



**ENTRUST**

**MANAGED PUBLIC KEY  
INFRASTRUCTURE (PKI)  
SERVICES**

PRODUCT PRIVACY NOTICE

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# Managed PKI Services Product Privacy Notice

Last updated: May 8, 2024

## Managed PKI Services

This product privacy notice describes how Managed Public Key Infrastructure (PKI) Services collects and processes personal data pursuant to applicable data privacy laws.

## Description

With the Entrust Managed PKI Service, our experts manage your Entrust PKI, helping you ensure best practices, policies, and procedures are applied to your certificates. Your PKI is hosted in a highly available, fully redundant infrastructure with intelligent monitoring, robust data backup, and exceptional disaster recovery. We provide PKI compliance and functionality without the need for in-house expertise, secure facilities, and hardware or software.

## Personal Data Collection and Processing

Personal Data Type	Purpose for Processing
<p><b>Certificate Data</b></p> <p>Certificate data can be submitted automatically by the customer to the PKI Service or manually by the customer.</p> <p>This data can include any information that is valid for the make-up of a X.509 digital certificate, including the Public Key. These data fields will be defined in the customers Certificate Policy.</p> <p>This data could include:</p> <ul style="list-style-type: none"><li>• Name</li><li>• Organization</li><li>• Email Address</li><li>• Locality</li></ul>	<p>Used to deliver PKI certificate services to you.</p>
<p>Email Address</p>	<p>User Authentication</p>

IP Address	Security
Name	User Authentication
Password	User Authentication
Username	User Authentication

## Retention Period

All personal data collected by Managed PKI Services is retained in accordance with the terms set forth in Customer signed CP (Certificate Policy). If a contract is not renewed, personal data will be retained as below as per the type of end customer:

- For Enterprise customers (Basic & Medium Assurance CAs – US & Canada MPKI): Minimum of 3 Years
- For Enterprise customers (High Assurance CAs – US, Canada & UK MPKI): Minimum of 7 Years
- For Federal (US Government agencies) customers: 10 Years & 6 months

## Use of Sub-Processors

For the current list of sub-processors, visit <https://www.entrust.com/legal-compliance/privacy/sub-processors>.

## International Data Transfers

Entrust's Managed PKI Services' Customers can select to have their data housed in one of three data center locations (United States, Canada, and the United Kingdom). Entrust makes cross-border transfers of personal data in accordance with relevant data privacy law requirements. For example, we ensure that personal data that is transferred outside of the European Economic Area (EEA) benefits from an adequate level of protection by requiring sub-processors to enter into the European Commission approved Standard Contractual Clauses (and/or their UK and Switzerland equivalents) if they are not in a country that has the benefit of an [adequacy decision](#).

## Data Protection Measures

For more information on how Entrust processes personal data collected by this product, please refer to Schedule 2 Annex II to the Standard Contractual Clauses of our standard customer data processing addendum (DPA) found [here](#).

## Data Privacy Rights

The Customer is the controller for all personal data processed by Entrust for the purpose of providing Managed PKI Services. Entrust Corporation, as the processor/service provider, will assist the Customer, to the extent reasonable and practicable, in responding to data subject requests the Customer receives with respect to Managed PKI Services.

## Amendments to this Privacy Statement

Entrust reserves the right to amend this product privacy notice from time to time as our business, laws, regulations and industry standards evolve. Any changes are effective immediately following the posting of such changes to <https://www.entrust.com/legal-compliance/product-privacy>. We encourage you to review this notice from time to time to stay informed.

## Contact Information

For questions about this product privacy notice, please contact [privacy@entrust.com](mailto:privacy@entrust.com). For Entrust's general privacy statement, please click [here](#).