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 is samples of email, web and network traffic, including but not limited to data on email message and web request attributes and information on how different types of email messages and web requests were handled by or routed through Cisco products. Email message metadata and web requests included in Telemetry Data are anonymized or otherwise obfuscated to remove any personally identifiable information prior to disclosure to any unrelated third party.