Privacy Data Sheet

Managed Firewall

This Privacy Data Sheet describes the processing of personal data by Managed Firewall Services whether located within a Lumen managed environment or on Customer premises. These Services 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 (aka MSS-Premise) (the "Service"). For Managed Palo Alto Firewall and Managed Palo Alto Firewall Care, Security Log Monitoring (SLM) is a required purchase; please refer to the SLM Privacy Data Sheet for further details.

The Service is provided directly by Lumen to its customers ("Customers") for use by Customer and Customer's end users (each an "End User"). Lumen may process personal data Customers provide in the course of providing the Service regarding Customer and Customer's End Users.

Types of End User personal data

End User personal data may include:

- IPv4 and IPv6 address es(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 (and reasons)

- **Lumen:** Troubleshoot and support Service
- **Customer:** Through Control Center Customer Portal or the SavvisStation Portal with access limited to only that Customer's End User data
- **Checkpoint, Cisco, Fortinet, Palo Alto Networks and Splunk**: may have limited access when required to assist Lumen with troubleshooting

Retention periods

- Up to a rolling 90 days for monitored data unless extended by Customer contract
- Up to rolling 180 days for Customers purchasing Cisco IPS (Intrusion Prevention System)

LUMEN® TECHNOLOGIES

Transfers of personal data across borders

Lumen uses Standard Contractual Clauses to transfer personal data outside the European Economic Area to countries that have not received a determination of adequacy from the European Commission.

Locations where personal data is processed and stored

Organizations with authorized access to consumer data	Storage location	Access location
Lumen Customer Palo Alto Networks (when Wildfire product purchased)	North America California, USA Colorado, USA Georgia	Lumen and Customer Personnel: Authorized personnel located anywhere with authenticated access into the appropriate portal

Lumen uses Amazon Web Services (AWS) as its cloud service provider for storing data associated with providing Managed Premises Firewall (aka MSS-Premise). Data is stored in the AWS cloud in Virginia and California in the United States. AWS does not have access to End User personal data. For more information, please review the AWS Privacy Notice.

Sub-processors used (third party suppliers)

Lumen may share personal data described in this Privacy Data Sheet with Lumen affiliates and suppliers. Lumen uses the following third-party suppliers who also process personal data to provide the Service to Customers and their End Users.

Third-party suppliers	Country	Supplier's privacy statement
Check Point Software Technologies Ltd.	Israel, Germany	Check Point Privacy Policy
Cisco	Global	Cisco AMP Ecosystem Privacy Data Sheet Cisco AnyConnect Cisco Smart Net Total Care Privacy Data Sheet Cisco SecureX threat response Data Sheet Cisco Privacy Statement
Fortinet (security services vendor) (MSS-Premise)	Global	Data Privacy Practices Fortinet Privacy Policy
Palo Alto Networks	USA	Palo Alto Networks Wildfire Privacy Data Sheet Palo Alto Networks GDPR Compliance Palo Alto Networks Privacy Policy
Splunk	USA	Splunk Privacy Policy