Schedule A

Data Processing Profile

Radware's Cloud Web Application Firewall (CWAF) Service

This Data Processing Profile is supplemental to a Data Processing Agreement ("**DPA**") between Radware Ltd./Inc. ("**Radware**" or "**Processor**") and the entity that has executed or accepted the DPA ("**Customer**" or "**Controller**"). This Data Processing Profile describes the processing of personal data (or personally identifiable information) by Radware in connection with Radware's **Cloud Web Application Firewall (CWAF) Service** (the "**Service**"). Capitalized terms used in this Data Processing Profile but not defined herein shall have the meanings ascribed to them in the DPA.

Service Overview

Radware's Cloud Web Application Firewall (CWAF) Service protects web applications and application programming interfaces ("APIs") (the "**Protected Assets**") against Web application layer attacks.

The Service is provided through a global network of distributed Points of Presence ("**PoPs**"), using an optimized and highly available architecture. This architecture enhances the Service's performance and availability.

The Service's PoPs are located at major traffic hubs with connections to tier-1 ISPs, striving for low latency and minimal impact on Protected Asset's performance.

The Service features a Customer Service Portal, which provides visibility into the alerts and functions of the Service. Configuration options, such as uploading SSL certificates, signature files and application definitions may be defined and managed using the Radware Unified Cloud Service Portal ("Service Portal").

Customer Selectable Features

API Discovery

The Customer may activate an optional API Discovery feature. The API Discovery Feature conducts additional evaluation of the network traffic flow, searching for applications that are not currently protected by the Service. During the API Discovery process, 24 hours of network traffic is collected and then analyzed, offline, for an additional 48 hours. At the conclusion of the analysis phase, recommendations are sent to the Customer and the collected information is deleted. This information is processed and stored within the region it was collected from.

Security Event Log Export

The Customer may activate an optional Security Event Log export. This feature allows customers to export all security events directly from the Cloud Application Protection Service to an AWS S3 bucket
All security events from WAF, DDoS, and BOT are consolidated in a JSON format and automatically uploaded to a designated S3 bucket. This functionality empowers customers to seamlessly manage and analyze security events, providing a valuable resource for enhancing overall security strategy.

Access Log Export

The Customer may activate an optional Access Log Export. Enabling this functionality allows a customer to track the traffic to the application and troubleshoot issues with the server or website.

All transactions are streamed in a JSON format to the configured s3 bucket, and detailed data regarding client access to the protected applications is provided.

During the activation process the access logs are data in transit and the maximum data may be retained by the service up to 48 hours.

Client-Side Protection

The customer may activate optional Client-Side Protection. With Client-Side Protection enabled, Cloud WAAP customers ensures the protection of end users' data from theft via client-side attacks such as formjacking, Magecart, supply chain, e-skimming and DOM based XSS.

It provides visibility and control over the JS services embedded in the application, can learn its risk and trace its sources.

Malicious JS activities are detected and reported in real-time and attempts to send data outside of the browser or interact with sensitive information are monitored, classified and assessed to give an accurate and intuitive threat level.

With Client-Side protection, source IP addresses may be stored in the Frankfurt, Germany backend for up to 24 hours.

Messages containing PII are sent to our backend using a proxy on the main domain. The PII is anonymized using European Data Protection Board EDPB) recommended processes before it is stored.

Web DDoS protection

The Customer may activate an optional Web DDoS Protection. The Cloud Web DDoS Protection solution is specifically designed to address the growing threat of Web DDoS Tsunami attacks that can easily evade standard security measures. Our solution sets a new standard in combating encrypted, high-volume, multi-vector attacks, outperforming traditional web application firewalls (WAF) and network-based DDoS tools.

With its exceptional ability to learn application behavior and adapt to changing attack rates, our solution ensures optimal mitigation and protection. It minimizes false positives, offers comprehensive coverage against advanced threats including zero-day attacks, and provides an immediate and adaptive defense. Users can have peace of mind with our automated and fully managed system.

