

# Dedicated Internet Access (DIA)

## Privacy Data Sheet

This Privacy Data Sheet describes the Processing of Personal Information by Dedicated Internet Access (“DIA” or the “Service”). The Service combines vital business internet features with maximum global reach and scalability. DIA offers comprehensive connectivity solutions that are scalable, reliable, and secure. Specifically geared for enabling enterprise applications that keep pace with and drive market growth, the Service can help provide the enhanced internet capabilities to business Customers and Partners. 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 while providing the Service.

### Types of End User Personal Information

End User Personal Information may include:

- IPv4 and IPv6 (source/destination)
- MAC addresses
- Device information
- Device interface information
- Domain names
- Operating systems
- NetFlow data such as Port ID, and packet sizes

### Purpose of Processing

Necessary to provide the Service

### Authorized Personnel with Access

- **Lumen:** To troubleshoot and support the Service
- **Customer:** Through the Control Center Portal with access limited only to that Customer’s End User information
- **Nokia/Deepfield:** May have limited access when required to assist Lumen with troubleshooting

### Retention Periods

#### Lumen:

- Rolling one-hundred-eighty (180) days for monitoring data
- Data overwritten for monitored data
- IP address retained for duration of the Service
- 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 a determination of adequacy from the European Commission.

### Locations where Personal Information is Processed

Organizations with authorized access to Customer Information	Storage location per Customer’s instructions	Access location
Lumen	None	<b>Global:</b> Authorized Personnel located anywhere with secure internet access

Customer	<b>None</b>	<b>Global:</b> Authorized Personnel located anywhere with secure internet access
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Lumen uses Amazon Web Services ("AWS") as its cloud service provider for storing data associated with providing DIA. 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 to set up and/or deliver the Service. Lumen uses the following third-party suppliers who may Process Personal Information to provide the Service to Customer and their End-Users.

	<b>Third-party Suppliers and Purposes</b>	<b>Country</b>	<b>Supplier's privacy statement</b>
	Nokia/Deepfield	Finland, Global	<a href="#">Nokia Privacy Statement</a>

To the extent that Customer is purchasing the Service for use within the Asia Pacific, LATAM & EMEA regions, Lumen is reselling that Service and any related access for the Service from the Telecommunications providers listed in each country, as set out below:

	<b>Third-party Suppliers and Purposes</b>	<b>Country</b>	<b>Supplier's privacy statement</b>
	Optus	Australia	<a href="#">Optus Privacy Policy</a>
	China Telecom Americas	China	<a href="#">China Telecom Americas</a>
	CITIC (CPC)	China	<a href="#">China Entercom Privacy Policy</a>
	Cirion	LATAM	<a href="#">Cirion Privacy Policy</a>
	DYXnet	China	<a href="#">DYXnet Privacy Policy Statement</a>
	Bharti Airtel	India	<a href="#">Airtel Privacy Policy</a>
	Tata	India	<a href="#">Tata Communications Privacy Policy</a>
	Sify	India	<a href="#">Sify Privacy Policy</a>
	Linstasarta	Indonesia	<a href="#">None available</a>

	Telin	Indonesia	<a href="#">Telin Privacy Policy</a>
	Orient	Malaysia	<a href="#">Privacy Policy   Orient Telecoms (orient-telecoms.com)</a>
	Telekom Malaysia	Malaysia	<a href="#">Telekom Malaysia Privacy Notice</a>
	TIME Telekom	Malaysia	<a href="#">Privacy Policy Time Malaysia</a>
	Telstra (PACNET)	Malaysia, New Zealand, Philippines, South Korea, Taiwan	<a href="#">Telstra Privacy Statement</a> <a href="#">Telstra Global Data Protection Regulation Terms and Conditions</a>
	Spark	New Zealand	<a href="#">Privacy Policy   Spark NZ</a>
	GLOBE	Philippines	<a href="#">Privacy Policy - Globe</a>
	PLDT	Philippines	<a href="#">PLDT Privacy Policy</a>
	Taifo (Taiwan Intelligent Fiber Optic)	Taiwan	<a href="#">None Available</a>
	TFN (Taiwan Fixed Network)	Taiwan	<a href="#">None Available</a>
	JasTel	Thailand	<a href="#">None Available</a>
	CMC Telecom	Vietnam	<a href="#">None Available</a>
	FPT Telecom	Vietnam	<a href="#">None Available</a>
	VNPT	Vietnam	<a href="#">None Available</a>
	Colt	EMEA	<a href="#">Binding Corporate Rules on Data Transfer Privacy</a>