

Lenovo ThinkAgile CP Privacy Notice

Effective date 04/06/2020

The Lenovo ThinkAgile CP Privacy Notice (“Privacy Notice”) describes: (i) how Lenovo collects, uses, stores or otherwise processes an individual's personal data in the context of the Lenovo ThinkAgile CP ; (ii) describes the data sharing relationship between Lenovo and Zendesk, Inc., Datadog, Inc. PagerDuty, Inc. and Amazon Web Services, Inc.

In this privacy notice, “Lenovo”, “we” or “us” refers to Lenovo Group Ltd and its affiliated group companies. Lenovo will process your personal data as Data Processor. Some types of data, such as operational analytics generated data, will be processed by Lenovo as a Data Controller.

This Privacy Notice governs the relationship between you and Lenovo, and the specific personal data processing activities conducted in connection with the Lenovo ThinkAgile CP. To learn more about how Lenovo handles your personal data, please visit [Lenovo Global Product Privacy Statement](#). Such privacy notice includes among others, a description of your data protection rights and how you can exercise them, how we may share your personal information or how we protect personal data in our products.

What personal data does the Lenovo ThinkAgile CP process?

Please be aware that personal data means any information which is related to an identified or identifiable natural person.

When you use the Lenovo ThinkAgile CP platform, Lenovo will collect personal, as described in the table below, for the purpose of enabling you to use the platform and its features correctly, and in performance of the [Lenovo ThinkAgile CP End User License Agreement \(EULA\)](#).

When you use the platform, data is generated. Categories of data generated can be summarized into: a) Users’ credentials; b) Tickets that Users create for product support, which may contain Users’ personal data; c) Logs that Users provide to us for debugging purposes, which may contain Users’ personal data. Please see the following table below for more detailed information.

Data type	Source of the data	Legal basis	Purpose
<ul style="list-style-type: none">First/Last NameE-mail addressPhone numberPhone countryAccount login credentialsSecurity Questions/AnswersLocal IP address (from sessions/login)	Directly from you, when logging in.	<ul style="list-style-type: none">Contract performance	<ul style="list-style-type: none">To enable you to log in (mail and phone number are used for second factor authentication))To deliver support when needed.To communicate with you regarding product updates, legal related communications, when necessary.To enable the management ThinkAgile CP platform to be used by the client to configure passwords for the on-premise hardware
<ul style="list-style-type: none">Device IDSerial NumberLocal IP addressNetworking InformationTelemetry data	Directly from you (your device) when you use the platform	<ul style="list-style-type: none">Contract performance	<ul style="list-style-type: none">Private cloud configuration and on-premise nodes device details are processed to capture statistics to generate a report that will be available to you

<ul style="list-style-type: none"> ▪ Device configuration 			
<ul style="list-style-type: none"> ▪ Non- Specific Location 	Directly from you (your device) when you use the platform	<ul style="list-style-type: none"> ▪ Contract performance 	<ul style="list-style-type: none"> ▪ User specified location of a data center is used in the product to allow a user to easily identify the location of their data center (User specified field) ▪ Country Name for Phone isUsed as part to send SMS messages to user as part of 2 Factor Authentication
<ul style="list-style-type: none"> ▪ Messages 	Directly from you (your device) when you use the platform	<ul style="list-style-type: none"> ▪ Contract performance 	<ul style="list-style-type: none"> ▪ To track user issues and open support tickets
<ul style="list-style-type: none"> ▪ Web Browsing Histories 	Directly from you (your device) when you use the platform	<ul style="list-style-type: none"> ▪ Contract performance 	<ul style="list-style-type: none"> ▪ To troubleshoot and resolve issues within the CP Portal.

Do we use cookies, beacons or other tracking technologies?

Yes. We use cookies only for security reasons, so we can authenticate the user. In addition, there are other cookies generated by the web framework that we use (i.e. session cookies).

Do we share personal data with third parties?

As described in our [Lenovo Global Product Privacy Statement](#), we might share information with third parties and partners in order to deliver our services, as part of a contractual relationship with them. Particularly, for Lenovo ThinkAgile CP, we have chosen to work with Zendesk, Inc., Datadog, Inc. PagerDuty, Inc., and Amazon Web Services, Inc. (AWS).

