

# Network Protection Services

Privacy Data Sheet

November 2024

This Privacy Data Sheet describes the Processing of Personal Information by Network Protection Services (“NPS” or the “Service”). Network Protection Services uses its applied access control lists (“ACLs”) and performance rules to mitigate volumetric attacks or limit the traffic that is permitted across the Qualifying Internet Service. Flow Based Monitoring (“FBM”) is only available to Customers with a Qualifying Internet Service that choose monitoring from Lumen provider edge routers or Customer-owned and managed equipment. NPS performs NetFlow sampling and creates details regarding Customer counts on router of rules selected by Customer for IP, ports, and protocols regarding number of conversations set by rules. The rule counts are stored in the router, so they are stored locally wherever there is a router. Lumen provides Network Protection Services 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)
- Protocols such as UDP/TCP/ICMP

## Purpose of Processing

Necessary to provide services, comprehend Customer’s needs, optimize service, and provide Customer reports

## Authorized Personnel with Access

- **Lumen:** To troubleshoot and support Service
- **Customer:** through interactions with Lumen Security Operations Personnel with access limited to only that Customer’s End User information
- **Nokia and Juniper:** Troubleshoot and support routers use with the Service (under supervision of Lumen Personnel)

## Retention Periods

### Lumen:

- Rolling counter on router of instances where Customer specified rules matched traffic to and from specified addresses, ports, and protocols which restarts once maximum counter value is reached

## 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 and Stored

Organizations with authorized access to Customer Information	Storage location per Customer's instructions	Access location
Lumen	<p><b>Globally:</b></p> <p>Counts are stored where the router providing NPS services reside</p>	<p><b>APAC</b></p> <p>India, Singapore</p> <p><b>Europe</b></p> <p>United Kingdom (accessed/owned by Colt now)</p> <p><b>North America</b></p> <p>USA (Arizona, Colorado, Minnesota)</p> <p><b>or</b></p> <p><b>Global:</b> Authorized Personnel located anywhere with secure internet access</p>
Customer	<p><b>Globally</b></p> <p>Counts are stored where the router providing NPS services reside</p>	<p><b>APAC</b></p> <p>India, Singapore</p> <p><b>Europe</b></p> <p>United Kingdom</p> <p><b>North America</b></p> <p>USA (Arizona, Colorado, Minnesota)</p> <p><b>Global:</b> Authorized personnel located anywhere with secure internet access</p>
Nokia and Juniper	<p><b>Globally</b></p> <p>Counts are stored where the router providing NPS services reside</p>	<p><b>APAC</b></p> <p>India, Singapore</p> <p><b>Europe</b></p> <p>United Kingdom (accessed/owned by Colt now)</p> <p><b>North America</b></p> <p>USA (Arizona, Colorado, Minnesota)</p> <p><b>or</b></p> <p><b>Global:</b> Authorized personnel located anywhere with secure internet access</p>

### 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 Services. Lumen uses the following third-party suppliers who may Process Personal Information to provide the Services to Customers and their End-Users.

	<b>Third-party Suppliers and Purposes</b>	<b>Country</b>	<b>Supplier's privacy statement</b>
	Nokia	Finland	<a href="#">Nokia Privacy Notice</a>
	Juniper	USA	<a href="#">Juniper Privacy Policy</a>
	Colt	EMEA	<a href="#">Colt Privacy Statement</a>