

ExtremeWorks Subscription: Data Processing Description

1.0 Subject matter of processing

The subject matter of the data processing carried out by Extreme Networks is the provision of services through an ExtremeWorks Subscription to the Customer, as further described in the terms of support between Extreme Networks and the Customer.

2.0 Duration of processing

Data will be processed over the period for which the ExtremeWorks Subscription is provided to the Customer.

3.0 Nature and purpose of processing

Data will be subject to various types of processing, which may include network operations, configuration, supervision, troubleshooting and maintenance. Data is processed to provide maintenance and configuration assistance (including associated troubleshooting) for ExtremeWorks Subscription Customers.

4.0 Categories of data

The categories of data processed in connection with the ExtremeWorks Subscription may include:

- MAC addresses, IP addresses and hostnames.
- Authentication information, including User IDs and Certificate Common Names.
- Data payload in packet capture of troubleshooting
- Contact information, including names, phone numbers, login IDs and email addresses.

5.0 Categories of data subjects

The data processed in connection with the ExtremeWorks Subscription relate to categories of data subjects that may include:

- The Customer's employees, temporary employees, contractors, visitors and guests to the Customer's premises, and actual and potential customers of the Customer's own products and/or services.
- Employees of the Customer's vendors, service providers and commercial partners.

6.0 Processing operations

The data that Extreme Networks processes is subject to various processing operations, as set out under section 3.0 above.

7.0 Data transfers

In order to provide ExtremeWorks Software Subscription to the customer, data may be transferred between Extreme Networks entities, some of which may be located outside of the EEA.

- The name and location of any such entities will be set out in the service agreement between Extreme Networks and the Customer.
- The categories of data and data subjects that these transfers may involve is listed under sections 4.0 and 5.0 above.
- Data transferred will be subject to various types of processing, which may include the processing listed under section 3.0 above.