

Barracuda IQ Service Description

Barracuda’s cybersecurity offerings are human powered, and AI enhanced to provide a full stack of cutting-edge cybersecurity and data protection products. Barracuda IQ is our internal artificial intelligence (“AI”) platform that uses machine learning, deep learning, generative and agentic AI, to enhance our products and customer experiences (“Barracuda IQ Services”).

The Barracuda IQ Services are only provided in conjunction with other Barracuda products or services and are not sold separately. This Service Description is a supplement to the applicable Product Guide documentation for Barracuda products or services that use Barracuda IQ.

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NO HIGH-RISK AI SYSTEMS

Barracuda IQ Services are not intended for use in situations that would cause them to be considered a “High-risk AI System” under the [EU AI Act](#). Customers must not use Barracuda IQ Services in a manner that would subject Barracuda to obligations applicable to High-risk AI Systems. Barracuda may terminate the customer’s applicable subscriptions to the product or service containing Barracuda IQ if the customer violates this obligation. Barracuda has no responsibility for customers’ use of Barracuda IQ Services in any situation deemed to be “High-risk AI”.

DATA PROTECTION AND SECURITY

Data Privacy Terms. Barracuda's [Global DPA](#) provides both Barracuda's and its customers' rights and obligations regarding the processing of Customer Personal Data (as defined in the DPA) in connection with Barracuda's products and services. Barracuda's customers can electronically sign the DPA via the [Barracuda Trust Center](#) for more information about how Barracuda processes personal data as a data controller, please review our [Privacy Notice](#).

Cross-Border Data Transfer. Barracuda operates worldwide. When Barracuda receives or transfers personal data, it does so in accordance with local data protection laws such as GDPR. Where required, Barracuda adopts approved cross-border data transfer mechanisms including the EU's Standard Contractual Clauses incorporated into our Global DPA. For personal data transfers to the United States, Barracuda is self-certified under the US Department of Commerce Data Privacy Framework, and its certification can be found [here](#).

Access Control and Data Residency. Barracuda personnel may only access customer data at rest in certain circumstances including, for example, to provide support where access is necessary to address the customer's concerns and requests. For customers whose data is stored in a non-US data center location, please see [Barracuda's discussion regarding the 2018 US CLOUD Act](#).

Data Retention and Model Training. Barracuda IQ Services do not retain Customer Data beyond the time required to process it for threat detection purposes. Systems Data may be processed as necessary to provide the Services and as described in the [Barracuda Legal Terms and Conditions](#). For example, Barracuda retains Systems Data to ensure its threat detection models can keep up with evolving cyber threats. Such data is rotated out as it becomes obsolete.

Customer Data is never provided to train third-party Large Language Models ("LLMs").

Data Center Security and Data Residency. Barracuda IQ Services are deployed on AWS infrastructure in Barracuda-controlled tenants across various data centers depending on the specific functionality. AWS provides information about its compliance on the AWS Trust Center: [Customer Trust & Security - AWS Trust Center](#).

Barracuda IQ Services do not store Customer Data at rest. Refer to relevant Product Guide documentation for information about Customer Data stored at rest. Barracuda IQ Services are deployed in the following geographical regions:

AMERICAS:

- AWS Region - US East 1 – Virginia
- AWS Region – US East 2 - Ohio
- AWS Region - US West 1 – California
- AWS Region – US West 2 - Oregon
- AWS Region - Canada

EU:

- AWS Region – Germany
- AWS Region - Ireland

APAC:

- AWS Region - Japan
- AWS Region – Singapore
- AWS Region - India
- AWS Region – Australia

CUSTOMER PROVIDED THIRD PARTY SOFTWARE

In situations where a customer wishes to use third party software to interoperate with Barracuda IQ Services, the customer grants Barracuda permission to allow the third party and its provider to access customer data and information about customer’s usage of the third-party product or service as appropriate for the interoperation of that third party product or service with Barracuda IQ Services. Customer is responsible for ensuring that it has sufficient rights under applicable law to such third-party software to grant the rights to Barracuda to allow Barracuda to perform its obligations for the customer.