



KONG TRUST AND COMPLIANCE

Data Processing Activities

Last updated: March 31, 2023

This document sets out an overview of the collection and use of personal data and customer data in connection with Kong's products and services.

This document has been developed by Kong's legal department in coordination with Kong's product, compliance, and engineering leadership. Any questions regarding implementation should be directed to the Kong legal team.

Kong designs its products and practices to collect and use data in accordance with applicable laws, regulatory requirements, and customer contracts.

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Overview of data processing in Kong's products

Kong Enterprise and Kong Mesh

Kong Enterprise is Kong's customer self-hosted (on-premises) API gateway management software. Kong Mesh is Kong's customer self-hosted service mesh. Both products enable a customer to manage and secure their network traffic that is exposed through application program interfaces (APIs).

Kong Enterprise and Kong Mesh are hosted by the customer in their own network environment. Kong does not have remote access to the software or the customer's network environment. The Kong software processes network traffic routed through it by the customer's network engineers. This network traffic, and the contents of the network traffic, is not transferred to or processed by Kong.

Kong Enterprise and Kong Mesh include telemetry to collect and send technical usage data to Kong, such as the software version, plugins deployed, and usage data such as the number of API requests or other usage metrics.

The telemetry data does not include personal data or customer payload data. Customer payload data is the actual content of messages or traffic processed by the Kong software. ***As a result, the data about a customer's customers or internal customer data processed by Kong software is not transferred to or processed by Kong.***

Kong uses telemetry data to improve its products and services, to help provide support, and to assist with monitoring license compliance. Although Kong recommends that the telemetry remain in place so that Kong and its technical support team is better able to support the customer, the telemetry can be turned off by the customer and is not required for Kong Enterprise and Kong Mesh to operate properly.

Kong Konnect

Kong Konnect is Kong's hybrid SaaS and software API lifecycle management platform. The SaaS portion of Kong Konnect – also referred to as the “control plane” - is hosted by Kong in AWS and the software portion – referred to as the “data plane” - is hosted by the customer in their own network environment.

As part of the Kong Konnect service, the control plane and the data plane communicate with each other. In particular, the software data plane running in the customer's network environment sends telemetry data to the Kong-hosted SaaS control plane. The control plane in exchange sends configuration data and instructions provided by the customer's authorized users to the data plane.

The communication between the control plane and the data plane is necessary so that the customer's authorized users can observe the performance of their network traffic processed through the Kong software in the data plane and observe and manage the configuration of that

software. Because the telemetry is necessary to provide core functionality of the Kong Konnect platform, the telemetry in Kong Konnect cannot be disabled by the customer.

Data traveling between the control plane and the data plane is encrypted through a mutual TLS handshake.

The customer's payload data is not transferred from the data plane to the control plane. ***As a result, the data about a customer's customers or internal customer data processed by Kong software and Kong Konnect is not transferred to or processed by Kong.***

FAQs regarding Kong data processing

Does Kong collect or process payload data, such as information about a customer's customers or internal customer data?

No. We do not want or need access to any data that customers store and manage in their systems, including the data that the customer manages using Kong's products.

Does Kong process other data to provide its products?

Yes. Kong processes personal and other data in the ordinary course of business operations, such as business-card data type used for account administration, billing, and to provide technical support and other services to its customers.

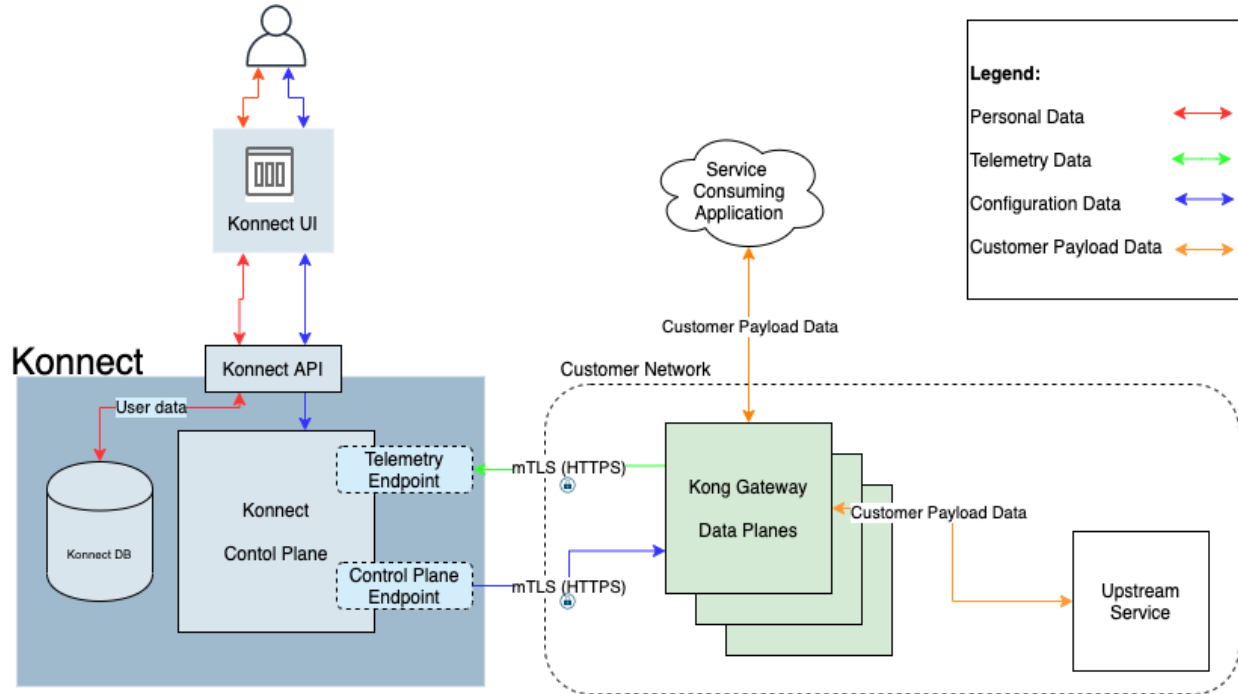
Does Kong offer geography-specific hosting of Kong Konnect?

Yes. Kong currently offers hosting of Kong Konnect in AWS regions in either the United States or Europe. The customer may elect the region in which they wish their content to be hosted. They may also limit access to users in the region. This will be at the customer's discretion and will be selected by the customer in the Kong Konnect portal. Identity management and authentication to the Kong Konnect service is hosted in the United States.

The Kong software data plane component of Kong Konnect runs within the customer's network environment, and so in what regions, and in what third party cloud providers, the customer chooses to deploy Kong software is the customer's decision.

Data flows for Kong Konnect

Below is a high-level illustration of the Kong Konnect data flows. If you require additional detail please contact your Account Executive or Sales Engineer.





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