

# Adaptive Network Security (ANS)

Privacy Data Sheet

November 2024

This Privacy Data Sheet describes the Processing of Personal Information by Adaptive Network Security (the "Service"). The Service helps address business challenges by providing monitoring and alerting of internet-based threats to help protect Users, websites, or critical applications on the internet. Lumen provides the Service directly to its Customers for use by Customers and Customers' End Users. Lumen may Process Personal Information Customers provide regarding Customer and End Users in the course of providing the Service.

## Types of End User Personal Information

End User Personal Information may include (depending upon Customer configurations):

- IPv4 and IPv6 (source/destination)
- NetFlow data such as Port ID, and packet sizes
- Interactions with known malicious sites that have been determined using threat intelligence, GeoIP, clickstream data, threat metadata
- Domain names

## Purpose of Processing

Necessary to provide the Service, comprehend Customer's needs, optimize the Service, and provide Customer reports

## Authorized Personnel with Access

- **Lumen:** To troubleshoot and support the Service through the Control Center Portal
- **Customer:** Through the Control Center Portal with access limited only to that Customer's End User information

## Retention Periods

### Lumen:

- Rolling ninety (90) days for monitored data.
- Data overwritten for monitored data
- Data deleted within ten (10) days of notice upon termination of contract for monitored data and logs
- IP address deleted after customer terminates contract

## Transfer of Personal Information Across Borders

Lumen uses Standard Contractual Clauses to transfer Personal Information outside the European Economic Area to countries that have not received an adequacy determination from the European Commission.

## Locations where Personal Information is Processed and Stored

Organizations with authorized access to Customer Information	Storage location per Customer's instructions	Access location
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Lumen	<p><b>North America</b> USA</p>	<p><b>Asia</b> Hong Kong, Singapore</p> <p><b>Europe</b> Germany, United Kingdom</p> <p><b>North America</b> USA</p> <p><b>or</b></p> <p><b>Global:</b> Authorized Personnel located anywhere with secure internet access</p>
Customer	<p><b>North America</b> USA</p>	<p><b>Asia</b> Hong Kong, Singapore</p> <p><b>Europe</b> Germany, United Kingdom</p> <p><b>North America</b> USA</p> <p><b>or</b></p> <p><b>Global:</b> Authorized Personnel located anywhere with secure internet access</p>

Lumen uses Amazon Web Services (“AWS”) as its cloud service provider for storing information associated with providing ANS. Data is stored in the AWS cloud in the USA. AWS does not have access to End User Personal Information. For more information, please review the [AWS Privacy Notice](#).

Sub-processors (third party suppliers)

Lumen may copy Personal Information described in this Privacy Data Sheet to Lumen supplier for the purposes of setting up and/or delivering the Service. Lumen uses the following third-party suppliers who may Process Personal Information to provide the Service to Customer and their End-Users.

Third-party Suppliers and Purposes	Country	Supplier’s privacy statement
None	None	None