. 2 vCPUs = one physical core.

If you wish to purchase additional subscriptions (for example, if you wish to cover additional artifacts), the Subscription Terms for those additional subscriptions are not coterminous with subscriptions already purchased.

You may elect to pay applicable charges for the Service Offering through redemption of VMware's Subscription Purchasing Program (SPP) credits or Hybrid Purchasing Program (HPP) credits (collectively, "Credits").

Refer to the following websites for information on the Credit programs:

- SPP Program Guide: https://www.vmware.com/content/dam/digitalmarketing/vmware/en/pdf/solutions/vmware-spp-program-guide.pdf
- HPP Program Guide: https://www.vmware.com/files/pdf/solutions/vmware-hpp-program-guide.pdf .

Consult your VMware sales representative for details on purchasing a subscription to the Service Offering.

Termination

Termination of your Service Offering subscription will result in permanent loss of access to the environments, discontinuation of services, and a deletion of the environments and configurations.