

BlackBerry Workspaces Privacy Data Sheet

About this Data Sheet

This Privacy Data Sheet is provided to offer transparency with regards to BlackBerry's data collection and processing activities. It provides 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 BlackBerry Information Security, 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 access, share and control all their important documents on any tablet, smartphone, or PC – even those outside the corporate firewall.

Workspaces embeds digital rights management (DRM) protection in your files, so your content remains secure everywhere it goes.

Privacy Enhancing Technologies

BlackBerry uses industry standard encryption protocols to protect data during transmission and at rest. Data is stored on encrypted disks with 256-bit AES encryption. Please read the [BlackBerry Workspaces Security Architecture whitepaper](#) for details about the security features implemented.

Personal Data Processed

The following data elements are collected and processed by BlackBerry and could be considered personal data.

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	<ul style="list-style-type: none">Customer AdministratorsBlackBerry Service Management*

- All access by BlackBerry Service Management is incidental and not required in the normal course of providing the 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. This data is only shared with necessary third-party services that are required to provide the services. Sub-processors do not have access to any personal data.

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 Workspaces customers select the geographic location of their tenant, where both personal data used to manage the customer's service and collected endpoint data is stored. Data is stored in the customer's chosen geographic location and will not be stored in any other geographic region without the customer's prior instruction or approval.

Sub-processor	Personal Data Processed	Location
Amazon Web Services Cloud service provider in customer's selected region.	End user contact information and data collected by the operation of the service.	United States
Microsoft Azure Cloud service provider in customer's selected region.	End user contact information and data collected by the operation of the service.	Canada, Hong Kong, Ireland, Netherlands, Singapore, United Kingdom, United States
Google Firebase Mobile app notifications provider	Message notification identifiers	United States
MessageBird Email notification delivery provider	Email addresses	United States

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 day grace period.</p> <p>Following termination of a contract, a customer's Workspaces tenant is deleted after 90 days with periodic warnings being provided to the customer. Prior to or at termination, a customer may delete their data in Workspaces at any time through the admin console.</p>

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