

Privacy Data Sheet

Mesh Delivery for Video Streaming

This Privacy Data Sheet describes the processing of personal data by the Lumen Mesh Delivery for Video Streaming service (the “Service”).

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 data

End User personal data may include (Lumen does not link this information to an individual):

- Public and private IPv4/IPv6 addresses (including augmented information retrieved such as country/ISP/ASN)
- Device type
- Device interface information
- Domain / host names
- Content URLs
- Network names/numbers
- Network type
- Operating systems
- Geographic region
- File information (file name, size & type)
- Port ID and packet sizes

Purpose of processing

Necessary to provide Services, troubleshooting and/or for R&D required to improve the performance of the Services.

Authorized personnel with access (and reasons)

- **Lumen:** Troubleshoot, Research & Development, and to support service over secure internet.
- **Customers:** Through Customer Dashboard with access limited to only that Customer’s End User data.
- **Reseller Partners (if applicable):** Troubleshoot and support Services with access limited to only that Reseller’s Customers’ End User data.

Retention periods

- End User personal data is sent to data pipeline on a secure encrypted channel and anonymized in real time at ingestion. Aggregated anonymized data are kept without any limit (one data point per day). **Anonymization is not reversible.**
- Logs of all connections to backend services are sampled and kept for 60 days; these contain the origin IP address, the request made, and the status code.
- Client-side application monitoring data is kept for 90 days; these contain end-user’s session data and connected peers’ IP addresses.

Transfers of personal data across borders

Data for the Service is stored in the European Union and in the US.

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

Belgium: Data for Device-Side Delivery Services is stored in Google Cloud.

United States: Application monitoring data (telemetry) for Device-Side Delivery Services, provided by Sentry, is stored in Google Cloud.

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 Services to Customers and their End Users.

Third-party suppliers	Country	Supplier's privacy statement
Google	Belgium	https://cloud.google.com/terms/cloud-privacy-notice
Sentry	US	https://sentry.io/security https://sentry.io/privacy

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