



VERITAS GENERAL DATA PROTECTION REGULATION (“GDPR”) COMPLIANT TERMS

HOW THEY WORK

We understand that the GDPR has created a large workload for Veritas customers. We therefore are proactively offering GDPR compliant terms to all our customers as standard for all new business (“Veritas Data Processing Terms”) and where possible incorporating them **automatically** into our existing customer contracts. Most customers will not have to actively amend their existing contracts to benefit from the Veritas Data Processing Terms.

What Data Processing Does Veritas Do?

We are a processor of our customers’ information:

- When we provide Hosted Services, (such as InfoMap and EV.Cloud)
- When our customers provide personal data to us during a support case; and
- Potentially, but rarely, in the context of the provision of Consulting Services.

Please note that in the context of our on-premise solutions, there is no processing of personal data by Veritas on behalf of customers.

What Terms is Veritas Providing?

The Veritas Data Processing Terms comply with all the provisions of Article 28 of the GDPR and contain a Data Transfer Agreement on the terms of the Standard Contractual Clauses approved by the EU Commission (“Data Transfer Agreement”) to cover any transfers of personal data outside the European Economic Area (“EEA”) and Switzerland that may occur during service provision. You will find these behind the “GDPR Compliant Terms and Conditions” tab at www.veritas.com/privacy. Veritas Technologies LLC in the US is the data importer for all services where there is a data transfer to a country outside the EEA and Switzerland.

For customers who contract with Veritas Storage (Ireland) Limited, the contracting party and the data importer are different. To create a binding Data Transfer Agreement without need for the execution of a separate Data Transfer Agreement, the Veritas Data Processing Terms authorise Veritas Storage (Ireland) Limited to enter into a Data Transfer Agreement with Veritas Technologies LLC in the US, as agent for the customer. A copy of the signed agreement between Veritas Storage (Ireland) Limited and Veritas Technologies LLC that give effect to the authorisation is available behind the “GDPR Compliant Terms and Conditions” tab at www.veritas.com/privacy.

For customers contracting with Veritas Technologies LLC in the US, there is no need for an agency arrangement as the Veritas contracting party and the data importer within the Veritas group are the same. The Data Transfer Agreement is an annex to the Veritas Data Processing Terms.

The Veritas Processing Terms refer to **standard annexes** which give details of the data processing and the security provisions that apply. The security annexes are based on the EU Commission's standard form.

How is Veritas Incorporating the Veritas Data Processing Terms into Customer Relationships?

Our standard contractual documents contain "bridge" wording that incorporates the wording of the Veritas Data Processing Terms into the contract.

For **Hosted Services**, the bridge wording is in the Services Description. Our customers who are on our standard terms have agreed contractually to accept updates to our Services Description. Therefore, customers that have not amended this wording will automatically get the benefit of the Veritas Data Processing Terms. Those customers that amended this wording to prevent changes to the Services Description applying automatically will need to ask for an amendment. We can do this quickly and easily by adding the bridge wording to your contract. To action this, please contact your account manager or if you do not have one, the Veritas Privacy Program Office at privacy@veritas.com.

For **Support Services**, the bridge wording is in the Veritas Support Certificate, which confirms the terms on which Veritas supplies support. This is standard for all customers, without exception. The Veritas Data Processing Agreement will apply from your next renewal date. Those customers that do not have a renewal date prior to the 25th May 2018 will need to ask for an amendment. We can do this quickly and easily by adding the bridge wording to your contract. To action this, please contact your account manager or if you do not have one, the Veritas Privacy Program Office at privacy@veritas.com.

For **Consulting Services** data processing is likely to be done on an ad hoc basis, and so our standard Statements of Work include the bridge wording to cover situations where data processing may occur, and include the annexes to the Veritas Data Processing Terms, which can be completed as and when required, with the exact processing arrangements. This can be dealt with at the time that you place your next order for Consulting Services.

What About Notification of Changes of Sub-Processors?

A list of Sub-Processors by service is available at www.veritas.com/privacy. The Veritas Data Processing Terms In order to receive updates to this list, we ask customers to email Veritas at privacy@veritas.com with "Sub-processor Subscribe" in the subject line of the email, giving details of the Service for which updates are required. We will give 15 days' notice of changes to enable customers to object.

Any Other Questions?

If you have any questions, please contact the Veritas Privacy Program Office at privacy@veritas.com. We will be happy to help you.