

Tanzu Telemetry

VMware collects telemetry (such as configuration, performance, and feature usage data) directly from VMware's software or systems hosting Service Offerings, and from the customer's systems, applications, and devices to improve VMware products and services, and your and your users' experience, as more specifically described in VMware's Trust and 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 the VMware Privacy Notice, found at:

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

This page describes the telemetry collected by Tanzu products as well as the legal programs that govern the collection of this data.

Types of Telemetry

1. **Operational Data** - a tiny amount of data used solely for consumption measurement and billing.
2. **Customer Experience Improvement Data** - more expansive data used to provide proactive support. Typically one of the following subtypes:
 1. **Configuration Data** - technical data about how your organization has configured your products and services portfolio, along with any related environment information. Examples of configuration data include version information for products, product environment information, product configuration settings, and other technical data relating to the devices accessing those products and services.
 2. **Feature Usage Data** - data about how your organization uses products and services. Examples of feature usage data include details about which product features your organization uses and metrics of user interface activity.
 3. **Performance Data** - data about the performance of products and services across your portfolio. Examples include performance and scale metrics for products and services, such as response times for user interfaces and details about API calls, as well as (optionally) application, service and task data from the usage service.

Types of Programs

1. **Operational Data for VMware Tanzu**
2. **Tanzu Customer Experience Improvement Program**
3. **Tanzu Service Usage Data Program**

Operational Data for VMware Tanzu

VMware's Operational Data program collects a restricted set of data about usage of participating Tanzu products for the purposes of consumption-based billing.

Examples of the Types of Data Collected:

- Billing Data:
 - Aggregate data reflecting the total number of vCPUs in use by each participating Tanzu product.
 - The number of Kubernetes pods backing each participating Tanzu Product.

Participating Tanzu Products automatically collect certain information (e.g. your unique ID and your vCPU count) from your environment to conduct billing and related analysis ("Billing Data"). Since this data collection is required for VMware to bill you accurately, it cannot be disabled. Billing Data is a purposefully narrow and non-sensitive set of data whose only purpose is measuring consumption.

If your installation of Participating Tanzu Products prevents VMware from automatically collecting Billing Data, you must follow the instructions provided by your Customer Success Manager to manually generate a report containing Billing Data (the "Report") and you must submit it to your Customer Success Manager on the first business day of each month.

Federal customers who are legally prohibited from providing the Report must still inform your Customer Success Manager as to the number of vCPUs and pods in use on the first business day of each month.

Participating Tanzu Products

Product Name

Tanzu Application Platform (TAP)

Tanzu Application Service (TAS)

Tanzu Customer Experience Improvement Program

In connection with VMware's provision of participating on-premise products, as set forth in the [Customer Experience Improvement Program Product Table](#), VMware collects technical information about our customer's use of such products for the purposes set forth below, such as to improve VMware products and services, and advise our customers on how best to deploy and use our products and services. The data collected through this Customer Experience Improvement Program ("CEIP") is separate from the configuration, performance, usage, and consumption data that we collect and use to facilitate delivery of our products and services (such as tracking entitlements, providing infrastructure related support, monitoring the performance, integrity and stability of the infrastructure, and preventing or addressing service or technical issues) ("Operational Data").

VMware has two levels of participation, Standard and Enhanced, under the Customer Experience Improvement Program. Additional data is collected under the Enhanced participation level, as noted below, enabling VMware to provide better support, both proactively and reactively. Generally, the customer can choose in which level to participate. For further information on how data collected under the CEIP is used, consult the [VMware CEIP page](#).

The Tanzu products that participate in the Customer Experience Improvement Program are set forth at <https://www.vmware.com/solutions/trustvmware/ceip-products.html>

CEIP Opt Out Instructions for Tanzu Products

Product Name	Opt Out Instructions
Tanzu Application Platform (TAP)	https://docs.vmware.com/en/Tanzu-Application-Platform/1.1/tap/GUID-opting-out-telemetry.html
Tanzu Kubernetes Grid	https://docs.vmware.com/en/VMware-Tanzu-Kubernetes-Grid/1.5/vmware-tanzu-kubernetes-grid-15/GUID-cluster-lifecycle-ceip.html
Tanzu Kubernetes Grid Integrated	https://docs.pivotal.io/tkgi/1-10/telemetry.html

Tanzu Application Service <https://docs.vmware.com/en/Tanzu-Telemetry-for-Ops-Manager/2.0/telemetry-documentation/GUID-manual-deployment.html>

Tanzu Kubernetes Grid Integrated <https://docs.pivotal.io/tkgi/1-10/telemetry.html>

Tanzu Service Usage Data Program

Under VMware's Service Usage Data Program ("SUDP") VMware collects information about our customer's use of such hosted services for the purposes set forth below, such as to improve VMware products and services, measure customer engagement, enhance and personalize customer experience and advise our customers on how best to deploy and use our products and services. Some VMware hosted services have established their own data collection practices and do not participate in the SUDP. The data collected through the SUDP is separate from the configuration, performance, usage, and consumption data that we collect and use to facilitate delivery of our products and services (such as tracking entitlements, providing infrastructure related support, monitoring the performance, integrity and stability of the infrastructure, and preventing or addressing service or technical issues). For further information on the SUDP, consult the [VMware SUDP page](#).

Participating Product Name

Tanzu Mission Control

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