



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>

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: | <input type="checkbox"/> yes | <input checked="" type="checkbox"/> no | |
| • Optional features processing Personal Data: | <input checked="" type="checkbox"/> yes | <input type="checkbox"/> no | |
| ▪ The optional features are deactivated by default: | <input type="checkbox"/> yes | <input checked="" type="checkbox"/> no | <input checked="" type="checkbox"/> n/a* |
| • Processing of sensitive Personal Data: | <input type="checkbox"/> yes** | <input checked="" type="checkbox"/> no | <input type="checkbox"/> n/a* |
| • Profiling of individuals based on personal characteristics: | <input type="checkbox"/> yes | <input checked="" type="checkbox"/> no | <input type="checkbox"/> n/a* |
| • Automated decision making that produces legal or other significant impacts on individuals: | <input type="checkbox"/> yes | <input checked="" type="checkbox"/> no | <input type="checkbox"/> n/a* |

* (n/a = not applicable)

** (optional; depends on the Customer's Drupal application)

2. Details of Personal Data being processed

| Categories of Personal Data | Categories of Data Subjects | Purpose of Processing | Categories of Data Recipients | Needed for Core Features | Processing Location | Acquia Inc. acts as Processor |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|-------------------------------|--------------------------|----------------------------------|-------------------------------|
| 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. Typically, the following categories of personal data are provided to Acquia: name, phone numbers, email addresses, time zones, addresses, , company names, contract data, invoice data, and background information regarding the support case, e.g. data specific to the affected Service or Drupal installation. | 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. Typically, personal data related to following data subjects is provided: employees, contractors, business partners or other individuals acting on behalf of the Customer. | Providing advice, support, and troubleshooting in accordance with the relevant support agreement | Support technicians of Acquia | n/a | Globally (see Acquia Affiliates) | yes |

3. Privacy Enhancements

| Objective | Technology / Measure | Data at Rest | Data in Transit |
|------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|-------------------------------------|-------------------------------------|
| Anonymization and Pseudonymization | Data anonymization at Customer level optional for Customer | n/a | n/a |
| Data confidentiality | Access control measures | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Encryption at customer level | n/a | n/a |
| | Encryption at Acquia level (see Security Annex and Product Description) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Data integrity | Ant-tampering technology (see Security Annex) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Data availability including restoring availability, restoring access to personal data, and data resilience | Business continuity and disaster recovery measures (see Security Annex) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Regular testing, assessing and evaluating of TOMs | Regular security and process reviews (see also Security Annex) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

4. Certifications

The relevant certifications can be found here: <https://docs.acquia.com/cloud-platform/arch/security/compliance-standards-and-regulations/>

5. Data Subject Rights

n/a

6. Sub-Processing

The specific list of Acquia Affiliats (sub-processors) is available from: www.acquia.com/about-us/legal/subprocessors

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>) 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.