The Cloud Web DDoS Protection is ready to handle emergency situations by operating seamlessly, even without a learning period or prior knowledge about the application. It possesses the capability to dynamically generate customized signatures based on the characteristics of the attack HTTP request. This innovative approach enhances security by providing an additional layer of defense, ensuring swift and effective protection.

During the activation of Web DDoS Protection, transactions are processed and stored for three weeks in EU.

BLA Protection

The Customer may activate an optional Business Logic Attack protection feature ("BLA Protection"). This feature is designed to detect and mitigate sophisticated attacks that exploit application workflows and business logic vulnerabilities. By analyzing API transactions, BLA identifies anomalous patterns, unauthorized access attempts, and abuse of application logic.

BLA Protection operates by learning rules such as API sequences, monitoring error rates, and enforcing parameter consistency. It leverages an actor-based approach, focusing on identifiers such as user IDs or tokens rather than traditional IP-based detection. The system dynamically adjusts to evolving attack techniques, ensuring minimal disruption to legitimate users while effectively isolating malicious actors.

During activation, BLA Protection processes API traffic patterns and enforces security policies based on learned behavior. Data processing includes:

Learning Phase: Traffic is analyzed to establish legitimate API workflows and detect deviations.

Enforcement Phase: Anomalous requests are flagged or blocked in real-time based on behavioral insights.

Purpose of the Processing
Processing is performed to protect the Customer's Protected Assets from web application attacks, such as the "OWASP Top 10 Web Attacks".

Processing of Data in Transit

The Service processes all network traffic (legitimate and malicious) flowing to the Protected Assets through a Radware PoP located in the same region. Additional PoP(s) may be selected within the same region to support load balancing and to provide redundancy. In the case of a large DDoS attack, traffic may be processed at a Radware scrubbing center(s) closer to the source of the attack. These additional locations are listed below.

Data in transit may include all categories of Personal Data as is transmitted in the Customer's data stream. Processing activity includes traffic decryption, security inspection and re-encryption of the traffic and then forwarding to the Customer's Protected Assets.
To permit the inspection of the SSL traffic, the Service requires the Customer to securely upload its SSL keys onto the Service Portal using secure storage. The Service, using an automated process, loads the keys into the appropriate infrastructure devices.

Processing of Data at Rest

The data residing on the Customer Service Portal includes metadata on malicious activity (including malicious source IP addresses and network headers): Customer's account and configuration information: Audit Logs (i.e. Customer's interaction with the Services Portal) and aggregated statistics about legitimate traffic. Such data contains limited personal data, mainly in the form of IP addresses and fragments of transaction data. The Service Portal encrypts the malicious source IP values prior to storage.
Access to the Customer Service portal requires the use of Multi-Factor Authentication and the HTTPs protocol.

The Cloud WAF Security Log and configuration database is stored within the EU.

Requests to view this log information are encrypted and routed through the Service Portal located in the US. No customer information is stored in the portal.

A very limited scope of Personal Data is required for Radware to perform its support services. In this respect, Information transferred to the U.S., India, and Columbia, is limited to log entries and network traffic directly related to problem resolution or attack mitigation. In addition, contact information for the customer's support team responsible for interacting with Radware may be accessed from each site.

Data stored by the Service

Repository	Data Description	Retention Period
Customer Portal Database	Security event metadata for the purpose of presenting status and statistics to the Customer through the Service portal, generating reports and managing the Service. The following security alerts information is stored: Attacker/malicious actor information: - Source IP - Source country - User-agent - Session and cookie data Attack/malicious activity information: - OWASP category - Attack category - Attacked URL - Request headers - Response headers - Attack payload - Action taken	3 months
Database POP	Security event metadata **per pop** for the purpose of presenting status and statistics to the Customer through the Service portal, generating reports and managing the Service. The following security alerts information is stored: Attacker/malicious actor information: - Source IP - Source country - User-agent - Session and cookie data Attack/malicious activity information: - OWASP category - Attack category - Attacked URL - Request headers - Response headers - Attack payload - Action taken	1 week

