

Duo

This Privacy Data Sheet describes the processing of personal data (or personally identifiable information) by Cisco Duo.

Cisco Duo ("Duo") is a cloud-based security authentication solution made available by Cisco to companies or persons who acquire it for use by their authorized users.

Cisco will process personal

for the personal data processed to

user to login. When protected with Duo, the username and password will first be verified on the customer/application side (or with the assistance of Duo-hosted SSO, depending on customer's settings) before triggering Duo's two-factor workflow by requiring the user to take additional action before the login process can be completed (e.g. confirming login via Duo's mobile app, SMS, phone call, or hardware token). Customers can further check the security hygiene of user devices before granting access and block, notify, or restrict access for users with risky devices. Duo also allows customers to control which internal applications are accessible by different groups of users to limit exposure to sensitive information and enforce policies at an application level.

You may be asked to provide your personal data in order to use the service. The following paragraphs describe Cisco's processing of personal data in connection with the delivery of Duo, the location and transfers of that data, and how it is secured in accordance with privacy principles, laws, and regulations. If you choose to use the Duo services, you will need to disclose personal data to Cisco. Cisco will use your personal data consistent with this Privacy Data Sheet.

Note that this Privacy Data Sheet is a supplement to the [Cisco Privacy Statement](#).

Please see the following link for more details on Duo: <https://duo.com/docs>.

The following paragraphs describe which personal data Duo processes to deliver its services, the location of that data, and how it is secured in accordance with privacy principles, laws, and regulations.

Privacy Data Sheet

Customers using a Canadian based phone number during sign-up will automatically be placed on Canadian-based AWS hosting.

Customers using a phone number based in the ANZ region¹

Privacy Data Sheet

Privacy Data Sheet

		<p>the specified retention period has expired (or 1 year from collection in the case of IP Addresses), all personal data used for these purposes will be deleted or anonymized, as there will be no remaining production data or account information allowing for re-identification.</p> <p>*Note that Active Directory passwords for Duo-hosted SSO are only cached long enough to complete each authentication.</p>
Administrator Registration Information	1 year (unless deleted sooner by customer)	<p>This retention period was selected because it provides a balance between the need to purge data associated with previously deleted customers and ensuring that data associated with remaining active customers is properly maintained and protected. A copy of this data is also retained to support the security, quality, and improved functionality of the service. When used for these purposes, all personal data is pseudonymized (except for IP addresses, which are needed in original form for threat detection and related security reasons). Once the specified retention period has expired (or 1 year from collection in the case of IP Addresses), all personal data used for these purposes will be deleted or anonymized, as there will be no remaining production data or account information allowing for re-identification.</p>
End-User Device Metadata	1 year (unless deleted sooner by customer)	<p>This retention period was selected because it provides a balance between the need to purge data associated with previously deleted customers and ensuring that data associated with remaining active customers is properly maintained and protected. A copy of this data is also retained to support the security, quality, and improved functionality of the service. When used for these purposes, all personal data is pseudonymized (except for IP addresses, which are needed in</p>

Cisco
public

