

# Lumen Managed Firewall

Privacy Data Sheet

November 2024

This Privacy Data Sheet describes the Processing of Personal Information by Lumen Managed Firewall (the "Service"). The Managed Firewall Service delivers 24/7 firewall management and monitoring for advanced NextGen context and UTM content solutions. Secure and defend your infrastructure by protecting the network perimeter from external threats across a broad spectrum of vendor platforms - delivering a wide array of efficient, cost-effective features, throughput, and capacity. This Service may be referred to as *Customer Security, Managed Firewall, Managed Firewall Care, Managed Cisco Firewall, Managed Cisco Firewall Care, Managed Palo Alto Firewall, Managed Palo Alto Firewall Care, and Managed Premises Firewall*. Lumen provides Managed Firewall directly for use by Customer and Customer's End Users.

## Types of End User Personal Information

End User Personal Information may include:

- IPv4 and IPv6 addresses (source/destination)
- MAC addresses
- Device information
- Device interface information
- Domain names
- Host names
- Network names
- Operating systems
- Group or names associated with accounts including Active Directory information
- URLs visited
- Port ID and packet sizes

## Purpose of Processing

Necessary to provide services and troubleshoot

## Authorized Personnel with Access

- **Lumen:** To troubleshoot and support Service
- **Customer:** Through the Control Center Customer Portal or Managed Security Services Portal with access limited to only that Customer's End User information
- **Cisco, Fortinet, Palo Alto Networks:** May have limited access when required to assist Lumen with troubleshooting

## Retention Periods

### Lumen:

- Up to rolling ninety (90) days for monitored data unless extended by Customer 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
Lumen	<b>North America</b> USA	<b>Global:</b> Customer, Implementation Partners, and Lumen Authorized Personnel at the written and mutually agreed upon instructions of the Customer, with secure internet access and correct identity and access management to control authentication and authorization
Customer	<b>North America</b> USA	<b>Global:</b> Customer, Implementation Partners, and Lumen Authorized Personnel at the written and mutually agreed upon instructions of the Customer, with secure internet access and correct identity and access management to control authentication and authorization
Palo Alto Networks (when Wildfire product purchased)	<b>North America</b> USA	<b>Global:</b> Customer, Implementation Partners, and Lumen Authorized Personnel at the written and mutually agreed upon instructions of the Customer, with secure internet access and correct identity and access management to control authentication and authorization

Lumen utilizes Amazon Web Services ("AWS"), one of its cloud service providers for storing Customer information associated with providing Managed Premises Firewall. Data is stored in the AWS cloud in the USA. AWS does not have access to End User Personal Information. For more information review the [AWS Privacy \(amazon.com\)](https://aws.amazon.com/privacy).

## 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.

	<b>Third-party Suppliers and Purposes</b>	<b>Country</b>	<b>Supplier's privacy statement</b>
	Amazon Web Services ("AWS") (Hosting Environment)	USA	<a href="#">AWS Privacy (amazon.com)</a>
	Cisco (Firewall product)	Global	<a href="#">Cisco Privacy Statement</a>
	Fortinet (Firewall product for MSS-Premise)	Global	<a href="#">Fortinet Privacy Policy</a>
	Palo Alto Networks (Firewall product)	USA	<a href="#">Privacy Policy - Palo Alto Networks</a>