

# Awareness Training Service Processing Details

Capitalized terms used herein shall have the meanings ascribed to them in the data processing terms entered into between Mimecast and its customers.

## LIST OF PARTIES

**Data exporter(s) - Customer:** *[Identity and contact details of the data exporter(s), including any contact person with responsibility for data protection, including, where applicable, of its/their data protection officer and/or representative in the European Union]*

Name: The relevant customer entity, as identified in the relevant ordering document, who, acting as Data Controller, transfers the Personal Data to Mimecast

Address: Addresses are specified in the relevant ordering document

Contact person's name, position, and contact details: Customer contact details are specified in the relevant ordering document

Activities relevant to the data transferred: See section B (Description of Transfer) below

Role (controller/processor): Controller

**Data importer(s) - Mimecast:** *[Identity and contact details of the data importer(s), including any contact person with responsibility for data protection]*

Name: The relevant Mimecast Entity, as identified in the relevant ordering document, who, acting as Data Processor, agrees to receive Personal Data from the Data exporter

Address: Addresses are identified in the relevant ordering document

Contact person's name, position, and contact details: Michael Paisley, Data Protection Officer, DPO@mimecast.com

Activities relevant to the data transferred: See section B (Description of Transfer) below.

Role (controller/processor): Processor

## DESCRIPTION OF TRANSFER

### Categories of Data Subjects

Personal Data stored and Processed in the provision of Services may include data related to the following categories of Data Subjects:

- Employees, freelancers and contractors of the Customer;
- Permitted Users and other participants from time-to-time to whom the Customer has granted the right to access the Services in accordance with the Agreement;
- End user customers of Customers of the Customer and individuals with whom those end user customers communicate by email and/or other messaging service;
- Service providers of the Customer; and/or

### Categories of Personal Data

The Personal Data Processed concern the following categories:

- Personal details (e.g., names, usernames, passwords, email addresses and/or IP addresses);

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- Personal Data derived from the use of the Services such as records and business intelligence information; Personal Data within email and/or messaging content which identifies, or may reasonably be used to identify, Data Subjects; and/or
- Personal data included within metadata including but not limited to the following fields: sent, to, from, date, time, subject, URL, and/or IP address, email address
- Personal Data within email and/or messaging content which identifies, or may reasonably be used to identify, Data Subjects; and/or

**Special Categories of Data (If Appropriate):**

The Personal Data Processed concern the following special categories of data: No sensitive data or special categories of data are intended to be Processed but may be contained in the content of or attachments to email and/or other messages.

**The frequency of Processing (e.g., whether the data is processed on a one-off or continuous basis).**

Continuous and ongoing

**Nature and Purpose of the Processing**

The Personal Data Processed will be subject to the following basic Processing activities:

Provision of Services. Personal Data will be Processed in accordance with Customers Instructions.

Support. Technical support, issue diagnosis and error correction to ensure the efficient and proper running of the systems and to identify, analyze and resolve technical issues both generally in the provision of the Services and specifically in answer to a customer query. This operation relates to all aspects of Personal Data Processed but will be limited to metadata where possible by the nature of any request.

Threat Detection. As part of the Services, Mimecast Processes certain data reasonably identified to be malicious, including, without limitation, data which may perpetuate data breaches, malware infections, cyberattacks or other threat activity (collectively, "Threat Data"). Mimecast Processes Threat Data primarily through automated processes and may share limited Threat Data with third parties within the cybersecurity ecosystem for the purpose of improving threat detection, analysis and awareness. Threat Data is not Customer Data but may include Personal Data.

Development and Improvement of Services. Primarily through automated processes designed to develop and improve our machine learning algorithms within Services, Mimecast Processes certain anonymized data that describes and/or gives information about customer data.

"Machine-Learning Data" includes but is not limited to metadata, messages, URLs, derived features, and other data. These machine-learning algorithms are hosted by Mimecast. The output of these machine learning algorithms is owned by Mimecast. Mimecast does not share Machine-Learning Data with Third Parties.

Although not Personal Data, Mimecast also Processes certain data derived from the Services, including feature usage, technical performance metrics and product configuration ("Aggregated Usage Data"). Mimecast owns all Usage Data.

**Duration of the Processing**

The Customer Data Processed by Mimecast will be Processed for the duration of the Agreement.

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