BlackBerry Dynamics Apps Privacy Data Sheet

About this Data Sheet

This Privacy Data Sheet describes the processing of personal data by BlackBerry® Dynamics™ productivity applications. It provides details about how and why customer data is processed and is provided for informational purposes only. The information provided is current as of the "last updated" date of this document. For an up-to-date list of Subprocessors, please see BlackBerry's [Subprocessor listing](#).

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 Dynamics Apps allow employees the freedom to work from any device while protecting corporate and user data with the secure enterprise mobility offered by the Dynamics security framework. The Dynamics Productivity Apps are designed to eliminate the risk of data leakage by delivering proven application-level security. BlackBerry Dynamics Productivity Apps include:

- **BlackBerry Work:** provides users the ability to access their business email and calendar, view online presence, manage contacts, and easily work on documents.

- **BlackBerry Access:** a mobile browser that gives users secure access to a corporate network. Provides users the ability to securely access corporate intranet and web-based productivity applications using their device of choice.

- **BlackBerry Desktop:** a Windows® 10 and macOS® desktop app that combines BlackBerry Access and BlackBerry Work.

- **BlackBerry Notes:** allows users to securely create and manage their notes while away from their desk – all on mobile devices.

- **BlackBerry Tasks:** allows users to securely create and manage their tasks while away from their desk – all on mobile devices.

- **BlackBerry Connect:** allows users to securely send instant messages, share files, edit documents, and view coworkers' presence information.

BlackBerry Dynamics Productivity Apps leverage a customer's existing business applications (e.g., email, calendar, and contacts) to connect with their user's endpoint devices and provide secure remote access. As a result, a customer's enterprise data remains in their business systems or within the BlackBerry Dynamics Productivity Apps on user endpoint devices and is not hosted or stored on BlackBerry systems.

Privacy Enhancing Technologies

BlackBerry uses industry standard encryption protocols to protect data during transmission and at rest. All data exchanged between the customer's servers (e.g., 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.

Enterprise data is saved inside the BlackBerry Dynamics App on the user's device. These files and databases are encrypted with AES-CBC using a 256-bit key. The BlackBerry Dynamics App encryption key is protected with the user password and on-device security processor. Password strength requirements may be set by a customer's administrator from the management console.

For detailed information about the security provided by the BlackBerry Dynamics Productivity Apps, please see our [BlackBerry Dynamics Security White Paper](#).

Personal Data Processed

The following data elements are collected and processed by BlackBerry to provision the BlackBerry Dynamics Productivity Apps and could be considered personal data depending on your organization's deployment:

Personal Data Processed	Purpose for Processing	Recipients
End user contact information Email address **Note:** Customers can minimize the personal data collected by using either the UEM Activation or Easy Activation types.	• Enable secure authentication between customer's servers and authorized devices • Support service delivery	BlackBerry Dynamics Service Management team*
Device information Carrier network identifier, device model, device OS version.	• Enable secure authentication between customer's servers and authorized devices • Support service delivery	BlackBerry Dynamics 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, 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 Dynamics Productivity Apps use the following Subprocessors:

Name	Personal Data Processed	Location
Amazon Web Services Cloud service provider	End user contact information and device activation data	United States
Google Firebase Mobile application notification provider	Message notification indentifiers	United States

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
End user contact information	Data is retained for the duration of the contract plus 90 days, unless otherwise agreed to. Backed up data is retained for seven (7) years and then deleted.
Device information	Data is retained for the duration of the contract plus 90 days, unless otherwise agreed to. Backed up data is retained for seven (7) years and then deleted.

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