

Adaptive Threat Intelligence

Privacy Data Sheet

November 2024

This Privacy Data Sheet describes the Processing of Personal Information by Adaptive Threat Intelligence (“ATI” or the “Service”). The Service uses Netflow information gathered from the Lumen network and determines if the Customer has, or is interacting with, potentially malicious hosts or servers. This information is conveyed to the Customer via reports. Lumen provides ATI directly for use by Customer and Customer’s End Users. Lumen may Process Personal Information Customers provide regarding Customer and End Users in the course of providing the Service.

Types of Customer Personal Information

Customer Personal Information may include:

- IPv4 and IPv6 (source/destination)
- Domain names
- NetFlow data such as Ports and packet sizes
- Interactions with known malicious hosts or servers that have been determined using threat intelligence

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 provide support service
- **Customer:** Through access to only that Customer’s information

Retention Periods

Lumen:

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

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
Lumen	North America USA	North America USA
Customer	North America USA	North America USA

Lumen uses Amazon Web Services ("AWS") as its cloud service provider for storing data associated with providing ATI. 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