Description of Processing

Categories of data subjects whose personal data is processed:

Solution/Service	*Categories of Data Subjects*
Commvault Cloud Software workloads	• *Customer's staff involved in managing and using Solution (End users)* • *Other categories based on exact use case of the Solution*
Commvault Cloud SaaS Workloads	• *Customer's staff involved in managing and using SaaS Solution (End users)* • *Other categories based on exact use case of the SaaS Solution*
Commvault Cloud ThreatWise	• *Customer's staff involved in managing and using SaaS Solution (End users)* • *Threat actors*
Support/Professional Services	• *Customer's staff involved in managing and using Solutions (End users)* • *Other categories based on technical support case e.g. support tickets*

Categories of personal data processed:

Solution/Service	*Categories of Personal Data*
Commvault Cloud Software workloads	• *CommCell ID* • *Service usage information (metrics/logs)* • *Credentials such as passwords, account history, password hints, and similar security information used for authentication* • *Interactions with Commvault e.g., inquiries or complaints, support tickets.* • *Host names and IP addresses (depending on configuration)* • *File names and file paths (depending on configuration)*
Commvault Cloud SaaS Workloads	• *Customer Data subject to backup – due to nature of SaaS Solutions and encryption involved the exact types of data Customer personal data cannot be conclusively established and may vary depending on the exact use case of the SaaS Solution.* • *CommCell ID* • *Service usage information (metrics/logs)* • *Credentials such as passwords, account history, password hints, and similar security information used for authentication* • *Interactions with Commvault e.g. inquiries or complaints, support tickets.* • *Host names and IP addresses*
Commvault Cloud ThreatWise	• *Contact information (first name, last name, role, email, phone, fax, postal address)* • *Service usage information (metrics/logs)* • *Credentials such as passwords, account history, password hints, and similar security information used for authentication* • *Interactions with Commvault e.g,. inquiries or complaints, support tickets.* • *Host names and IP addresses (e.g., source IP address, destination IP address)* • *Asset types (server listings, devices, applications)* • *Electronic identifiers* • *Network traffic information, event data* • *Threat actor's attack patterns/behavioral analysis*
Support/Professional Services	• *CommCellD* • *Contact information (first name, last name, role, email, phone, fax, postal address)* • *Company and/or employer* • *Title and/or position* • *Logs* • *Data types for respective Solution subject to technical support or in connection with Professional Services provisioned*

Sensitive data processed (if applicable) and applied restrictions or safeguards that fully take into consideration the nature of the data and the risks involved, such as for instance strict purpose limitation, access restrictions (including access only for staff having followed specialised training), keeping a record of access to the data, restrictions for onward transfers or additional security measures:

N/A. However, due to nature of Solutions and encryption involved, the exact types of personal data cannot be conclusively established and may vary depending on the exact use case of the Solution. No sensitive data is required in order to use the Solution.

Nature and purpose(s) of the processing:

Solution/Service	*Nature and purpose*
Commvault Cloud Software Workloads	*1. Solution provisioning* *2. Preventing, detecting, investigating, mitigating, and repairing problems, including security incidents;* *3. Preventing frauds;* *4. Auditing;* *5. Billing;* *6. Ongoing improvement (maintenance, including installing the latest updates and making improvements to the reliability, efficacy, quality and security)* *7. Compliance with and enforcement of application legal requirements (e.g., maintaining records, litigation, mediation, arbitration, tax law, anti-money laundering, trade sanctions, whistle-blowing, complying with data subjects requests, etc.)*
Commvault Cloud SaaS Workloads	*1. SaaS Solution provisioning* *2. Preventing, detecting, investigating, mitigating, and repairing problems, including security incidents;* *3. Preventing frauds;* *4. Auditing;* *5. Billing;* *6. Ongoing improvement (maintenance, including installing the latest updates and making improvements to the reliability, efficacy, quality and security)* *7. Compliance with and enforcement of application legal requirements (e.g., maintaining records, litigation, mediation, arbitration, tax law, anti-money laundering, trade sanctions, whistle-blowing, complying with data subjects requests, etc.)*
Commvault Cloud ThreatWise	*1. Solution provisioning which includes deploying threat sensors around assets creating decoys within Customer environment allowing for anomalies tracking, threat detection and issuing warning alerts on threat activity. Activities in scope include threat actor profiling used to analyze and predict threat actors' behavior within that environment only.* *2. Preventing, detecting, investigating, mitigating, and repairing problems, including security incidents;* *3. Preventing frauds;* *4. Auditing;* *5. Billing;* *6. Ongoing improvement (maintenance, including installing the latest updates and making improvements to the reliability, efficacy, quality and security)* *7. Compliance with and enforcement of application legal requirements (e.g., maintaining records, litigation, mediation, arbitration, tax law, anti-money laundering, trade sanctions, whistle-blowing, complying with data subjects requests, etc.)*
Support/Professional Services	*Technical support/Professional Services as defined by relevant purchase order*

Duration of the processing:

As defined by the relevant purchase order.