



DataBee Privacy Frequently Asked Questions

This document is intended to address a variety of questions that we frequently receive from our customers in relation to our data processing agreements and addenda (our “DPAs”). These FAQs are split into three different sections to reflect how the different DPAs apply depending on the personal information or personal data you are sharing with DataBee™ from Comcast Technology Solutions.

The table below serves as a directory to guide you on where to look for further information:

Section	Is this section relevant to me?
Section A Global FAQs	You are a customer who will be sharing personal information with DataBee
Section B U.S. FAQs	You are a customer who will be sharing personal information with DataBee that relates to an individual residing within the United States or its territories (this also covers specific state laws)
Section C Europe FAQs	You are a customer who will be sharing personal data with DataBee where your processing is subject to the EU GDPR, UK GDPR, or Swiss FADP

A. Global Privacy FAQs

1. Does DataBee from Comcast Technology Solutions have a data processing agreement or data protection addendum (DPA)?	Yes. Our DPA documents are available at the DataBee Privacy Center .
2. When is DataBee our “processor”?	DataBee is a processor where it processes personal information/ data on behalf of a business customer, at the customer’s direction.
3. Where can we find the details of processing (i.e., the instructions)?	Please refer to your Service-Specific Details in respect of each relevant Service available at the DataBee Privacy Center .
4. Where does DataBee process our personal data?	We process our data in the customer’s AWS region of choice, options for which are listed here: Global Infrastructure Regions & AZs (amazon.com) .
5. Does DataBee maintain a list of subprocessors?	Yes. AWS is our only subprocessor and is listed on our DPA as well as on the Service-Specific Details at the DataBee Privacy Center .
6. What protections does DataBee have in place when transferring data to its subprocessors?	DataBee has in place an agreement that is materially at least as protective as the Global DPA with each of its subprocessors, including any relevant data transfer arrangements.
7. Does DataBee have information security and/or data protection standards?	Yes. DataBee Information Security and Data Protection standards and other documentation are available at DataBee Privacy Center . In addition, the Global DPA also contains technical and organizational measures that DataBee has implemented for its services. DataBee also has ISO 27001, 27017, and 27018 certifications and a SOC2 Type 1 report, which can be viewed upon request.
8. Can I opt out of DataBee marketing emails?	Yes. You can update your marketing preferences at the DataBee Privacy Center or by following the link included in any marketing email that you may receive from us.
9. Where can I learn more about DataBee’s privacy practices?	You can visit the DataBee Privacy Center to learn more about our privacy practices.
10. Does DataBee have a privacy policy?	DataBee is governed by the overall Comcast Xfinity Privacy policy, where applicable to the DataBee service, which can be found at Xfinity Privacy Policy .
11. Does DataBee store data, and if so, for how long?	DataBee retains data for up to seven days to perform its data transformation function. Data is deleted on a rolling seven-day basis.

B. U.S. Privacy FAQs

1. Does DataBee have a U.S. data processing agreement or data protection addendum (DPA)?	Yes. Our DPA (available at the DataBee Privacy Center) is used when DataBee will be processing personal information relating to individuals in the U.S. or its territories.
2. Does DataBee have a DPA that is specific to any particular state's privacy law?	Our U.S. DPA has been drafted to be inclusive of all U.S. privacy laws and requirements currently in effect.
3. What does DataBee do when a new state privacy law goes into effect?	We regularly monitor all active and pending state privacy laws, rules, and regulations to ensure that our documentation — including DPAs — is consistent and aligned with applicable legal requirements.
4. How do I submit a consumer rights request or other privacy requests for my business related to our use of DataBee services?	<p>On behalf of your company, you are responsible for verifying and responding to all consumer requests that you receive. You should not direct your users or patrons to DataBee for these requests. Only the Primary Manager or Services Manager may submit requests to DataBee on behalf of your company. Please note that you may have the ability to access or update certain personal information in product-specific portals that you access in connection with our services. We encourage you to review and use these self-service mechanisms prior to submitting a privacy rights request to us.</p> <p>If you receive a verified request that you are not able to complete yourself, you can contact your Customer Account Executive (CSX) for further support. If you do not have a dedicated CSX, or are unsure of who to contact, please send an email to privacy-databee@comcast.com.</p>
5. Does DataBee enter into a business associate agreement (BAA) if it processes a business customer's protected health information (PHI) subject to HIPAA?	Yes. In very limited situations, we may qualify as a business associate under HIPAA and enter into a BAA. However, generally we are a "conduit" rather than a business associate, and a BAA is neither required nor appropriate.

C. Europe Privacy FAQs

1. Does DataBee have a European data processing agreement or data protection addendum (DPA)?	Yes. For services where DataBee processes any personal data, our Global DPA is available at the DataBee Privacy Center . This covers personal data you share with DataBee where your processing is subject to international privacy laws, such as the EU GDPR, UK GDPR, or Swiss FADP.
2. When we transfer data to DataBee, where can we find more information to complete our transfer risk assessment and find out how DataBee monitors legal developments?	Please see the DataBee data processing agreement .

