Tanzu Service Mesh, built on VMware NSX– Privacy Datasheet

ABOUT VMWARE TANZU

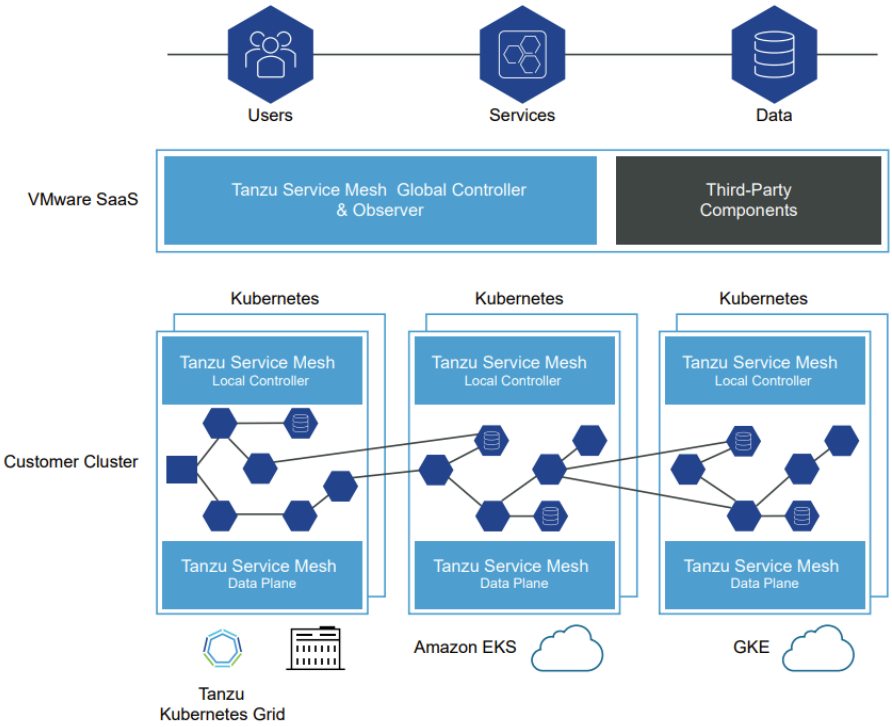
- VMware Tanzu is a suite of products that helps users run and manage multiple Kubernetes (K8S) clusters across public and private “clouds”.
- Learn more at: *https://tanzu.vmware.com/*

ABOUT VMWARE’S PRIVACY PROGRAM

- Cloud Trust Center – At VMware, we want to bring transparency that underlies trust. *The VMware Cloud Trust Center* is the primary vehicle to bring you that information.
- Data Privacy Officer - Please contact VMware’s Privacy Team at *privacy@vmware.com* or by mail at Office of the General Counsel of VMware, Inc., 3401 Hillview Ave, Palo Alto, California, 94304, USA.

How Tanzu Service Mesh, built on VMware NSX, brings value to you!

VMware Tanzu Service Mesh, built on VMware NSX (the “Service Offering” or “VMware Tanzu Service Mesh”) provides advanced, end-to-end connectivity and security for modern applications — across end-users, microservices, APIs, and data — enabling compliance with service level objectives (SLOs) as well as data protection and privacy regulations.



For more information, see the Tanzu Service Mesh 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 Tanzu Service Mesh.

Types of Data Collected by VMware Tanzu Service Mesh

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 Tanzu Service Mesh only processes the personal data of the of Customer's IT administrators and developers who use and operate the Service Offering, or such other people Customer authorizes to use the Service Offering on their behalf.

VMware Tanzu Services Mesh primarily collects infrastructure data of clusters onboarded to the Service Offering such as Node Name, Operating System, CPU Capacity (Cores) and CPU Usage.

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.
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).

SECURITY, CERTIFICATIONS AND THIRD-PARTY ATTESTATIONS

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

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.
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.
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 Tanzu Service Mesh, 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 Tanzu Service Mesh currently stores Customer Content in data centers located in the United States. 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 Cloud 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 Cloud 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 *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, data transmitted to the Service Offering by Customer will be retained and available for querying and alerts. Customer Content is retained for a period not to exceed 12 months from the date and time the data was originally ingested into the Service Offering.

VMware, Inc. 3401 Hillview Avenue Palo Alto CA 94304 USA Tel 877-486-9273 Fax 650-427-5001 vmware.com.