

Data Protection Rules of Engagement for Akamai's Vendors



Akamai Technologies, Inc. and its wholly owned and globally operating affiliates (together “Akamai”) respect the privacy and data protection of individuals. Akamai is committed to compliance with privacy and data protection laws and regulations applicable to its operations globally. Achievement of this commitment is not possible without the engagement and compliance of our service providers, suppliers, consultants, and other third parties (together “Vendors”) with these privacy and data protection laws and regulations. Therefore, these Rules of Engagement set out Akamai’s minimum requirements in relation to its Vendors with respect to compliance with privacy and data protection obligations. Akamai expects all of our Vendors to accept and follow the below principles, applicable depending on Vendor’s role as data controller or data processor, as well as to comply with all applicable privacy and data protection laws and regulations. These principles supplement but do not replace any specific contractual obligations set forth in any terms and conditions, contracts, agreements, or understandings between Akamai and Vendor (“Agreement”).

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| <p>Collection Limitation Principle</p> | <ul style="list-style-type: none"> • Vendor shall collect and/or process only personal data that is necessary for the purpose of the Agreement. • To the extent that Vendor collects and processes data as a data controller and provides such data to Akamai under the terms of the Agreement, Vendor represents and warrants that its data collection and processing complies with all applicable laws, and that Vendor has the lawful basis or authorization to use and provide the data to Akamai as part of the services under the Agreement. |
| <p>Data Quality Principle</p> | <ul style="list-style-type: none"> • At all times, Vendor shall ensure that the processed data remains accurate, complete, and up to date, as well as relevant for the purposes of the Agreement. |
| <p>Purpose Specification Principle</p> | <ul style="list-style-type: none"> • Vendor shall specify the purpose and the details of its processing activities, and shall identify the lawful basis for collecting and processing of any personal data that it provides to Akamai as part of its services. • Vendor’s purpose for processing any personal data provided by Akamai or obtained through the provision of services to Akamai shall be in accordance with the purpose communicated to the individual. |
| <p>Use Limitation Principle</p> | <ul style="list-style-type: none"> • Vendor shall not use the personal data processed on behalf of Akamai for any purpose other than those specified in the Agreement. • Vendor shall not sell, rent, disclose, release, transfer, make available, or otherwise communicate any personal data processed on behalf of Akamai to any third party, unless otherwise agreed in writing between the parties. • Vendor shall delete all personal data once the purpose for which such data has been processed is fulfilled. |

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Security Safeguards Principle

- Vendor shall have in place appropriate technical and organizational measures to secure the personal data it processes under the Agreement and to minimize the risk of a data breach.
- Vendor shall ensure that persons authorized to process the personal data are subject to a duty of confidence.
- Vendor shall have in place an incident response plan, enabling it to notify Akamai in accordance with applicable data protection laws and the Agreement, in case Vendor becomes aware of a data breach affecting personal data processed on behalf of Akamai.
- Vendor shall have in place a business continuity and disaster recovery plan.

Openness Principle

- Vendor must be clear, open, and honest to individuals and to Akamai about the personal data that it processes and how it uses the personal data.
- Vendor shall describe the details of its processing activities in a transparent manner both to individuals and to Akamai.
- Where Vendor uses sub-processors, it shall provide to Akamai a list of such sub-processors, the purpose and location of processing, and, where applicable, identify the data transfer safeguards.

Individual Participation Principle

- Vendor, in its role as a data processor, shall in a timely manner forward to Akamai any requests of an individual to exercise personal data rights, as well as requests for disclosure of the personal data by law-enforcement officials or government authorities, unless prohibited by law.
- Vendor shall assist Akamai free of charge in answering requests by individuals and law enforcement officials or government authorities related to the processing activities set forth in the Agreement.

Accountability Principle

- Vendor shall process personal data only in accordance with applicable privacy and data protection laws and shall be able to demonstrate such compliance.
- Vendor, in its role as a data processor, shall only act in the written instructions of Akamai.
- Vendor shall take responsibility for what it does with the personal data.
- Vendor shall not make any international transfer of personal data, unless the parties agree otherwise in writing, and Vendor complies with applicable data protection transfer mechanism.

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When applicable, Vendor shall agree on a Data Processing Agreement (“DPA”) with Akamai, which supports the parties’ compliance with relevant privacy and data protection laws.

Akamai will process personal data of Vendor’s representatives in accordance with the Akamai Privacy Statement, available [here](#).

If you have any question about these Rules of Engagement, or if you need to notify Akamai of any data breach affecting us, please email the Akamai Global Data Protection Office at VendorPrivacy@akamai.com.



Akamai secures and delivers digital experiences for the world’s largest companies. Akamai’s intelligent edge platform surrounds everything, from the enterprise to the cloud, so customers and their businesses can be fast, smart, and secure. Top brands globally rely on Akamai to help them realize competitive advantage through agile solutions that extend the power of their multi-cloud architectures. Akamai keeps decisions, apps, and experiences closer to users than anyone – and attacks and threats far away. Akamai’s portfolio of edge security, web and mobile performance, enterprise access, and video delivery solutions is supported by unmatched customer service, analytics, and 24/7/365 monitoring. To learn why the world’s top brands trust Akamai, visit akamai.com, blogs.akamai.com, or [@Akamai](#) on Twitter. You can find our global contact information at akamai.com/locations. Published 06/20.