

Lumen Dedicated Internet Extension (LDIE)

Privacy Data Sheet

November 2024

This Privacy Data Sheet describes the Processing of Personal Information by Lumen Dedicated Internet Extension (“LDIE” or the “Service”). The Lumen Dedicated Internet Extension Service is third-party provided Internet Service where Lumen is acting as the reseller for various internet connections. Lumen may not bill for Services in a country where Lumen does not currently hold a license to operate. Service is quoted by a Lumen sales representative, who collects relevant order information and obtains the order from the relevant third-party provider. 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:

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

Purpose of Processing

Necessary to provide the Service

Authorized Personnel with Access

- **Lumen:** support the Service
- **Customer:** through the Control Center Customer Portal with access limited to only that Customer’s End User information
- **Third Party Internet Vendor:** Installation, troubleshoot, and support services

Retention Periods

Lumen:

- Rolling one-hundred-eighty (180) days for monitored data and logs
- Data overwritten for monitored data
- IP addresses retained for duration of 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	Global: Authorized Personnel located anywhere with secure internet access
Customer	None	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 LDIE. 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
Optus	Australia	Optus Privacy Policy
AAPT	Australia	AAPT Privacy Policy
ADN Gateway	Bangladesh	<u>None Available</u>
China Telecom Americas	China	China Telecom Americas Privacy Policy
CITIC (CPC)	China	CITIC Privacy Policy
DYXnet	China	DYXnet Privacy Policy
Docomo Pacific	Guam	DOCOMO PACIFIC Privacy Policy

	COLT	Hong Kong, Japan, Singapore	Colt Privacy Policy
	Tata	India	Tata Communications Privacy Policy
	Sify	India	Sify Technologies Privacy Policy
	BizNet	Indonesia	Biznet Networks Privacy Policy
	Lintasarta	Indonesia	<u>None Available</u>
	Telin	Indonesia	Telin Privacy Policy
	NTT	Japan	NTT Privacy Policy
	Softbank	Japan	SoftBank's Privacy Policy
	KDDI	Japan	KDDI's Privacy Policy
	Tokia	Japan	<u>None Available</u>
	Orient	Malaysia	None Available
	Telekom Malaysia	Malaysia	TM Privacy Policy
	TIME Telekom	Malaysia	Time Privacy Policy
	Telstra (PACNET)	Malaysia, New Zealand, Philippines, South Korea, Taiwan	Telstra Privacy Policy
	Frontiir	Myanmar	Myanmar Net Privacy Policy
	Spark	New Zealand	Spark Privacy Policy
	Globe	Philippines	Globe Privacy Policy
	PLDT	Philippines	PLDT Privacy Policy
	SkyBiz (SkyCable)	Philippines	SKYBIZ Privacy Policy
	Radius	Philippines	Radius Privacy Policy

	Singtel	Singapore	Singtel Privacy Policy
	Starhub	Singapore	StarHub Data Protection Policy
	ViewQwest	Singapore	ViewQwest Privacy Policy
	LG Uplus	South Korea	LG Uplus Privacy Policy
	ChungHwa Telecom (CHT)	Taiwan	ChungHwa Privacy Policy
	Taifo (Taiwan Intelligent Fiber Optic)	Taiwan	<u>None Available</u>
	TFN (Taiwan Fixed Network)	Taiwan	<u>None Available</u>
	JasTel	Thailand	Jastel Privacy Policy
	UIH	Thailand	UIH Privacy Policy
	Symphony	Thailand	Symphony Privacy Policy
	True	Thailand	True Privacy Policy
	Cat	Thailand	Cat Privacy Policy
	CMC Telecom	Vietnam	<u>None Available</u>
	FPT Telecom	Vietnam	<u>None Available</u>
	VNPT	Vietnam	<u>None Available</u>
	Tigo	Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica, Panama, Columbia, Bolivia	Tigo Privacy Statement

	Bestel	Mexico	Bestel Privacy Policy
	Orchest	Mexico, Costa Rica, Guatemala, El Salvador, Venezuela, Columbia, Argentina, Brazil, Chile, Panama, Ecuador, Peru, Bolivia, Uruguay, Paraguay, Puerto Rico, Bahamas, Belize, Bermuda, Curcao, Dominican Republic, Trinidad & Tobago, Montserrat	Orchest Privacy Policy
	Flo Networks	Mexico	Flo Networks Privacy Policy
	Claro	Mexico, Guatemala, El Salvador, Nicaragua, Honduras, Puerto Rico, Dominican Republic	Claro Privacy Policy
	Liberty Networks	Puerto Rico, Anguilla, Antigua, Bahamas, Barbados, British Virgin Islands, Cayman Islands, Curacao, Dominican Republic, Dominica, Grenada, Jamaica, Sint Maarten, St. Kitts, St. Lucia, St. Vincent, Trinidad & Tobago, Turks & Caicos, Panama, Costa Rica, Guatemala, El Salvador, Honduras, Columbia	Liberty Networks Privacy Notice
	Telxius	Argentina, Brazil, Chile, Ecuador, Peru, Columbia	Telxius Data Protect Policy
	Cirion	Argentina, Uruguay, Chile, Peru, Ecuador, Venezuela, Columbia, Brazil, Mexico, Panama, Costa Rica, Puerto Rico	Cirion Privacy Notice
	Telefonica	Mexico	Telefónica Privacy Notice