Zendesk, Inc. helps us track our customer issues by creating tickets, so we can make sure that you receive support to a high standard. Additionally, we will use AWS for the purpose of storing data securely and ensuring the delivery of the service, so we can run and manage our components platform (e.g. the web portal that you use). We will also use Datadog cloud platform to store the Telemetry data used to generate user reports. Such Telemetry data will then be processed by PagerDuty, Inc. to create alarms and notify support personnel when needed.

Finally, we want you to know that we use various open-source components, such as Apache QPID which is a platform to generate logs in order to capture telemetry and device performance metrics that are used to generate user reports. These components are built into the product and hosted by us and not shared with the developers of those open-source components.

As part of Lenovo’s data processor agreements with third parties, Lenovo requires that information security best practices are maintained, and we ensure that personal data is only processed for the purposes described in this privacy notices and the [ThinkAgile CP EULA](#).

How Long do we keep your information?

When we design a product, service or solution, we do so with a retention period in mind. We do not keep personal data indefinitely and will process personal data only for the purposes described in this Privacy Notice, and only retain such data as long as necessary to achieve the purposes for which it is collected. In some cases, we may actually need to retain your personal data when it is required by law.

Please see below detailed information about the data retention schedule within the context of the Lenovo ThinkAgile CP Platform.

Type of data	Retention Period
<p>User</p> <ul style="list-style-type: none"> ▪ First/Last Name ▪ E-mail address ▪ Phone number ▪ Phone country ▪ Account login credentials ▪ Security Questions/Answers ▪ Local IP address (from sessions/login) 	<p>90 Days after User is no longer associated to an active organization.</p> <p>NOTE: User can be associated to multiple organizations. An organization is not active (and it's removed) when the organization's software license ends/expires with Lenovo (i.e. Client company ends relationship with Lenovo).</p>
<p>Device</p> <ul style="list-style-type: none"> ▪ Device ID ▪ Serial Number ▪ IP address ▪ Networking Information ▪ Device configuration ▪ Versions: libvirt, qemu, libguestfs, kernel, BIOS, firmware 	<p>90 Days after associated organization's software license ends/expires with Lenovo (i.e. Client company ends relationship with Lenovo).</p>
<p>Device</p> <ul style="list-style-type: none"> ▪ Operating System Logs ▪ Application Logs (Portal / OnPremise) 	<p>Less than 90 Days (Rolling max of 1.25TB of storage space).</p>
<p>Applications/Virtual Machines</p> <ul style="list-style-type: none"> ▪ OS Name/Version ▪ Name 	<p>90 Days after associated organization's software license ends/expires with Lenovo (i.e. Client company ends relationship with Lenovo).</p>
<p>Portal Operational Data</p> <ul style="list-style-type: none"> ▪ System Metrics ▪ Application Monitoring 	<p>15 Months after data is generated.</p>
<p>Customer Support</p> <ul style="list-style-type: none"> ▪ Support Tickets ▪ Chat History 	<p>90 Days after associated organization's software license ends/expires with Lenovo (i.e. Client company ends relationship with Lenovo).</p>
<p>Alerts & Statistics</p> <ul style="list-style-type: none"> ▪ Hardware Stats ▪ Compute (VM) Stats ▪ Storage Stats ▪ Notifications 	<p>12 Months after data is generated.</p>
<p>Operational Analytics</p> <ul style="list-style-type: none"> ▪ All cloud configurations <ul style="list-style-type: none"> ○ (VM, network, and storage changes) 	<p>We keep this data indefinitely in a form that we can no longer identify an individual. This will be achieved with anonymization.</p>

<ul style="list-style-type: none">▪ All the Alerts & Statistics▪ Logs from on-prem systems▪ User Notification and HW Events▪ Hardware configuration and versions▪ Portal Application Logs	<p>For example instead of storing "user: John from Org: Lenovo", we will store "user: 90XXN from Org: Tn0skdf".</p>
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Changes to this Privacy Notice

We might review and update this privacy notice for the purpose of improving the way in which we communicate all relevant information regarding the use of your personal data. Our mission is to be as transparent as possible.

We will also update this privacy notice to let you know about any changes in the way the product, or Lenovo process your personal data and ask you if you are happy with those changes, when necessary by law. We may e-mail you to make sure you are up to date with such changes, or let you know via push notification within the platform.

Contact us

For any privacy related matters please contact the Lenovo Privacy Program at privacy@lenovo.com. We will get back to you as soon as possible.