

## Description of data processing – SD-WAN with VeloCloud Orchestrator

### Categories of Data Subjects

- (i) Users authorised by you to use the Service (“**Authorised Users**”) and any employees, agents, advisors, and other authorised representatives of Authorised Users; and/or
- (ii) The devices of persons connecting to your network or systems, or details about persons attempting to connect or gain access to your network (“**Network Users**”).

### Categories of Personal Data

- Transfer (a): User account details:** Details required to create Authorised Users’ accounts, including first / last name, email address, role/ job title and mobile phone numbers;
- Transfer (b): Portal activity:** Generated through the Authorised User’s activity on the platform, such as details of changes made by individual users, detail of the change and the relevant date; and/or,
- Transfer (c): Network device information:** Information about devices connected to the network, which may indirectly identify individuals. This includes IP address and MAC address of end user desktops and devices, unique identifiers, device type, carrier, operating system, model, system, geo-location information (reverse IP look-up, GPS coordinates, Wi-Fi, cell ID) of end-user desktops and devices.

Telstra does not collect or transfer any special categories of Personal Data as part of this service.

The parties acknowledge that the data processed for this Service is limited to data within the portal environment and Telstra does not Process any Personal Data comprised in the contents of communications data sent and received over Customer’s network and devices, either as a Controller or a Processor. Customer must ensure that all its network traffic in relation to this Service is encrypted and Customer shall indemnify Telstra in respect of any liability arising from its failure to do so (which for the avoidance of doubt includes any liability to implement measures to comply with applicable data protection laws, take steps to inform data subjects or relevant authorities of any Personal Data processing performed by Telstra on Customer’s behalf and for any fines, penalties or costs of any kind (including remediation and audit costs) arising out of, or in connection with the processing of Personal Data on Customer’s behalf in relation to this Service).

### Nature of the processing, frequency of the transfer, and data retention periods

Transfer	Nature of processing	Frequency	Data retention
Transfer (a): User account and log details; Transfer (b): Portal activity; Transfer (c): Network device information	<p>Store and hosting by the Subprocessor listed in this document.</p> <p>Access by this Subprocessor and Telstra personnel and/or affiliates for account support and customisation.</p>	Continuous storage and hosting; and remote access on an as needed basis	<p>Data will be retained for querying and alerts for at least 12 months, from date ingested; Back-ups are made frequently and overwritten at least every three months.</p> <p>Upon termination of the service, data will be deleted from the active databases within 90 days unless storage required by applicable law. Data may continue to survive in backups for up to 12 months following termination.</p> <p>Backups intended to be used for disaster recovery purposes only (if needed) and will be deleted as part of periodic deletion activities.</p>

**Technical and organisational measures to ensure the security of Personal Data**

Telstra protects all third country transfers of Personal Data, undertaken by Telstra personnel or affiliates as detailed in this document, in accordance with our suite of information security standards. These standards define a number of baseline controls, which are implemented at appropriate risk based levels to protect the confidentiality, integrity and availability of both Telstra core and customer specific data. The controls and practices detailed in the standards align to industry practices and standards, such as ISO/IEC 27001:2013, ISO 31000:2009,



NIST and PCI DSS. Telstra can provide details of our current certifications upon request from customers.

Telstra conducts periodic reviews of the information security standards, and may therefore amend the below baseline controls from time to time to align with industry security standards and the evolving risk landscape:

Standard	Practices
<p><b>Access Control</b></p>	<p><b>User access responsibilities:</b> Telstra staff are only able to use approved, authenticated, and encrypted remote access communication methods to log into Telstra’s network and access any Network User and Authorised User Personal Data.</p> <p><b>Identification:</b> Telstra users are granted a unique ID before being granted access to any systems containing Network User and Authorised User Personal Data, so that access is logged and monitored.</p> <p><b>Role assignment and role based access control:</b> Telstra implements and maintains system and application access profiles based on the principle of least privilege, which means that staff are only provided with the minimum access to Network User and Authorised User Personal Data required to perform their role. This includes record-keeping of authorised system users with access to Network User and Authorised User Personal Data and governance procedures around these records, such as the annual revalidation or certification of user access requirements.</p> <p><b>Passwords and authentication mechanisms:</b> Telstra uses authentication methods that are capable to validating passwords in-line with Telstra’s standards for password strength and complexity. Passwords are also encrypted at rest.</p>
<p><b>Application Security</b></p>	<p><b>Developer training and awareness:</b> Software developers are trained on foundational concepts for building secure software including secure design, threat modelling, secure coding, security testing, and best practices surrounding privacy.</p> <p><b>Application design:</b> Telstra requires that applications are signed to disabling or restrict access to system services, applying the principle of least privilege, and employing layered defences wherever possible. This includes a requirement that all third-party software is securely configured to recommended vendor security configuration, or Telstra standards, and applying strict controls around access to repositories containing Telstra source code.</p>
<p><b>Change and Configuration Management</b></p>	<p><b>Process and procedures:</b> Telstra does not permit Network User and Authorised User Personal Data to be used for development purposes – non-production and production environment must be separated and, at a minimum, enforce logical isolation.</p> <p><b>System and server configuration:</b> Telstra maintains security configuration baselines consistent with industry accepted hardening standards, which address known security vulnerabilities, and communicates these to relevant personnel. Servers are specifically configured to prevent Network User and Authorised User Personal Data from being exported to unauthorised users.</p>

