



Barracuda CloudGen Access

Data Privacy Overview



Overview

This document describes data privacy measures and data storage policies that are specific to Barracuda CloudGen Access.

Barracuda is dedicated to protecting our customers' privacy and helping them protect the privacy of their users and customers. Our products help customers comply with global, regional, and national privacy regulations, including technical requirements of the General Data Protection Regulation (GDPR).

The Barracuda CloudGen Access Zero Trust model establishes unparalleled access control across users and devices without the performance pitfalls of a traditional VPN. It provides remote, conditional, and contextual access to resources and reduces over-privileged access and associated third-party risks. With CloudGen Access, employees and partners can access corporate apps and cloud workloads without creating additional attack surfaces. Barracuda CloudGen Access is deployed on Barracuda's cloud infrastructure and is delivered to customers in a Software-as-a Service (SaaS) model.

Data Inventory, Data Protection Impact Assessment (DPIA), and Data Mapping

Barracuda has conducted and maintains a data inventory and data mapping of the collection, transfer, and storage of Personal Information for Barracuda CloudGen Access. Further, the required Data Protection Impact Assessment (DPIA) for applicable controls has been completed and safeguards are in place to mitigate potential risks.

Customer Consent

Barracuda's Data Processing Addendum sets forth each party's rights and obligations with regard to the processing of personal data. Barracuda's Data Processing Addendum for data controllers can be executed on our Trust Center within the Self Service Center at the following address:

<https://www.barracuda.com/company/legal/trust-center>

Cross-Border Data Transfer

Barracuda complies with the EU – US cross-border data transfer mechanisms approved by the European Commission regarding the collection, use, and retention of Personal Information transferred from the European Union to the United States. Any transfer of customer data outside the European Union will be done in compliance with the GDPR and applicable local privacy laws. Barracuda's Standard Contractual Clauses are located within our DPA at the following address:

<https://www.barracuda.com/company/legal/trust-center>

Employee Training

Upon hire and annually thereafter, Barracuda employees who have access to customer data undergo security and data privacy awareness training to ensure their continued knowledge of obligations and responsibilities to comply with data protection requirements.



Retention and Right to Be Forgotten (RTBF)

At the expiration or termination of your service with Barracuda, Barracuda generally stores customer data for 30 days post termination to allow additional time for you to manually export your data or renew your subscription. After this 30-day retention period, Barracuda will fully disable the account and commence deletion of all customer data at its discretion, including any cached or backup copies.

If you wish to send a Right to Be Forgotten (RTBF) request, please send an email to legal@barracuda.com and Barracuda will provide timely updates through the process of data deletion.

Data Transmission and Storage

Data flowing between the application and the proxy is encrypted using the TLS protocol. Data at rest is encrypted using AWS Key Management Service.

Access Control

Customers can configure user roles to manage access privileges to Barracuda CloudGen Access. We support admin roles, SSO and authentication via username/password.

Data Location

Barracuda maintains a global network of data centers and annually verifies that each one meets defined security and privacy requirements. The cloud infrastructure for Barracuda CloudGen Access is deployed in the Americas region via AWS. Any transfer of customer data outside the regions will be done in compliance with the GDPR and applicable local privacy laws.