

# CenturyLink® Privacy Data Sheet for Distributed Denial of Service Mitigation (DDoS Mitigation)

This Privacy Data Sheet describes the processing of personal data by Distributed Denial of Service Mitigation (“DDoS Mitigation” or the “Service”).

DDoS Mitigation is provided directly by CenturyLink to its customers (“Customers”) for use by Customer and Customer’s end users (each an “End User”).

## Processing of personal data

CenturyLink may process personal data regarding Customer and Customer’s End Users in the course of providing the Service. Certain personal data may be viewable by others even after it has been deleted by CenturyLink, if the Customer or End User has shared the personal data with others. In the course and scope of work contracted by Customers of CenturyLink for the Service, CenturyLink will process personal data Customers provide, which may include the personal data listed:

- IPv4 addresses and IPv6 addresses
- Protocols such as UDP/TCP/ICMP
- Domain names
- Network names
- Group or names associated with accounts if traffic is not encrypted
- URLs
- NetFlow data
- If traffic is not encrypted:
  - File information (file name, last modification, permissions, size and type)
  - User account login and password
  - Credit card information
  - Any personal data contained in customer traffic

This table describes how CenturyLink processes personal data in the course of providing the Service.

Purpose of processing	Authorized individuals with access (and reason for access)	Retention period and reason for retention/deletion
Necessary to provide services	<p><b>CenturyLink personnel:</b> To troubleshoot and support services</p> <p><b>Customer personnel:</b> Through Control Center Customer Portal with access limited to only that Customer’s End User data</p> <p><b>NETSCOUT Personnel:</b> Troubleshoot and support the services</p>	<ul style="list-style-type: none"> <li>• Rolling 365 days for monitored data and logs, including monitored IP addresses.                             <ul style="list-style-type: none"> <li>○ Data overwritten for monitored data</li> </ul> </li> <li>• IP Address to be retained for duration of the service</li> <li>• IP Address deleted after customer terminates contract</li> </ul>

## Transfers of personal data across borders

CenturyLink 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.

CenturyLink processes and stores personal data associated with this service at these locations:

Organizations with authorized access to consumer data	Storage location	Access location
<ul style="list-style-type: none"> <li>CenturyLink personnel</li> <li>Customer personnel</li> <li>NETSCOUT personnel</li> </ul>	<p><u>North America:</u>            Colorado, USA            Georgia, USA</p>	<p><u>APAC:</u>            Australia            Hong Kong            India            Japan            Singapore</p> <p><u>Europe:</u>            France            Germany            Netherlands            United Kingdom</p> <p><u>North America:</u>            Arizona, USA            California, USA            Colorado, USA            Illinois, USA            Minnesota, USA            New York, USA            Texas, USA            Virginia, USA</p> <p><u>South America:</u>            Argentina            Brazil</p> <p><u>Or</u>            From any location via authorized secure access through the Internet</p>

## Sub-processors used (third party vendors)

CenturyLink may share personal data described in this Privacy Data Sheet with CenturyLink affiliates and vendors.

CenturyLink uses the following third-party vendors who also process personal data to provide the Service to Customers and their End Users.

Third-party vendors	Country	Vendors' privacy statement
NETSCOUT	Austria, Czech Republic, France, Germany, Ireland, Italy, Netherlands, Spain, Sweden, United Kingdom, United States	<a href="#">NETSCOUT Privacy Policy</a>