



TIBCO Platform (TIBCO-Operated Control Plane) Privacy & AI Governance Data Sheet

version: June 9, 2025

Introduction

Cloud Software Group endeavors to build products with privacy and data protection in mind, to comply with global *Data Protection by Design* obligations, to align with industry-standard *Privacy by Design* principles, and, perhaps most importantly, to meet customers' expectations. This means Cloud Software Group products go through an operationalized product privacy review as part of the product development lifecycle.

Purpose

This product privacy & AI governance data sheet's purpose is to provide information to assist Cloud Software Group customers and prospective customers assess TIBCO Platform's privacy/data protection and AI governance impacts.

Scope

This product privacy & AI governance data sheet primarily covers TIBCO Platform's personal data processing, from collection, transmission, use, and sharing to storage, retention, and deletion. It also covers the product's data security controls, features, and certifications, where available. It also incorporates an AI governance section, in anticipation of the proliferation of AI governance laws and regulation.



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Product Summary

TIBCO® Platform brings together a range of TIBCO capabilities to give you a unified view of your business for centralized administration, monitoring, and developer experience. TIBCO Platform enables you to achieve this on virtually any Kubernetes or on-prem infrastructure of your choice.

TIBCO Platform can be hosted “on-prem” or as a TIBCO-operated cloud service.

Types Personal Data Collected & Processed

TIBCO Platform collects and processes the following categories and types of personal data for the following purposes:

Data Category	Personal Data Captured? Y/N	Personal Data Element(s) Captured	Purpose(s) for Processing Personal Data
Product User	Yes	First Name, Last Name, Email ID, Phone, State, Country	Operational communications and user authentication
Customer Content / Product Upload	Yes	Up to the customer	Product and service delivery
Logs: Security	Yes	User sign-in details, such as email, login, dates, etc.	Product security
Logs: Usage Data	No	N/A	N/A
Logs: Monitoring Data	No	N/A	N/A

Legal Bases for Personal Data Processing

Cloud Software Group processes personal data based on the following legal bases:

- consent from product users;
- compliance with legal obligations;
- legitimate interests, which may include but are not limited to: product and data security, product license compliance

Third-Party Vendors and Subprocessors

To provide TIBCO Platform, Cloud Software Group has engaged the following third parties, a subset of which are “subprocessors” as defined under the GDPR:

Vendor Name	Subprocessor Status	Services Performed	HQ Location(s)	Office Locations	Inquiries	Vendor's Subprocessors
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Amazon Web Services, Inc.	Subprocessor	Provides infrastructure for most TIBCO Cloud services	United States	www.amazon.jobs/en/locations/	Amazon.com LLC 410 Terry Avenue North Seattle, WA 98109-5210 USA https://aws.amazon.com/contact-us/compliance-support	https://aws.amazon.com/compliance/sub-processors/what-has-changed/
Zoho, Inc.	Subprocessor	Infrastructure monitoring for TIBCO Cloud Integration Connect	United States	www.zohocorp.com/	Zoho Corporation 4141 Hacienda Drive Pleasanton, California 94588 USA privacy@zohocorp.com	https://www.zoho.com/privacy/sub-processors.html
Okta	Subprocessor	Login and authentication tool	United States	https://www.okta.com/	Okta HQ North America 100 First Street San Francisco, CA 94105, USA	https://support.okta.com/help/s/article/okta-sub-processor-information?language=en_US
Elasticsearch	Subprocessor	Distributed search and analytics engine	Europe	https://www.elastic.co/elasticsearch	Keizersgracht 281 1016 ED Amsterdam	https://www.elastic.co/cloud/security
Jfrog	Subprocessor	Repository manager	United States	https://jfrog.com/	270 E Caribbean Dr., Sunnyvale, CA 94089, United States	https://jfrog.com/trust/privacy/sub-processors/

Security

TIBCO Platform maintains the following certifications: SOC 2 Type II (being bridged) and ISO/IEC 27001:2013.

TIBCO Platform has the following baseline security features:

- **Data Encryption:** Database is encrypted and any credentials provided by users are stored encrypted using AES 256.
- **Encryption in Transit:** All data is encrypted in transit using inline encryption (TLS 1.2/higher with forward-secrecy ciphers).
- **Hashed tokens, OTP:** Any TIBCO-generated tokens or one-time passwords are displayed to the user once and saved in irreversible hash format.



- **OAuth Protocol:** Use of OAuth protocol for user and service communication.

The following security features are available as add-ons:

- Configure Enterprise Single Sign-On (SAML)

Data Storage

TIBCO Control Plane which can be run on a customer's own AWS environment or as a TIBCO-operated cloud service.

For the TIBCO Operated Control Plane, the data, specifically the monitoring logs, is hosted by AWS. Customers have the option to choose between the following regional instances of TIBCO Operated Control Plane: US and Ireland.

Data Retention, Disposal & Return

Cloud Software Group retains data in line with its customer data retention standards for periods specified below.

