

BlackBerry® Workspaces Product Privacy Notice

About this Notice

This Product Privacy Notice is provided to offer transparency with regards to BlackBerry's data collection and processing activities. Outlined in the following pages are details about a specific BlackBerry Solution that collects personal data and provides key details on how and why customer data is processed.

BlackBerry Privacy Office

BlackBerry has a dedicated Privacy Office that, in partnership with the Cyber Security & Risk team, assesses our technical and administrative security controls to ensure compliance with international legislative requirements governing privacy matters.

BlackBerry complies with data protection and privacy laws concerning the collection, use, storage, transfer, and disclosure of personal data, including the EU General Data Protection Regulation.

Our commitment to customer privacy is detailed at www.blackberry.com/privacy.

Overview

BlackBerry Workspaces is a secure Enterprise File Sync and Share (EFSS) solution, enabling users to share, edit and control their files on any device. Only BlackBerry Workspaces can provide the level of security organizations need – wherever files are, wherever they need to go, and whoever needs to access them.

Workspaces embeds digital rights management (DRM) protection in your files, so your content remains secure everywhere it goes. BlackBerry uses industry standard encryption protocols for protection of data during transmission and at rest. With Workspaces, you stay in control – even after files are shared outside your firewall.

Personal Data Processed

Personal Data Processed	Purpose for Processing	Recipients
End user contact information Name and email addresses.	<ul style="list-style-type: none">Required for authentications and authorization	BlackBerry Workspaces Service Management team BlackBerry has access to processed personal data, although such access is incidental and not required in the normal course of providing this service. Access is restricted only to BlackBerry employees that are responsible for managing and monitoring this service.

Data Sharing or Forward Processing

BlackBerry uses the identified information to facilitate the performance of the End User License Agreement under which BlackBerry's services and products are offered. BlackBerry® will not sell, lease, or otherwise distribute this information beyond what is disclosed below.

This data is only shared with necessary third-party services that are required to fulfill the intended purpose of this services. Sub-processors do not have access to any personal data.

Cross-Border Data Transfers

BlackBerry Workspaces clients select the geographic location of their tenant, which is where personal data used to manage their service, along with data collected from endpoints is stored. Data is not transferred from the customers chosen tenant location to any other geographic region without customer instruction or approval.

Customer Tenant Geography	Primary/Backup Location	Sub-Processor
United States	Virginia/Oregon	Amazon Web Services (IaaS)
Europe	Ireland/Netherlands	Azure (IaaS)
United Kingdom	London/Cardiff	
Asia	Hong Kong/Singapore	
US	Iowa/Virginia	
Canada	Toronto/Quebec City	

Data Retention

Personal Data Processed	Data Retention Period
End user contact information	<p>At termination of a contract the application server will refuse to deliver requested content after a 14 days grace period.</p> <p>The customer may delete their data through the admin console. We do not delete files or data of terminated contracts automatically, as we have found that customers that return expect the data to be there for retrieval. Data that is deleted will be removed from the system on determined intervals.</p> <p>Backed up data is retained for one (1) year after the conclusion of a service agreement.</p>

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