

# Summary on Cisco's Position

## Explaining the MDPA on the Trust Center

As part of our ongoing effort to meet the evolving landscape of data protection and privacy, Cisco has updated our terms for handling customers' data. The updated Master Data Protection Agreement, or MDPA, is a reflection of Cisco's commitment to privacy, data security, and accountability for our customers, worldwide. In the effort to provide a transparent customer experience, we have made our MDPA publicly available on the Cisco Trust Center.

The MDPA:

1. Outlines the terms and conditions that will govern the processing of confidential information, including personal data;
2. Sets forth the technical and organizational security measures that will be implemented to minimize the risk of accidental loss, destruction, alteration, unauthorized disclosure, unauthorized access, or unlawful destruction of protected data; and
3. Incorporates the EU Standard Contractual Clauses, Privacy Shield, and APEC Cross Border Privacy Rules system requirements for international data transfers.

Notably, the requirements of the MDPA that we adhere to when processing customer data are the same as the requirements that our suppliers must adhere to when handling data on our behalf.

Our commitment to data protection and privacy does not stop with contractual terms and conditions. Cisco is also focused on:

- ✓ Developing standards and processes to define the personal data lifecycle and help ensure data transparency, accuracy, accessibility, completeness, security, and consistency;
- ✓ Maintaining an inventory and data map to identify what we have, what we are doing with it, where it is, where it flows, and who has access to it;
- ✓ Understanding data risks and conducting threat modeling for the data sets we process;
- ✓ Improving and enhancing an enterprise-wide, data incident response process that is integrated with our business continuity processes;
- ✓ Integrating data protection, privacy, and security requirements into product design and development methodologies; and
- ✓ Staying up to date on certifications such as APEC Cross Border Privacy Rules, EU-US and Swiss-US Privacy Shield frameworks, and maintain approvals for our Binding Corporate Rules across the EU.

To learn more, please visit [trust.cisco.com](https://trust.cisco.com)