## Acquia Support

Last revision of this Product Notice: [v1.1 – 17 May 2021 – hyperlinks updated]
Prior version(s) of this Product Notice: [v1.0 – 25 January 2021 – initial version]

This Product Notices describes the privacy relevant aspects of the above-mentioned Acquia product/services.

### About the Product

Acquia and its Acquia Affiliates support the Services remotely from various facilities around the globe where Acquia or its Acquia Affiliates employ personnel to deliver and support the Services. Such Services include:

- Service monitoring, including the underlying infrastructure and security
- Support and troubleshooting when Customers submit support tickets via online ticket systems, phone, or similar communication channels
- Backup and restoration of Customer Data stored in the Services
- Release and development of additional features, updates, fixes to the Services

For details about this Service, please refer to the Product Description available online at [https://docs.acquia.com/guide](https://docs.acquia.com/guide)

### 1. Processing Operation(s)

The objective of Processing of Personal Data by data importer is the performance of the Services pursuant to the Agreement.

- Processing of Personal Data to deliver its core functionalities required: yes no
- Optional features processing Personal Data: yes no n/a*
  - The optional features are deactivated by default:
    - Processing of sensitive Personal Data: yes** no n/a*
    - Profiling of individuals based on personal characteristics: yes no n/a*
    - Automated decision making that produces legal or other significant impacts on individuals: yes no n/a*

* (n/a = not applicable)
** (optional; depends on the Customer’s Drupal application)

### 2. Details of Personal Data being processed

<table>
<thead>
<tr>
<th>Categories of Personal Data</th>
<th>Categories of Data Subjects</th>
<th>Purpose of Processing</th>
<th>Categories of Data Recipients</th>
<th>Needed for Core Features</th>
<th>Processing Location</th>
<th>Acquia Inc. acts as Processor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer determines the categories of data provided to Acquia when requesting support services. It is in Customer’s sole discretion to provide no or very limited personal data, e.g. through the use of generic email addresses, masking of personal data, etc.</td>
<td>Customer determines the categories of data subjects provided to Acquia when requesting support services. It is in Customer’s sole discretion to provide no or very limited personal data, e.g. through the use of generic email addresses, masking of personal data, etc.</td>
<td>Providing advice, support, and troubleshooting in accordance with the relevant support agreement</td>
<td>Support technicians of Acquia</td>
<td>n/a</td>
<td>Globally (see Acquia Affiliates)</td>
<td>yes</td>
</tr>
</tbody>
</table>
3. **Privacy Enhancements**

<table>
<thead>
<tr>
<th>Objective</th>
<th>Technology / Measure</th>
<th>Data at Rest</th>
<th>Data in Transit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anonymization and Pseudonymization</td>
<td>Data anonymization at Customer level optional for Customer</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Data confidentiality</td>
<td>Access control measures</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td>Encryption at customer level</td>
<td>☒</td>
<td>☒</td>
</tr>
<tr>
<td></td>
<td>Encryption at Acquia level</td>
<td>☒</td>
<td>☒</td>
</tr>
<tr>
<td></td>
<td>(see Security Annex and Product Description)</td>
<td>☒</td>
<td>☒</td>
</tr>
<tr>
<td>Data integrity</td>
<td>Anti-tampering technology (see Security Annex)</td>
<td>☒</td>
<td>☒</td>
</tr>
<tr>
<td>Data availability including restoring availability, restoring access to personal data, and data resilience</td>
<td>Business continuity and disaster recovery measures (see Security Annex)</td>
<td>☒</td>
<td>☒</td>
</tr>
<tr>
<td>Regular testing, assessing and evaluating of TOMs</td>
<td>Regular security and process reviews (see also Security Annex)</td>
<td>☒</td>
<td>☒</td>
</tr>
</tbody>
</table>

4. **Certifications**

The relevant certifications can be found here: [https://docs.acquia.com/cloud-platform/arch/security/compliance-standards-and-regulations/](https://docs.acquia.com/cloud-platform/arch/security/compliance-standards-and-regulations/)

5. **Data Subject Rights**

n/a

6. **Sub-Processing**


Any current Acquia customer with a data processing agreement in place with Acquia may subscribe to receive notifications of new or changed sub-processors through above website.

7. **Description of the technical and organisational security measures implemented by the data importer in accordance with Clauses 4(d) and 5(c) (or document/legislation attached)**

Data importer has implemented and will maintain appropriate administrative, physical, and technical safeguards for the protection of the security, confidentiality and integrity of Personal Data uploaded to the Services, as described in the Acquia Security Annex (available from [https://www.acquia.com/about-us/legal/gdpr](https://www.acquia.com/about-us/legal/gdpr)) applicable to the specific Services purchased by data exporter, as updated from time to time, and made available by data importer upon request. The data exporter is wholly responsible for implementing and maintaining security and data administration within any data exporter applications, configuration settings, or log settings used by data exporter in conjunction with the Services.