

## Core Online Services Subprocessor List

This list identifies the subprocessors authorized to access customer data (including personal data contained therein) in 21Vianet's Core Online Services, as defined in the Online Services Terms. Any such subprocessors will be permitted to process Customer Data only to deliver the services 21Vianet has retained them to provide, and they are prohibited from using Customer Data for any other purpose. These subprocessors (including their subsidiaries) may provide services to one or more of the Core Online Services. The list below does not apply to Previews or other services not yet in general release.

Subprocessor	Location	Function(s) Performed
Microsoft(China) Co., Ltd.	China	Customer and Technical Support Operations and Service Maintenance

### INFORMATION AND DESCRIPTIONS

- o Operations and Service Maintenance: These subcontractors assist with incident response, service operations, and troubleshooting problems.
- o Customer and Technical Support: Assist in providing technical support to customers.

NOTICE AND DISCLAIMER This document is subject to change at any time. Last updated on October 8, 2018.

## FAQ

### In what circumstances can subprocessors access Customer Data, and how do they use it?

21Vianet may hire other subcontractors to provide limited services on its behalf (as listed in the above Subprocessor List). Where the subcontractors require access to Customer Data (including Personal Data contained therein) to perform work that may, they are considered a subprocessor.

Subprocessors may only access and process Customer Data for the purpose of providing the services that 21Vianet retained them to provide. They are prohibited from using Customer Data for any other purpose, and they are required to maintain the confidentiality of your information. All subprocessors must follow our privacy standards or privacy standards equivalent to our own. Subprocessors are also

required to meet EU General Data Protection Regulation requirements, including those related to employing appropriate technical and organizational measures to protect personal data.

### **Where is my Customer Data stored when subprocessor is processing my Customer Data?**

Customer Data will be stored only in data centers located in mainland China. Only for the purpose of providing the limited services as set forth in the above list, 21Vianet may authorize subprocessors to access Customer Data. We carefully monitor such access and terminate the access when the issue is resolved.

## 世纪互联核心在线服务子处理方列表

本列表列明了《在线服务条款》中所定义的被授权访问世纪互联核心在线服务中的客户数据（包括其中的个人数据）的子处理方。任何此类子处理方仅在提供世纪互联雇用其从事的服务时才能处理客户数据，禁止其将客户数据用于任何其他目的。这些子处理方（包括其附属机构）可以为一个或多个核心在线服务提供服务。以下列表不适用于预览或尚未统一发布的其他服务。

子处理方	位置	所执行的功能
微软（中国）有限公司	中国	客户及技术支持 运营及服务维护

### 执行功能描述

- 运营及服务维护：此类子处理方协助处理事件响应，服务操作和故障排除问题；
- 客户及技术支持：协助向客户提供技术支持；

提示和免责声明：本文档可能随时被更改，最新更新时间为 2018 年 10 月 8 日。

## 常见问题

### 子处理方在什么情况下可以访问客户数据，以及他们将如何使用客户数据？”

世纪互联可能会雇佣分包商代表其提供有限服务（如子处理方列表所述）。当这些分包商为了提供服务需要接触客户数据（包括其中的个人数据）时，他们即成为数据的子处理方。子处理方仅在提供世纪互联雇用其从事的服务时才能接触和处理客户数据。子处理方禁止将客户数据用于任何其他目的，并且他们必须对您的信息始终保密，所有子处理方必须必须遵循与我们的隐私标准或者与我们隐私标准相当的隐私标准。子处理方也必须遵守欧盟一般数据保护条例的要求，包括有关采用适当的技术和管理措施保护个人数据的要求。

### 子处理方提供服务时我的客户数据存储在哪里？

客户数据将仅存储在位于中国大陆的数据中心。仅为了提供上述列表所述有限服务之目的，世纪互联才可能会向子处理方授予访问客户数据的权限。我们会密切监控此类访问，并在问题解决后终止访问权限。