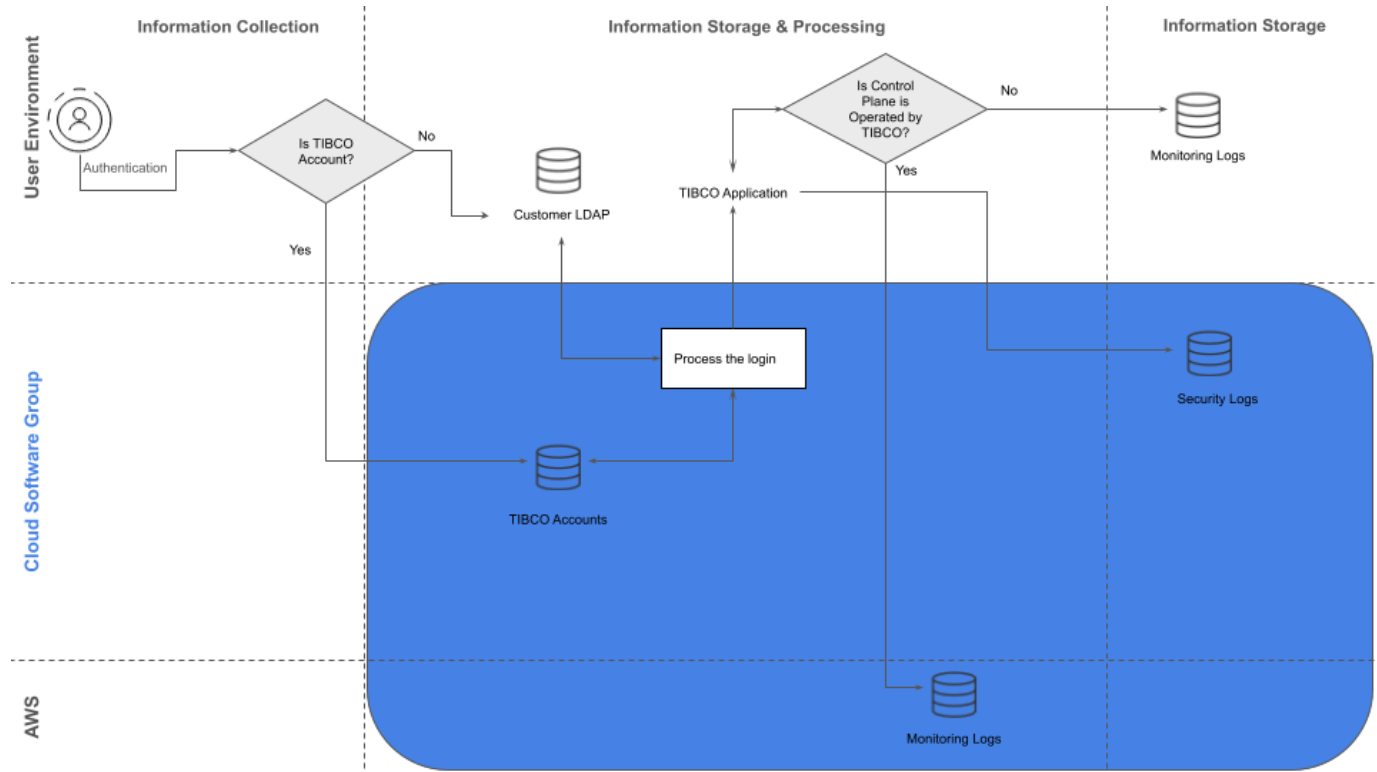
Data Category	Data Retention	Disposal Mechanism	Data Return Options
Product User	Deleted within 60 days of end of contract	Removal of data	N/A
Customer Content	User-defined	User-defined	N/A
Logs: Security	60 days	Removal of data	N/A
Authentication /authorization	60 days for active logs 8 months for S3 backup	Removal of data	Can be returned from backup prior to deletion
Logs: Monitoring Data	60 days for active logs 210 days for S3 backup	Removal of data	Log data can be returned from backup prior to deletion

Other Information Relating to TIBCO Platform's Privacy & Data Protection Impacts

- **Notice.** Cloud Software Group delivers a privacy notice to cloud-operated TIBCO Platform users when they first sign up for a user account. The same privacy notice is available whenever they sign in to their account.
- **Data Minimization.** TIBCO Platform only processes personal information for specific limited purposes outlined above. Upon termination or expiration of the contract, data (including personal information) is deleted in accordance with our customer data retention standards.
- **Data Subject Rights.** TIBCO Platform customers can delete, correct, and/or access their Customer Content during the course of their active subscription, through self-serve features. TIBCO Platform users can update their account-related personal information upon request. Other data subjects who are non-TIBCO Platform users may submit a product-related DSR request with the relevant TIBCO Platform customer, who bears primary responsibility for responding to such a request. Additionally, Cloud Software Group has operationalized a DSR request process, which directs product users to submit their DSR requests to the responsible customer to handle.
- **Cross-Border Data Transfers.** Customers may configure their cloud-hosted TIBCO Platform instance and pick between an EU (Ireland) and a US (West) instance. Cloud Software Group relies on Standard Contractual Clauses (SCCs) to transfer personal information from the EU and the UK. Cloud Software Group

also operationalizes transfer impact assessments with regard to such transfers. In our agreements with subprocessors, we also include EU Standard Contractual Clauses for transfers to countries not deemed to provide an adequate level of protection.

Data Flow Diagram



Artificial Intelligence (AI) Governance

As of the publication date of this data sheet, the TIBCO Platform does not include any AI systems as defined under the EU AI Act.

Related Resources

- [TIBCO Control Plane Data Governance](#)
- [TIBCO License Information](#)
- [Cloud Software Group Services Security Exhibit](#)
- [Cloud Software Group Privacy Statement](#)
- [Cloud Software Group Subprocessors List](#)
- [Cloud Software Group Data Processing Agreement](#)

About This Data Sheet

Please note that the information provided within this product privacy & AI governance data data sheet concerning technical or professional subject matter is for general awareness only. It may be subject to change without notice and does not constitute legal or professional advice, warranty of fitness for a particular purpose, or compliance with applicable laws. Customers are responsible for conducting their privacy/data protection and AI governance assessments of this product as implemented in their environment(s).