VMware Edge Network Intelligence

Privacy Datasheet

ABOUT VMWARE EDGE NETWORK INTELLIGENCE

VMware Edge Network Intelligence™ is a vendor agnostic artificial intelligence for IT operations (AIOps) solution focused on the enterprise edge that ensures end user and internet of things (IoT) client performance, security, and self-healing through wireless and wired LAN, SD-WAN and secure access service edge (SASE).

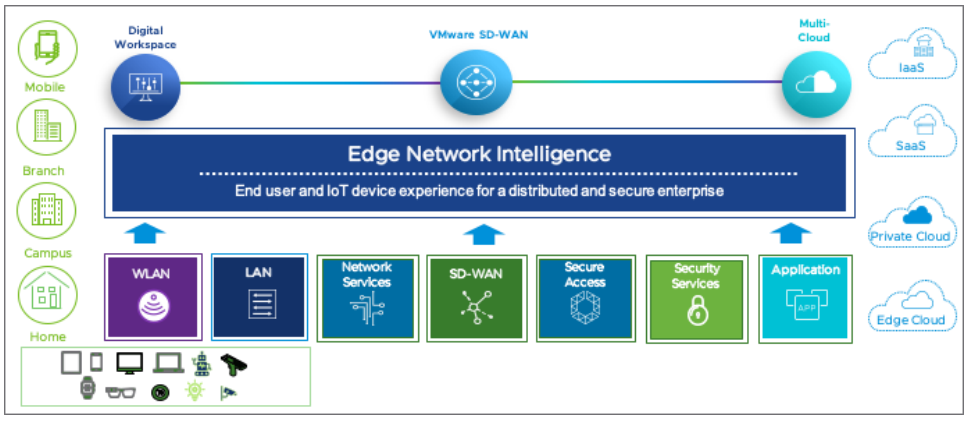
LEARN MORE AT:
HTTPS://DOCS.VMWARE.COM/EN/VMWARE-EDGE-NETWORK-INTELLIGENCE/INDEX.HTML

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 Edge Network Intelligence brings value to you!

VMware Edge Network Intelligence (the "Service Offering" or "ENI") is a SaaS-based Artificial Intelligence for IT Operations (AIOps) solution that provides proactive actionable intelligence to ensure that end-user and IoT devices at the edge of distributed and secure enterprise networks get the performance and analytics they need from WLAN, LAN, WAN, and SASE network services and applications to which they connect. ENI employs machine learning algorithms and modern big data analytics to process high volumes of data from a wide range of networks, devices, and applications. In doing so, the service auto-discovers end-user and IoT devices, automatically establishes baselines, understands client interactions, and monitors for deviations to provide actionable insights that operations teams can proactively remediate. ENI is installed on edge devices provided by VMware or on other equipment at a customer's location. The Software collects performance metrics from across the network stack and examines network traffic by performing deep packet inspection. The extracted performance metrics are sent to the service platform for analysis.



For more information, see the VMware Edge Network Intelligence 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 Edge Network Intelligence.

Types of Data Collected by VMware Edge Network Intelligence

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 Edge Network Intelligence 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. To provide insight into the device performance the Service Offering gathers MAC address and IP address of devices on corporate networks so IT can provide support for those devices. If the customer enables the RADIUS integration, the Service Offering will also capture the 802.1x username associated with the device (optional)

VMware Edge Network Intelligence uses an on-premise device to collect data from many data sources and then sends that data to the VMware Edge Network Intelligence backend system (either in the cloud or on-prem). The device is called a crawler and may be a standalone device, a virtual machine, or built into a VMware SD-WAN Edge device. The crawler can be located in a central data center or in branch locations. Multiple crawlers work together to collect data and de-duplicate any overlapping data. The crawlers collect metrics data from switches, routers, WLAN controllers, UC systems, RADIUS servers, SPAN sessions, inline data from SD-WAN sessions, and other applications. This data is combined to identify edge devices and their application and network statistics. Using that data, the VMware Edge Network Intelligence backend creates baselines for performance and identifies the root cause of any performance or connectivity issue.

Typically, crawlers are placed in the network near to a point where user traffic can be captured via a SPAN or TAP (this is often near the WLAN controllers). Alternatively, when the crawler is the same device as the SD-WAN edge, user data is collected from the pass-through traffic. The crawler management interface is used to collect data from the other components of the system as well as to send the collected data to the VMware Edge Network Intelligence backend system.

Data collected by the crawler and sent from the Edges to the Service Offering includes protocol, flow, device, and network statistics (such as source and destination IP, source and destination port, session duration, device type, operating system, device vendor, client connection type, IP address, hostnames, MAC address, username, byte/packet counts, timeouts, jitter, packet loss, Application ID, page load time, and status/error codes). Among other options, Customers may elect to pseudonymize MAC addresses, IP addresses, hostnames and usernames within the Service Offering (meaning those identifiers are replaced with corresponding artificial identifiers) and may elect to turn off application tracking. The VMware Edge Network Intelligence client app collects device status and performance data such as network latency metrics, Wi-Fi signal strength, device information (model, make, OS version), CPU utilization, memory utilization, IP address, and MAC address.

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, Customers do not submit workload data or personal data to ENI and Customer Content is limited to non-personal data such as performance related metrics. If enabled by customer, the Service offering will also collect usernames of corporate devices for authentication purposes.
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.*

Service Operations Data	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: • Configuration, usage and performance data • Authentication Data • Service logs, security logs, and diagnostic data • Survey and feedback data	Contact Information, such as administrators' email address. Online Identifiers such as administrators' IP address, login credentials or login time stamps.
Service Usage Data	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.	Contact Information, such as administrators' email address (e.g. to provide proactive support). Online Identifiers such as administrators' IP address.

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 Edge Network Intelligence, 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 Edge Network Intelligence currently stores Customer Content in data centers located in the United States as a primary location. For any SD-WAN customer using a VMware Cloud Orchestrator in Europe the default for such customer when enabling ENI will be a data center located in Germany. New ENI only customers can choose between the US or Germany. 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*, 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-Processer 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 from a terminated SID will expire and be deleted within approximately 14 days after the termination date of the SID. Any log files containing Customer Content will be deleted approximately 30 days after the termination date of the SID. During this period, data will not be generally accessible. Any deleted data is non-recoverable.

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