VMware vRealize Operations Cloud

Privacy Datasheet

Enable self-driving IT Operations Management across your private, hybrid and multi-cloud environments with a unified operations platform that delivers continuous performance, capacity and cost optimization, intelligent remediation and integrated compliance through AI/ML and predictive analytics.

Learn more at: https://www.vmware.com/products/vrealize-operations.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 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 vRealize Operations Cloud brings value to you!

VMware vRealize® Operations Cloud™ (the "Service Offering") is a cloud delivered service that allows a customer's infrastructure and operations teams to manage the enterprise's VMware Cloud™ environment, whether in the customer's own on-premises software-defined data center ("SDDC") or in the customer's hosted environment, such as VMware Cloud™ on AWS. The Service Offering provides automated workload optimization, capacity and cost management, and planning and integrated compliance while unifying monitoring across private, hybrid, and public clouds. The Service Offering has these capabilities:

- Continuous performance optimization to reduce downtime

- Efficient capacity and cost management to lower costs

- App-aware Intelligent remediation to speed time to value

- Integrated compliance to mitigate risk • Unified public cloud monitoring across AWS, Azure, and Google Cloud Platform to accelerate decisions.

For more information, see the VMware vRealize Operations Cloud 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 Operations Cloud.

Types of Data Collected by VMware vRealize Operations Cloud

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 Operations Cloud 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, personal information is limited to IP addresses and host names.

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). For troubleshooting purposes VMware creates a support bundle which contains logs and service operational data. Customers can also create support bundles for the Cloud Proxy agents which reside in the customer environment. No customer data, like time series data, is included in the support bundle.
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. All customer account data is collected and managed by CSP service. vROps Cloud SRE is using CSP APIs to maintain customer relationships.
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' and developers' IP address, login credentials or login time stamps. Communications Data such as alert notification content, recipient/subscriber to alerts. Data used by VMware to facilitate the delivery of the Service.

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SECURITY, CERTIFICATIONS AND THIRD-PARTY ATTESTATIONS

- All compliance certifications are available in the *VMware Trust Center's Compliance Page.*

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.	<u>Contact Information</u>, such as administrators' email address (e.g., to provide proactive support). <u>Online Identifiers</u> such as administrators' IP address, device information, login credentials. <u>Other Online Information</u> such as guest virtual machine processes, command line, connection identifiers, application configuration files and system performance files. In order to provide continuously high performing service vROPs Cloud is collecting statistical data about service usage. This data does not contain any customer specific info, like names of the customer owned VMs, hosts or other endpoints.

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 Operations Cloud, 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 Operations Cloud enables Customers to choose the data center where Customer Content will be stored. Customers select the location for Customer Content at Service instantiation, at which time, Customers have the choice of locations including the United States, Australia, Germany, Canada, Brazil, Singapore, the United Kingdom, Japan, and India. 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 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, logs files are generated and stored on the Customer's dedicated EBS volumes. During active subscription older logs files will be rotated daily if the log file size goes beyond 10 MB. Upon service termination all log files will be automatically deleted after 90 days.