

Application Delivery Solutions

Privacy Data Sheet

November 2024

This Privacy Data Sheet describes the Processing of Personal Information by Application Delivery Solutions (the "Service"). The Service is a reverse proxy architecture and is designed to accelerate and secure content from websites and apps to End Users. It decrypts End User Information, analyzes it, and then re-encrypts requests/responses from the Customer origin/data center. 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)
- Device information
- Device interface information
- Device logs
- Domain names
- Host names
- Operating systems
- Geographic region
- Numbers or IDs associated with accounts
- NetFlow data such as Port ID, and packet sizes
- File information (file name, last modification, permissions, size and type)
- Cookies
- Clickstream data

Purpose of processing

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

Authorized Personnel with Access

- **Customer:** Through the Control Center Portal with access limited to only that Customer's End User Information
- **Application Delivery Solutions Strategic Suppliers:** Troubleshoot and support the Service

Retention Periods

Lumen:

- ADS is entirely vendor resale. Lumen doesn't have access to any data, outside billing data. Lumen does not have a retention period

Third Party Suppliers:

- Third Party Suppliers may allow for different retention periods

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
Customer	North America USA Australia	Global: Authorized Personnel located anywhere with secure internet access
Third Party Suppliers (Below)	North America USA Australia	Global: Authorized Personnel located anywhere with secure internet access

Lumen uses Amazon Web Services ("AWS") as its cloud service provider for storing data associated with providing Application Delivery Solutions. 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
Webscale (formerly Section.io)	Australia, USA	Section's Privacy Policy
ThreatX [web application firewall ("WAF") & bot risk management ("BRM")]	USA	ThreatX Privacy Policy
Wallarm (WAF)	USA	Wallarm Privacy Policy
Human Security (BRM)	Israel, USA	Human Security Privacy Policy
SiteSpect (A/B Testing)	The Netherlands, USA	SiteSpect Privacy Policy
Radware	EU, Israel, USA	GDPR & CCPA Support Radware Privacy Policy