Audit Log	The following operations are stored as part of the Audit Log (resulting from user action or API invocation). User Activity: - Login - Logout - Failed login attempts - User creation, modification, and deletion Application Configuration Changes: - Application provisioning and deletion - Network configuration changes - Security policy modification Account Configuration Changes: - Account provisioning and deletion - Account settings modifications	2 years (3 months available for review through Service Portal)
Account Information and configuration data	Data related to the Customer's account in the Service Portal. Subscription: - Account name - Subscription period - Service plan - Contact information - Users	Stored as long as the Customer account is active. Deleted once Customer stops using the service.
Regional Database Used to support the API Discovery Feature	User transaction metadata for special features of the service The following HTTP information is processed and stored: - Path - Method - Headers - Response code	48 hours
Access Log Export Feature	User transaction metadata for special features of the service The following HTTP information is processed and stored: - Path - Method - Headers - Response code - Source IP - Cookie	48 hours
Security Events Export Feature	Security event metadata **per PoP** /data base in EU for the purpose of export the security events The following security alerts information is stored: Attacker/malicious actor information: - Source IP	Data Not Retained

	- Source country - User-agent - Session and cookie data Attack/malicious activity information: - OWASP category - Attack category - Attacked URL - Request headers - Response headers - Attack payload - Action taken	
Client-Side Protection Feature	User transaction metadata for special features of the service The following HTTP information is processed and stored: - Path* - Source IP * PII anonymized before it is stored in the EU backend.	Path – No limit Source IP – 24 hours
Web DDoS Feature	User transaction metadata for special features of the service in EU The following HTTP information is processed and stored: - Path - Method - Headers - Response code - Cookie - Source IP - Request size - Response size	3 Weeks
BLA Protection	User transaction metadata for special features of the service The following HTTP information is processed: - Path - Method - Headers - Response code - Cookie - Source IP	Data is only processed and not stored

Data Subjects

Natural Persons include the users of the Customer's Protected Assets and the Customer's employees or agents who administer the Service.

Duration of the Processing

The duration of the processing is determined by the Principal Agreement or until deletion of all Customer's Personal Data in accordance with the DPA and the "Retention Period" set forth in the table above.

Processing Locations (PoPs)

Approved Sub-Processor/Affiliate (Company Name)	**Company address**	**Approved scope of work**	**Approved Service Locations**	**Approved Service Locations - Address**
Radware	Raoul Wallenberg Street 22, Tel Aviv-Yafo, Israel	Cloud WAF POP	Frankfurt (FRA)	Company: Digital Realty / Interxion Deutschland GmbH Address: Weissmüllerstrasse 34, Frankfurt am Main, 60314, Germany
			London (LON)	Company: Equinix - LD7 Address: 1 Banbury Ave, Slough, London, SL1 4LH, United Kingdom
			Ashburn (IAD)	Company: Equinix - DC3 Address: 44470 Chilum Pl., Building 1, Ashburn, VA 20147, US
			Singapore (SIN)	Company: Softlayer Technologies - SNG01 Address: 29A International Business Park, Jurong East, 609934, Singapore

San Jose (SJC)	Company: Softlayer Technologies - SJC04 Address: 2001 Fortune Drive, San Jose, 95131, California, US
Tokyo (TYO)	Company: Softlayer Technologies - TOK05 Address: NTT - 3-4-1 Inukura, Miyamae-ku, Kawasaki City, Kanagawa Prefecture, 216-0011, Japan
Hong Kong (HKG)	Company: Equinix - HK1 Address: Unit 2702, 27/F, Goodman Global Gateway, 168 Yeung Uk Road, Tsuen Wan, N.T., Hong Kong
Sydney (SYD-SL)	Company: SoftLayer Technologies Australia Pty Ltd/IBM Cloud Address: 273 Pyrmont Street, Ultimo, Sydney, NSW 2007, Australia
Sydney (SYD2)	Company: Equinix - SY2 Address: 639 Gardeners Road Unit B, Mascot 2020, Sydney, New South Wales, Australia
Johannesburg (JNB)	Company: Teraco - JB1 Campus buildings DC6/DC10 Address: 5 Brewery Street, Isando, Johannesburg, Gauteng, South Africa

