

# Sungard Availability Services U.S. – E.U. Privacy Shield Notice

This notice describes Sungard AS' compliance with the U.S. – E.U. Privacy Shield Framework.

Please review it carefully.

Sungard AS complies with the U.S. – E.U. and the Swiss – U.S. Privacy Shield Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information obtained from European Union member countries and Switzerland and transferred to the United States, including when we act as a service provider to our customers.

Sungard AS has certified that its processing of personal information from E.U. member countries and Switzerland is in accordance with the Privacy Shield Principles of Notice, Choice, Accountability for Onward Transfer, Security, Data Integrity and Purpose Limitation, Access, and Recourse, Enforcement and Liability (the “Principles”). You may view our certification here <https://www.privacyshield.gov/list>. Sungard AS is subject to the investigatory and enforcement authority of the Federal Trade Commission.

## Information We Process

We collect information from and about individuals in the E.U. and Switzerland in accordance with the Privacy Shield principles. Specifically, we collect the following categories of information from our customers, including prospective customers: name, email, contact information (including telephone numbers and email addresses), company information and other relevant information, and when visiting our website (the “Site”), their IP address.

We use personal information we receive from our customers for the purpose of providing services to our customers as well as for purposes required by law, such as in response to a valid request from law enforcement. We also use data in the aggregate for analytics purposes, e.g., evaluating the use of our services as well as for product improvement.

We process this information for the following purposes:

- ▶ To provide our services to you
- ▶ For customer service purposes
- ▶ Where permitted by applicable law, for marketing purposes
- ▶ For research and analytics purposes
- ▶ With regard to information collected on our website, to help us improve our website, to understand the use of our website, and for other analytics purposes
- ▶ As directed by our customer

We also may collect limited information about our customers' customers in our capacity as a service provider. The scope of information that we collect when providing



services to our customers may vary based on the particular customer and/or country in which the customer is based, but is primarily limited to customer contact information and analytics information (such as the use of the services). We use this information for the purposes directed by our customer, including for customer services purposes, and for analytics purposes.

## Accessing Personal Information.

The Privacy Shield Principles provide individuals located in the E.U. and Switzerland whose personal information we process with the right to access their personal information in order to review, correct, amend or delete information processed under the Principles. E.U. and Swiss individuals who are Sungard AS customers who would like to access their personal information may log in through their respective Sungard AS self-service customer portal to access or update their personal information or they may request access to their personal information using the **Contact Us** page on our website or by calling 1-800-441-1181.

E.U. and Swiss individuals whose personal information we process on behalf of a Sungard AS customer (as a data processor) should first contact the Sungard AS customer, who is the controller of your personal information, to access their personal information; Sungard AS will work with its customers to provide individuals the necessary access about what personal information is processed.

## Transfers to Third Parties

As described in the How We Disclose the Information We Collect section of our Privacy Policy, we transfer personal information from the E.U. and Switzerland to third parties. We contractually require third parties to which we transfer personal information to provide the same level of protections as the Principles. Sungard AS remains responsible for the personal information we receive and transfer under Privacy Shield.

In accordance with our legal obligations, we may also transfer, subject to a lawful request, personal information to public authorities for law enforcement or national security purposes.

## Contacting Us, Complaints and Dispute Resolution.

EU individuals and Swiss who have questions or complaints about how we process their personal information may contact us at [AskASCompliance@sungardas.com](mailto:AskASCompliance@sungardas.com) or at the following.

United States and Canada  
Sungard AS  
Attn: Chief Compliance Officer  
680 East Swedesford Road  
Wayne, PA 19087  
(484) 582-2551

EMEA/India  
Sungard AS  
Attn: Legal  
Forum 1, Station Road  
Theale, Berkshire Rg7 4RA  
United Kingdom  
+44 (0) 808 238 8080

We will work to resolve your issue and respond no later than 45 days after we receive your inquiry or complaint.

If you are unable to resolve the issue directly with us, you may file, free of charge, a complaint with your local Data Protection Authority (DPA) as our independent dispute resolution provider located in the E.U. Sungard AS commits to cooperate with the panel established by the EU DPAs and comply with the advice given by the panel with regard to personal information transferred from the E.U. For more information about contacting your local DPA, please visit [http://ec.europa.eu/justice/data-protection/article-29/structure/data-protection-authorities/index\\_en.htm](http://ec.europa.eu/justice/data-protection/article-29/structure/data-protection-authorities/index_en.htm).



We will work with the Department of Commerce to resolve any complaints forwarded by a DPA. Finally, if we are unable to resolve any complaints through any of the above methods, an E.U. individual may invoke binding arbitration in accordance with the Privacy Shield Framework. Information on dispute resolution is available here: <https://www.privacyshield.gov/article?id=How-to-Submit-a-Complaint>.

## Changes to this Policy

This Policy may be amended from time to time, consistent with the Privacy Shield Principles and applicable data protection and privacy laws and principles. Changes to the Policy will be posted on our website. We will also notify customers if we make changes that materially affect the way we handle their personal data previously collected, and allow them to opt out of having their personal information used in a materially different manner.

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### About Sungard Availability Services

Sungard Availability Services provides managed IT services, information availability consulting services, business continuity management software, and disaster recovery services.

To learn more, visit [www.sungardas.com](http://www.sungardas.com) or call 1-888-270-3657

### Trademark information

Sungard Availability Services is a trademark of SunGard Data Systems Inc. or its affiliate used under license. The Sungard Availability Services logo by itself and Recover2Cloud are trademarks of Sungard Availability Services Capital, Inc. or its affiliate. All other trade names are trademarks or registered trademarks of their respective holders.

### Connect with Us

