

Personal Data Processing

TAC Support Information

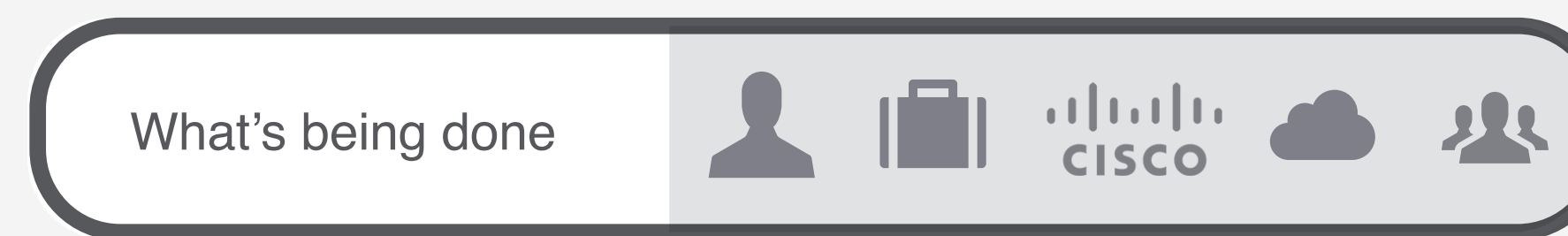
Name, Email Address, Phone Number of the Employee Appointed to Open the Service Request, Authentication Information (exclusive of passwords), Work Organization and Responsibilities

Customer Case Attachments

Device Configuration (e.g., running config and startup config, SNMP Strings (masked); Interface description, Command Line Interface (CLI) (i.e., Show Commands, such as Show Version), Product Identification Numbers, Serial Numbers, Host Names, Sysdescription (has device location), IP Addresses, Operating System (OS) Feature Sets, OS Software Versions, Hardware Versions, Installed Memory, Installed Flash, Boot Versions, Chassis Series, Slot IDs Card Types, Card Families, Firmware Versions, MAC Address, SNMP MIBs (ACLs, CDP)

Access Key

Icons on the right show who has access
Details of access are listed in the datasheet



- User
- Customer
- Cisco
- Subprocessor
- Partner

Columns show category of purpose
Rows show who processes data
Text inside indicates purpose

Data Center Locations

Cisco TAC leverages a Customer Relationship Management (CRM) case management system to deliver our services and capture TAC Support Information. This system is a customized instance on the Salesforce.com (SFDC) platform known as Support Case Manager (SCM) and utilizes a numerical Service Request (SR) case assignment process. Cisco TAC SR case details and associated case notes within Cisco's CRM system are stored at the Salesforce.com (SFDC) data center, which physically resides in Washington DC, USA. Customer Case Attachments (including detailed system logs, etc.) uploaded by customers are housed in a data repository hosted by Amazon Web Services (AWS - US East Region, Northern Virginia), and replicated for resiliency to another AWS data repository (AWS - US West Region - Oregon).

- Third-Party Data Centers:
- Washington, DC
 - Portland, OR

