Data Definitions

**Customer Data:** Customer Data is all data (including text, audio, video or image files) that is provided to Cisco in connection with your use of our products or services. Customer Data does not include Administrative Data, Payment Data, Support Data or Telemetry Data, as defined below.

**Administrative Data:** Administrative Data is information about customer representatives provided during sign-up, purchase or contracting, or management of products or services. This may include name, address, phone number, IP address and email address, whether collected at the time of the initial agreement or later during management of the products or services.

**Payment Data:** Payment Data is the information that you provide when making a purchase or entering into a licensing agreement for products or services. This may include name, billing address, payment instrument number, the security code associated with your payment instrument and other financial data.

**Support Data:** Support Data is the information we collect when you submit a request for support services or other troubleshooting, it may include information about hardware, software, and other details related to the support incident. Examples of details include authentication information, information about the condition of the product, system and registry data about software installations and hardware configurations, and error-tracking files. Support Data does not include log, configuration or firmware files, or core dumps, taken from a product and provided to us to help us troubleshoot an issue in connection with a support request.

**Telemetry Data:** “Telemetry Data” means all data that the Product or Service generates in connection with Customer’s use, including: network policy, log and configuration information; threat intelligence data, URLs, metadata or net flow data; origin and nature of malware; the types of software or applications installed on a network or an endpoint; information about the devices connected to a network; information generated by sensors, devices and machinery; information related to the usage, origin of use, traffic patterns or behavior of the users of a network or Product or Service; and information relating to the existence of cookies, web beacons, and other similar applications.