

Frequently Asked Questions

About Privacy

FAQs

Q Does Blue Yonder use sub-processors?

A Yes, Blue Yonder does use sub-processors. As per Blue Yonder's data processing addendum (DPA), Blue Yonder and its affiliates, which are named in the DPA, will be retained as sub-processors. Blue Yonder and its affiliates may engage partner sub-processors in connection with the delivery of its services. Where Blue Yonder engages a third-party processor, that third party will be bound by the terms of a data processing agreement providing adequate data protection provisions. Blue Yonder's current sub-processor list can be found [here](#).

Q How is Blue Yonder engaging with its vendors to ensure they are GDPR (and other applicable laws) compliant?

A Blue Yonder is constantly reviewing its contractual agreements with its vendor processors and implementing GDPR contractual terms and any other applicable privacy laws where required.

Q Can Blue Yonder delete personal data on request?

A Administrators can export customer data via the functionality of the relevant solutions or platform services, at any time during the term of the agreement between the customer and Blue Yonder. Customers can also delete customer data via the functionality provided through the services. When Blue Yonder receives a complete deletion instruction, it will delete the relevant customer data from its systems within an agreed time unless legal data retention obligations apply.

Q Which mechanism does Blue Yonder use to transfer data outside of the European Economic Area (EEA)?

A Blue Yonder utilizes EU Standard Contractual Clauses to transfer data outside of the EEA.

Q Where does Blue Yonder process data?

A Blue Yonder data is processed within the following locations as part of our global footprint:

[Sub-processor list](#)

Q What third-party standards and certifications does Blue Yonder hold?

A Blue Yonder maintains multiple security certifications and attestations while undergoing regular independent third-party audits of the cloud service offerings and cybersecurity program including, but not limited to: ISO 20000, ISO 27001, SOC 1 Type 2, SOC 2 Type 2.

Q Does Blue Yonder act as a controller or processor in relation to customer data?

A In relation to customer data, Blue Yonder acts as the data processor. Due to the nature of Blue Yonder's product offerings, only the personal data required is captured to provide the service in question.

Q Does Blue Yonder process data according to instructions provided?

A Any data that a customer and its users place into our systems will only be processed in accordance with the customer's instructions, as described in our then current data processing agreements.

Q Did Blue Yonder designate a Data Protection Officer?

A Yes, Blue Yonder decided to designate external Data Protection Officers in Brazil and Germany:

Brazil: BTAW, Barcellos Tucunduva Advogados, Av. Presidente Juscelino Kubitschek, 1726, 4º andar
04543-000 - São Paulo - SP - Brasil

Germany: Bird & Bird DPO Services SRL, Avenue Louise 235 b 1, 1050 Brussels, Belgium. E-Mail:
GermanDPOJDABlueYonder@twobirds.com

Q Do you require your employees to sign confidentiality agreements?

A All Blue Yonder employees and contractors are required to sign a confidentiality agreement. Blue Yonder employees are also required to complete regular mandatory compliance trainings, including privacy and code of conduct trainings.

Q Does Blue Yonder have access management controls in place?

A Data access is restricted on a role-based requirement with controls to review and remove access when required.

Q When will Blue Yonder notify customers in the event of a data breach?

A Blue Yonder will promptly inform its customers in the event of a customer data incident in accordance with Blue Yonder's data incident policy and procedures.

Q Does Blue Yonder have a Brexit contingency plan in place?

A Please see our separate FAQs on Brexit.

Q Have cross-border data transfer arrangements over Blue Yonder products and services been impacted by Brexit?

A Please see our separate FAQs on Brexit.