

CenturyLink® Privacy Data Sheet for Managed Firewall Services

This Privacy Data Sheet describes the processing of personal data by Managed Firewall Services whether located within a CenturyLink managed environment or on Customer premises. These Services may be referred to as Custom Security, Managed Firewall, Managed Firewall Care, Managed Cisco Firewall, Managed Cisco Firewall Care, Managed Palo Alto Firewall, Managed Palo Alto Firewall Care, and Managed Premises Firewall (aka MSS-Premise) or the “Service”. For Managed Palo Alto Firewall and Managed Palo Alto Firewall Care, Security Log Monitoring (SLM) is a required purchase; please refer to the [SLM Privacy Data sheet](#), for further details.

The Service 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 in the course of providing the Service regarding Customer and Customer’s End Users. 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 and examples listed:

- IPv4 and IPv6 addresses (source/destination)
- MAC addresses
- Device information
- Device interface information
- Domain names
- Host names
- Network names
- Operating systems
- Group or names associated with accounts, including Active Directory information
- URLs visited
- Port ID and packet sizes

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>CenturyLink personnel: To troubleshoot and support services</p> <p>Customer personnel: Through Control Center Customer Portal or the SavvisStation Portal with access limited to only that Customer’s End User data</p> <p>Check Point, Cisco, Fortinet, Palo Alto Firewall Networks, and Splunk personnel: May have limited access when required to assist CenturyLink with troubleshooting</p>	<ul style="list-style-type: none"> • Up to a rolling 90 days for monitored data unless extended by customer contract • Up to rolling 180 days for customers purchasing Cisco IPS (Intrusion Prevention System)

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 End User data	Storage location	Access location
<ul style="list-style-type: none"> CenturyLink personnel Customer Palo Alto Networks (when Wildfire product purchased) 	North America: California, USA Colorado, USA Georgia, USA	CenturyLink and Customer personnel: Authorized personnel located anywhere with authenticated access into the appropriate portal

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
Check Point Software Technologies Ltd.	Israel, Germany	Check Point Privacy Policy
Cisco	Global	Cisco AMP for Content Security and AMP for Networks Privacy Data Sheet Cisco Smart Net Total Care Privacy Data Sheet Cisco Threat Response Privacy Data Sheet Cisco Privacy Statement
Fortinet (security services vendor) (MSS-Premise)	Global	Data Privacy Practices Data Privacy Policy
Palo Alto Networks	USA	Palo Alto Networks Wildfire Privacy Data Sheet Palo Alto Networks GDPR Compliance Palo Alto Networks Privacy Policy
Splunk (MSS-Premise)	USA	Splunk Privacy Policy