Tel Aviv (TLV)	Company: Binat - Or towers building A Raoul Wallenberg 24 Tel Aviv, Israel
Chennai (MAA)	Company: Nxtra Data Limited-Chennai-DC 1 Address: F-8 SIPCOT–IT park, Siruseri, Chennai Tamil Nadu 603103, India
Sao Paolo (SAO)	Company: IBM BRASIL-INDUSTRIAMAQUINAS E SERVICOS LIMITADA Address: Rua Presbitero Plinio Alves de Souza, 757 – J. Ermida II - Jundiai, SP 13212-181 – Brazil
Chicago (ORD)	Company: Deft c/o DFT, Radware Address 2200 Busse Rd, Loading Dock, Elk Grove Village, IL 60007, US
Amsterdam (AMS)	Company: Equinix - AM3 Address: Science Park 610, XH Amsterdam, 1098, Netherlands
Mumbai (BOM)	Company: C/O Yotta Data Services Private Limited - NM1 DC Address: 1ST, 2ND & 3RD LEVEL EDINBERG BUILDING,SURVERY NO 30. BHOKAR PADA VILLAGE,PANVEL RAIGAD - 410 206.Mumbai, India

			AKL	Company: Spark Digital Address: Spark Building, Datahall 2, Level 5, 31 Airedale St, 1010, Auckland, New Zealand
			Toronto (YYZ)	Company: Equinix - TR2 Address: 45 Parliament Street, Toronto, Ontario M5A 0G7, Canada
			Paris (CDG)	Company: IBM France, S.A.S - PAR01 Address: 7-9 rue Petit - 92582 Clichy – France
			Petach Tikvah (PTK)	Company: CCC Address: Hasivim 49, Petah Tikva, Israel
			Chile (SCL)	Company: Claro Address: Liray 1120, Colina, Región Metropolitana, Chile
			Taipei (TPE)	Company: Chief Telecom Inc Address: No. 37, H.D building, Lane 188, Ruiguang Rd, Nei-hu Dist., Taipei 114, Taiwan
			Seoul (SEO)	Company: KINX Address: 5F, Daelim Acrotel, 13, Eonju-ro 30-gil, Gangnam-gu, Seoul, South Korea
			Dubai (DXB)	Company: Equinix - DX1

				Address: Units F88 – F92, Dubai Production City Sheikh Mohammed Bin Zayed Rd Dubai, UAE 500389, United Arab Emirates
			Milano (MXP)	Company: IBM Italia c/o Campus DATA4 Address: Via Monzoro 103, Cornaredo, Milano 20007
Amazon Web Services (AWS)		Operate Cloud Portal (Presentation layer) Service Portal DB stores in Frankfurt	Frankfurt (FRA)	Weissmuellerstr. 13, 60314 Frankfurt, Germany

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Additional Processing Locations (scrubbing centers) that may be deployed during a severe DDOS attack

Approved Sub-Processor/Affiliate (Company Name)	Company address	Approved scope of work	Approved Service Locations	Approved Service Locations - Address
Radware	Raoul Wallenberg Street 22, Tel Aviv-Yafo, Israel	DDOS Scrubbing Center	Frankfurt (FRA)	Digital Realty Address: Weissmüllerstrasse 264, Frankfurt am Main, 60314, Germany
			London (LON)	Company: Equinix - LD7 Address: 1 Banbury Ave, Slough, London, SL1 4LH, United Kingdom
			Ashburn (ASH)	Company: Equinix - DC2

				Address: 21715 Filigree Court, Ashburn, Virginia 20147, US
			Dallas (DAL)	Company: Equinix - DA3 Address: 1950 N Stemmons FwySuite 1039A, Dallas, Texas, 75207, US
			San Jose (SJC)	Company: Equinix - SV11 Address: 5 Great Oaks Blvd, San Jose, California, 95119, US
			Tokyo (TKO)	Company: Equinix - TY2 Address: 3 Chome-8-21 Higashishinagawa, Shinagawa City, Tokyo 140-0002, Japan
			Hong Kong (HKG)	Company: Equinix - HK1 Address: Unit 2702, 27/F, Goodman Global Gateway, 168 Yeung Uk Road, Tsuen Wan, Hong Kong
			Sydney (SYD)	Company: Equinix - SY2 Address: 639 Gardeners Road Unit B, Mascot 2020, Sydney, New South Wales, Australia

