

BlackBerry Unified Endpoint Manager On-premises Privacy Data Sheet

About this Data Sheet

This Privacy Data Sheet describes how personal data is processed by BlackBerry® UEM On-premises. It details the types of data collected, the purposes for processing, who may access the data and where processing activities may take place. This document is intended for informational purposes only and reflects the state of processing as of the “Last Updated” date.

For the most current list of Subprocessors used by BlackBerry, please refer to BlackBerry’s [Subprocessor Listing](#).

BlackBerry Privacy Office

BlackBerry maintains a dedicated Privacy Office that works in collaboration with BlackBerry Information Security to evaluate our technical and organizational security controls to ensure compliance with international privacy and data protection laws.

BlackBerry adheres to the legal requirements governing the collection, use, storage, transfer and disclosure of personal data, including the EU General Data Protection Regulation (GDPR).

To learn more about our commitment to privacy, please visit www.blackberry.com/privacy.

Overview

BlackBerry UEM On-premises provides unified endpoint management and policy control for a wide range of devices and applications. It is designed to help organizations boost mobile work force productivity while maintaining data protection through a trusted, end-to-end security model – all managed from a single console.

Key capabilities include:

- Centralized management of devices and apps across platforms such as iOS®, Android™, Android for Work, Samsung Knox™, Windows®, and macOS®
- Support for all device ownership models, including corporate-owned and BYOD
- Secure remote access to the customer’s enterprise resources

BlackBerry UEM On-premises is hosted within the customer’s data center, where the customer is responsible for hosting and maintaining the service. It relies on BlackBerry’s infrastructure to securely route traffic from managed devices to the customer’s data center. BlackBerry does not host or store enterprise data – it remains within the customer’s internal systems or on user endpoint devices managed by the UEM software.

Privacy Enhancing Technologies

BlackBerry uses industry standard encryption protocols to protect data during transmission and at rest. All data exchanged between the customer’s on-premise servers (UEM, BlackBerry Proxy, etc.) and BEMS-enabled mobile devices is end-to-end encrypted using encryption keys known only to the customer’s servers and their mobile devices.

Personal Data Processed

The following data elements are collected and processed by BlackBerry UEM On-premises and could be considered personal data depending on your organization's deployment.

Personal Data Processed	Purpose for Processing	Recipients
User account information Email addresses	<ul style="list-style-type: none"> Enable secure authentication between customer's servers and authorized devices Support service delivery 	<ul style="list-style-type: none"> Customer Administrators BlackBerry UEM Service Management team*
Diagnostic information Carrier network identifier, device model, device OS version.	<ul style="list-style-type: none"> Support problem reporting and issue resolution 	<ul style="list-style-type: none"> BlackBerry UEM Service Management team*

* All access by BlackBerry Service Management team is incidental and not required in the normal course of providing the service. Access is restricted 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. This data is only shared with necessary third-party services that are required to provide the services.

BlackBerry does not sell, lease, or otherwise distribute this information beyond what is disclosed in this data sheet.

Cross-Border Data Transfers

BlackBerry Limited is a Canadian corporation and primarily relies upon the European Commission's adequacy decision for data transfers from the EU/EEA, as well as to its UK subsidiary, BlackBerry UK Limited. For transfers to BlackBerry's U.S. subsidiary, BlackBerry Corporation, it relies upon an Intracompany Agreement that incorporates the 2021 EU Standard Contractual Clauses (SCCs), the UK SCC Addendum, and the Swiss Rider. In addition, BlackBerry offers customers a [Data Processing Addendum](#) that incorporates the 2021 EU SCCs, the UK SCC Addendum, and the Swiss Rider. If BlackBerry transfers personal data to a sub-processor, we ensure that: (i) the personal data is transferred to countries recognized as offering an adequate level of protection; or (ii) the transfer is made pursuant to appropriate safeguards, such as a [Data Processing Addendum](#) that incorporates the 2021 EU SCCs, the UK SCC Addendum, and the Swiss Rider.

BlackBerry is a global organization with Customer Support personnel located in Canada, EU, Japan, Singapore, UK, and the U.S. BlackBerry utilizes follow-the-sun scheduling for Customer Support and as a result, support during normal business hours may be provided in-region, however urgent issues will be addressed by available global resources.

BlackBerry UEM On-premises uses the following Subprocessors:

Name	Personal Data Processed	Location
Google Firebase Mobile app notifications provider	Message notifications	United States
Microsoft Azure Cloud service provider	User account information	Canada, Ireland

As described in the Overview, BlackBerry UEM On-premises is set up in the client organization's environment and BlackBerry systems do not host or store a customer's enterprise data from their business systems.

A complete listing of Subprocessors engaged by BlackBerry to support the delivery of products and services, is available on BlackBerry's [Subprocessor listing](#).

Data Retention

Personal Data Processed	Data Retention Period
User contact information	Data is stored for the duration of the contract plus 90 days, unless otherwise agreed to. The Customer's Enterprise administrator can remove individual employees' personal data from the BlackBerry UEM on-premises server at any time. Backed up data is retained for four months and then deleted.
Device information	Data is stored for the duration of the contract plus 90 days, unless otherwise agreed to. Backed up data is retained for four months and then deleted.

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