

Safe Harbor Privacy Notice

US - EU and US – Swiss Safe Harbor Privacy Notice

Savvis Communications Corporation d/b/a CenturyLink TS and its affiliates listed below (collectively “CenturyLink”) adhere to the Safe Harbor Principles administered by the United States Department of Commerce.

Scope

CenturyLink collects personal information from individuals in the European Union (“EU”) and Switzerland on a limited basis. CenturyLink collects contact information from its customers which may include personal information such as names, business addresses, telephone numbers, e-mail addresses and similar information in order to facilitate the provision of services. In addition, CenturyLink collects personal information from employment applicants in order to review and evaluate their applications. CenturyLink also collects personal information of employees in the ordinary course of their employment. CenturyLink does not act as the data controller for personal information which CenturyLink’s customers store, process or transmit using CenturyLink’s services. Instead, CenturyLink merely acts as a data processor for its customers. This Notice applies to personal information knowingly received and processed by CenturyLink in the United States from the EU or Switzerland, specifically, personal information collected from CenturyLink's customers concerning their employees or customers in the context of the services CenturyLink performs and about CenturyLink’s potential and actual employees.

Definitions

"CenturyLink" means Savvis Communications Corporation d/b/a CenturyLink TS, its predecessors, and successors and its affiliates CenturyLink France S.A.S., CenturyLink Germany GmbH, CenturyLink Italia S.r.l., CenturyLink Poland Sp Zo.o., CenturyLink Switzerland A.G., CenturyLink Technology U.K. Limited, and CenturyLink Europe B.V. (including CenturyLink Europe B.V.’s branches in Austria, Belgium, Denmark, Greece, Ireland, Luxembourg, Norway, Spain and Sweden).

"Personal information" means information that identifies or reasonably may identify a natural person. Personal information does not include anonymized information or aggregate information to the extent an individual's identity cannot reasonably be determined from such information. In addition, Personal information does not include information as to which an individual has given explicit consent for use, consistent with the Safe Harbor Principles.

"Agent" means any third party that processes, collects, or uses personal information pursuant to the instructions of, and solely for the benefit of, CenturyLink, or to which CenturyLink discloses personal information for use on its behalf.

"Sensitive personal information" means personal information that reveals a natural person's race, ethnic origin, political opinions, religious or philosophical beliefs, criminal record, or trade union membership, or that concerns a natural person's sex life or health.

Privacy Principles

The privacy principles in this Notice are based on and shall be interpreted in a manner consistent with the Safe Harbor Principles.

Notice

CenturyLink provides cloud and managed hosting services to its customers, which may require CenturyLink to process its customers' data for the purpose of enabling or monitoring the functionality of the customer's applications. The customer data processed by CenturyLink may include personal information. This information is collected and controlled by CenturyLink's customers and may be processed by CenturyLink in order to provide the relevant services. CenturyLink is not responsible for the content of the customer information it processes, which may include personal information, nor is it responsible for the way its customers treat the personal information they collect or control.

Choice

To the extent that CenturyLink collects information directly from individuals within the EU or Switzerland, it will do so pursuant to this Privacy Notice and, to the extent it is applicable and required by the Safe Harbor Principles, offer such individuals the choice to opt out of having their personal information disclosed to a third party that is not an Agent or used for a purpose other than for which it was collected originally.

Onward Transfer

CenturyLink will obtain reasonable assurances from any Agents to whom it provides direct access to personal information that they will safeguard personal information knowingly collected by CenturyLink concerning individuals residing in the EU or Switzerland consistent with this Notice and the Safe Harbor Principles.

Access

Upon an individual's request, if feasible or applicable, CenturyLink will offer individuals from whom it directly collects information reasonable access to their personal information and will afford such individuals a reasonable opportunity to correct, amend, or delete inaccurate information. For commercial and security reasons, CenturyLink may have to coordinate such access through its customer who controls the information. CenturyLink may limit or deny access to personal information where providing such access would be unreasonably burdensome or expensive under the circumstances or as otherwise permitted by the Safe Harbor Principles.

Security

CenturyLink will take reasonable measures including technical, physical, and administrative measures and training, as appropriate, to protect personal information it collects and processes from loss, misuse, and unauthorized disclosure, access, alteration, and destruction. Such measures apply generally across CenturyLink systems, services and facilities rather than to particular customer environments, which vary greatly and are often highly customized. CenturyLink safeguards information according to established security standards and periodically assesses new technology for methods of protecting information. However, CenturyLink cannot guarantee the security of personal information.

Data Integrity

CenturyLink generally does not determine the type of personal information collected by its customers or the purpose for which it is collected. It merely acts upon the instructions of such customers as a data processor. To the extent that CenturyLink collects information directly from individuals within the EU or Switzerland, it will, to the extent it is applicable and required by the Safe Harbor Principles, take reasonable measures to verify that personal information it collects and processes is relevant for its intended use, reliable for its intended use, accurate, complete, and current.

Enforcement and Dispute Resolution

CenturyLink will conduct periodic assessments to confirm the accuracy of, and verify its adherence to, this Notice. CenturyLink will investigate suspected infractions and will take all appropriate action. Any questions, concerns, or complaints concerning the collection and use of personal information by CenturyLink please email us at Compliance Management (GRPMB030@centurylink.com), or write us at:

CENTURYLINK
ATTENTION: COMPLIANCE MANAGEMENT
1 SOLUTIONS PARKWAY
SAINT LOUIS, MO 63017

CenturyLink will conduct a reasonable investigation into and will attempt to resolve any complaints in accordance with the principles contained in this Notice. Complaints that cannot be resolved between CenturyLink and the complainant shall be resolved via binding arbitration with the American Arbitration Association in accordance with its Commercial Arbitration Rules and Mediation Procedures. Complainants seeking arbitration must send written notice to Savvis Communications Corporation d/b/a CenturyLink TS, Attention: General Counsel, 100 CenturyLink Drive, Monroe, LA 71203. A single arbitrator will be selected by CenturyLink and the arbitration will be held in Monroe, LA. Each party will pay its own costs associated with the arbitration and agrees to split the arbitration fees. Solely with respect to complaints by CenturyLink employees that cannot be resolved internally, CenturyLink agrees to work with the relevant Data Protection Authority to resolve such matter.

Limitations

CenturyLink's adherence to the Safe Harbor Principles may be limited by its role as a data processor as well as any applicable legal, regulatory, ethical, or public interest consideration, and as expressly permitted or required by any applicable law, rule, or regulation. In addition, CenturyLink reserves the right to disclose personal information reasonably related to the sale or disposition of all or part of its business.

Internet Privacy

CenturyLink maintains a Privacy Policy specifically governing the privacy of information collected by CenturyLink online through its websites, which can be viewed at: <http://www.centurylink.com/aboutus/legal/privacypolicy.html>.

Safe Harbor Program

To learn more about the Safe Harbor program, and to view CenturyLink's certification, please visit <http://www.export.gov/safeharbor/>.

Modification of this Safe Harbor Privacy Notice

CenturyLink may amend this Notice from time to time with or without notice in accordance with the Safe Harbor Principles. Any modified Notice will be posted on the company's website for public viewing.

Contact Information

Questions, concerns, or complaints concerning the collection and processing of personal information by CenturyLink pursuant to this Safe Harbor Privacy Notice please email us at Compliance Management (GRPMB030@centurylink.com), or write us at:

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