			Seoul (SEO)	Company: KINX Address: 5F, Daelim Acrotel, 13, Eonju-ro 30-gil, Gangnam-gu, Seoul, South Korea
			Johannesburg (JNB)	Company: Teraco - JB1 Campus buildings DC6/DC10 Address: 5 Brewery Street, Isando, Johannesburg, Gauteng, South Africa
			Tel Aviv (TLV)	Binat Raoul Wallenberg 24 Tel Aviv. Israel
			Sao Paulo (GRU)	Company: Equinix - SP3 Address: Av. Marcos Penteado de Ulhôa Rodrigues, 249 - Res. Tres (Tambore), Santana de Parnaíba - Sao Paulo, CEP: 06543-001, Brazil
			Chennai (MAA)	Company: Nxtra Data Limited-Chennai-DC 1 Address: F-8 SIPCOT–IT park, Siruseri, Chennai Tamil Nadu 603103, India
			Amsterdam (AMS)	Company: Equinix - AM3 Address: Science Park 610, XH

				Amsterdam, 1098, Netherlands
			Taiwan (TPE)	Company: Chief Telecom Inc Address: No. 37, H.D building, Lane 188, Ruiguang Rd, Nei-hu Dist., Taipei 114, Taiwan
			Dubai (DXB)	Company: Equinix - DX1 Address: Units F88 – F92, Dubai Production City Sheikh Mohammed Bin Zayed Rd Dubai, UAE 500389, United Arab Emirates
			Toronto (YYZ)	Company: Digital Realty - YYZ12 Address: Suite 207, 151 Front St W, Toronto, ON M5J 2N1, Canada
			Melbourne (MEL)	Company: Digital Realty - MEL11 Address: 72 Radnor Drive, Deer Park, Melbourne, 3023, VIC, Australia
			New Zealand (AKL)	Company: Spark Digital Address: Spark Building, Datahall 2, Level 5, 31 Airedale St, 1010, Auckland, New Zealand
			Paris (CDG)	Company: Digital Relaity PAR8

				Address: 2 Avenue Marcel Cachin, 93120 La Courneuve, France
			Mumbai (BOM)	Company: C/O Yotta Data Services Private Limited - NM1 DC Address: 1ST, 2ND & 3RD LEVEL EDINBERG BUILDING,SURVERY NO 30. BHOKAR PADA VILLAGE,PANVEL RAIGAD - 410 206.Mumbai, India
Google Cloud - GCP		Operate Cloud Service Portal	Europe – West3	Frankfurt am Main, Germany

Technical and Emergency Support

Technical and Emergency Support is provided to Radware customers according to the agreed Service Level Agreement (SLA). The support services may be provided by ERT Analysts based in Chennai India, Tel Aviv Israel, New Jersey USA, and Bogota Columbia.

Industry Standard Certificates

Radware's Cloud WAF Service complies with the following standards for cybersecurity and privacy:

- *ISO 22301* Business Continuity Management System
- *ISO 27001* *Information Security Management System*
- *ISO 27032* *Security Techniques -- Guidelines for Cybersecurity*
- *ISO 27017* *Information Security for Cloud Services*
- *ISO 27018* *Information Security Protection of Personally identifiable information (PII) in public clouds*
- *ISO 27701* *Data Privacy Management System*
- *HIPAA* *Health Insurance Portability and Accountability Act*
- *PCI-DSS* *Payment Card Industry Data Security Standard – Service Provider Schedule D*

Radware is compliant with *ISO 28000 Specification for Security Management Systems for the Supply Chain.*

Radware maintains a current SOC2 type II report for the Cloud WAF Service

Compliance with these standards is audited annually by third party auditors.

Customers may find Radware's latest cybersecurity and privacy certifications and attestations at https://www.radware.com/newsroom/certificationsindustry/

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