



Barracuda Cloud & Sonian Archiving Services

Data Privacy Overview



Overview

This document describes data privacy measures and data storage policies that are specific to the Barracuda Cloud Archiving and Sonian Archiving Services.

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 Cloud Archiving Service is a Software as a Service (SaaS) solution hosted in the Barracuda Cloud and is designed for customers that do not want to manage a physical or virtual appliance.

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 Cloud Archiving. 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.

Customers have the ability to define the retention period for their personal information from within the Barracuda Cloud Control interface. 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

Email data is transmitted to Barracuda using SMTP and secured with TLS encryption. POP3, which supports TLS, is used when messages are retrieved from the customer's server. The above configuration is controlled by the customer. Barracuda customers have the ability to upload PST files to the Barracuda Cloud Archiving Service. These connections are secured using HTTPS or SFTP.

Customers are responsible for enabling TLS encryption in either of the above protocols as it is not enabled by default. All data replicated to the Barracuda Archiving Cloud is encrypted using AES 256-bit encryption.

Access Control

In order to provide the flexibility to limit account access, customers can use the Barracuda Cloud Control interface to configure multiple user roles to manage the level of access to the Barracuda and Sonian Cloud Archiving Services.

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 Cloud Archiving and Sonian Archiving Services is deployed in the Americas, EMEA, and APAC regions via data centers. Any transfer of customer data outside the regions will be done in compliance with the GDPR and applicable local privacy laws.