

# **Extreme Managed Services: 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 managed services to the Customer, as further described in the terms of support between Extreme Networks and the Customer. These managed services may include the following:

- NOC Services: wired and wireless network operations, configuration, supervision, troubleshooting, and maintenance.
- SOC Services: WIPS operations, configuration, supervision, troubleshooting, and maintenance, assist and/or lead investigation and incident response for wireless security events.

## **2.0 Duration of processing**

Data will be processed over the period for which the managed services are provided to the Customer.

## **3.0 Nature and purpose of processing**

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

## **4.0 Categories of data**

The categories of data that Extreme Networks processes when providing the managed services may include:

- Online identifiers, including MAC addresses, IP addresses and hostnames.
- Contact information, including names, phone numbers, login IDs and email addresses.
- Data payload in packet capture for troubleshooting.

## **5.0 Categories of data subjects**

The data that Extreme Networks processes when providing the managed services relates 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.

## **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 managed services 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.