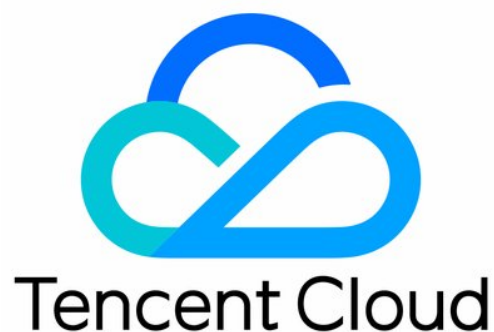


# **Global Application Acceleration Platform Service Agreement Product Documentation**



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# Service Agreement

## GAAP Service Level Agreement

Last updated : 2024-08-06 11:11:16

For details, see [GAAP Service Level Agreement](#).

# Product Policy

## Privacy Policy

Last updated : 2024-05-14 16:38:04

### 1. INTRODUCTION

This Module applies if Customer (or “you”) use GAAP (“Feature”). This Module is incorporated into the privacy policy located at [Privacy Policy](#). Terms used but not defined in this Module shall have the meaning given to them in the Privacy Policy. In the event of any conflict between the Privacy Policy and this Module, this Module shall apply to the extent of the inconsistency.

### 2. CONTROLLERSHIP

The controller of the personal information described in this Module is as specified in the Privacy Policy.

### 3. AVAILABILITY

This Feature is available to users globally.

### 4. HOW WE USE PERSONAL INFORMATION

Tencent (or “we”) will use the information in the following ways:

Personal Information	Use	Legal Basis
Statistical Data: traffic data, bandwidth data, concurrent data, HTTP QPS, HTTPS QPS, delay, loss tolerance, packet volume	We use this information for the purpose of monitoring the status of the network, and ensuring appropriate resource and network utilisation.	We process this information as it is necessary for us to perform our contract with you to provide the Feature.
Access Log Data: IP, page link reference, browser, proxy IP, port, Acceleration Zone, Origin Zone, Channel ID, Listener ID, SSL Protocol, HTTP Protocol, Request Mode, Access Domain Name, File Path, HTTP Status Code, HTTP UA Field, Request Length, Connection Establishment Time, transmission request metadata, background upstream address	We use this information for the purpose of ensuring the security and integrity of the Feature as it relates to your account.	We process this information as it is necessary for us to perform our contract with you to provide the Feature.
Console Configuration Data: channel name, IP version, IP type, HTTP3 feature, access node, back-to-source node, channel specification, origin site type, listener name, listening port, certificate configuration	We use this information to facilitate operation of the Feature in accordance with your configuration settings.	We process this information as it is necessary for us to perform our contract with you to provide the Feature.

<p>Operation Log: operator type, operator, operation UIN, client IP, operation content, operation time</p>	<p>We use this information to facilitate operation of your account as it relates to the Feature.</p>	<p>We process this information as it is necessary for us to perform our contract with you to provide the Feature.</p>
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**5. HOW WE STORE AND SHARE PERSONAL INFORMATION**

As specified in the Privacy Policy, including Aceville Pte Ltd.

**6. DATA RETENTION**

We will retain personal information in accordance with the following:

Personal Information	Retention Policy
Statistical Data	We retain such data for up to 186 days, depending upon the duration of such data.
Console Configuration Data	We retain such data until you terminate the Feature or your account.
Access & Operation Log Data	We retain such data for up to 186 days, depending upon the duration of such data.

# Data Processing And Security Agreement

Last updated : 2024-05-14 16:43:00

## 1. BACKGROUND

This Module applies if Customer (or “you”) use GAAP (“Feature”). This Module is incorporated into the DPSA. Terms used but not defined in this Module shall have the meaning given to them in the DPSA. In the event of any conflict between the DPSA and this Module, this Module shall apply to the extent of the inconsistency.

## 2. PROCESSING

Tencent (or “we”) will process the following data in connection with the Feature:

Personal Information	Use
Customer and user data(content uploaded by Customer)	We inherently process this information in the course of providing the Feature, to ensure the customer and user data is transmitted in the accelerated manner described for the Feature.

## 3. SERVICE REGION

As specified in the DPSA. The access/return point is determined by you.

## 4. SUB-PROCESSORS

As specified in the DPSA.

## 5. DATA RETENTION

We will store personal data processed in connection with the Feature as follows:

Personal Information	Retention Policy
Customer and user data (content uploaded by Customer)	Other than to effect transmission to the access/return point, no data is stored.

You can request deletion of such personal data in accordance with the DPSA.