Standard	Practices
<b>Cryptography</b>	<b>Cryptographic algorithms:</b> Only Telstra approved algorithms may be used, and Telstra requires that system configuration support is removed for all weak, non-approved algorithms. Access to encryption keys is recorded and audited at least annually.
<b>Data Protection</b>	<p><b>Information classification:</b> Network User and Authorised User Personal Data is classified as such to meet applicable requirements under data protection laws. This enables Telstra to remove Network User and Authorised User Personal Data from datasets, if not required to provide the agreed service or meet regulatory requirements, and to remove or protect direct identifiers of Personal Data in datasets, using approved algorithms or software.</p> <p><b>Information handling:</b> Telstra staff must protect Network User and Authorised User Personal Data by using approved encryption methods when it is been stored and transmitted, only using authorised file sharing services, and locking devices when not in use. At an application level, Telstra solutions must meet data segregation requirements, so that each customer’s data is logically separated from other customers’ data and users can only see customer data that they require for their role.</p>
<b>Incident Management</b>	<b>Incident response plan:</b> Telstra maintains and tests an incident response plan, which is supported by the designation of personnel who are available on a 24/7 basis to respond to alerts, along with training to all staff with security breach response responsibilities.
<b>Logging and monitoring</b>	<b>Audit log content and trails:</b> Telstra implements audit trails that link system component access to individual user accounts to reconstruct access to Network User and Authorised User Personal Data. Logs for systems that store, process, or transmit Network User and Authorised User Personal Data are continually reviewed.
<b>Network security</b>	<b>Network management:</b> Telstra operates procedures for monitoring access to network resources and sensitive data environments, and uses intrusion detection / prevention techniques on traffic entering its internal network.
<b>Physical security</b>	<p><b>Facility controls:</b> Telstra limits and monitors physical access to systems containing Network User and Authorised User Personal Data by requiring that access is authorised and based on individual job functions, any third party access is vetted and approved, and access is revoked immediately upon termination.</p> <p><b>Data centre physical access:</b> Telstra restricts entry into server rooms and protects against unauthorised access by logging entry and exit, requiring a special code or key for entry, and configuring access controls to continue preventing unauthorised entry if power is lost.</p>
<b>Staff security</b>	<b>General security culture and conduct:</b> Telstra maintains a formal security awareness program so that staff are aware of their security responsibilities. This includes providing an annual security module to all staff and additional role-based training for relevant personnel.

Standard	Practices
	<p><b>Background checks:</b> Telstra staff undergo relevant and appropriate background checks.</p>
<p><b>Supplier Management</b></p>	<p><b>Due diligence:</b> Telstra requires that a partner security assessment is undertaken for suppliers that have the potential to access Network User and Authorised User Personal Data.</p> <p><b>Contracts:</b> In addition to clauses required under data protection laws, Telstra incorporates standard data security clauses into contracts for suppliers that will access, transmit, use, or store Network User and Authorised User Personal Data.</p> <p><b>Security:</b> Suppliers must agree to comply with Telstra security standards and any additional Telstra requirements for the secure access, exchange, and lifecycle management of Telstra information, including Network User and Authorised User Personal Data; data loss prevention; and business continuity and disaster recovery.</p>
<p><b>Vulnerability management</b></p>	<p><b>Vulnerability protection:</b> Telstra deploys anti-malware software, penetration testing, vulnerability assessments, and periodic evaluations of malware threats to systems.</p> <p><b>Patch management:</b> Telstra requires that system components and software are patched and protected from known vulnerabilities, and controls are in place to verify the integrity of patches prior to deployment.</p>

Telstra has implemented technical and organisational measures and processes to comply with data subject rights as further detailed in Telstra’s privacy statement, available at [Tel.st/privacy-policy](https://www.telstra.com.au/privacy-policy).

In addition to the supplier management controls detailed above, Telstra also employs specific technical and organisational measures to ensure that the Subprocessor, as detailed in this document, is able to provide assistance in meeting obligations under relevant Applicable Data Protection Laws. These include:

- Colocation in Tier IV SSAE 16 Type II certified data centres and ISAE 3402 certified facilities delivering reliable failover design to ensure uninterrupted service in the event of a catastrophe;
- Controlled physical access with onsite 24x7 security, CCTV coverage and biometric access;
- Secure account separation, strong firewall policies and proactive monitoring with regular vulnerability scans and penetration tests performed by a reputable service provider;
- Management network communications protected by industry-standard encryption algorithms and security protocols;
- Accounts are password protected and accessed via Transport Layer Security (TLS), with role base access controls; and
- Monitoring and incident response procedures are provided in all locations with 24x7 standby teams.

**List of Subprocessors**



Telstra has engaged the following Subprocessors:

- VMware Inc for Transfer (a): User account and log details; Transfer (b): Portal configuration and activity; Transfer (c): Network Device Information

These include applicable Telstra affiliates listed [here](#), as updated from time to time.

Contact person details and address of the listed Subprocessors, are available upon request to Telstra at [privacy@online.telstra.com.au](mailto:privacy@online.telstra.com.au).