



A Note On 'You'

'You' and 'your' mean the Customer.

Data Processing Annex

1 Subject Matter Of The Processing Of Personal Data

This Data Processing Annex sets out the details regarding how Customer Personal Data is Processed when providing the AI Receptionist Everywhere Service.

2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the AI Receptionist Everywhere Service as set out in this Annex for as long as BT provides the AI Receptionist Everywhere Service and for as long as BT may be required to Process the Customer Personal Data in accordance with Applicable Law.

3 The Nature And Purpose Of The Processing Of Personal Data

3.1 The nature and purpose of the Processing of Customer Personal Data by BT includes:

- 3.1.1 The AI Receptionist Everywhere Service provides an AI powered intelligent virtual assistant that can understand caller intent, greet customers, answer common questions, deliver personalised responses and transfer calls to specific named persons or departments.
- 3.1.2 BT Processes any information that is generated by your use (or your employees', agents', subcontractors' or end users' use) of the AI Receptionist features provided by the AI Receptionist Everywhere Service.
- 3.1.3 Due to the nature of the AI Receptionist Everywhere Service, any type of Personal Data could be Processed, but for these, you are the Data Controller.

4 Types Of Personal Data and Categories of Data Subjects

4.1 The types of Customer Personal Data Processed by BT or its Sub-Processors or you will be:

- 4.1.1 name;
- 4.1.2 email address;
- 4.1.3 address;
- 4.1.4 telephone number;
- 4.1.5 allocated customer account number;
- 4.1.6 identity management (user profiles);
- 4.1.7 Customer generated content (transcripts, notes, action items, summaries);
- 4.1.8 Usage data which may include device information (e.g. IP address, ISP, device and operating system type);
- 4.1.9 system logs (including usage logs, backend logs, client logs); and
- 4.1.10 potentially any category of data (where you are the data Controller).

This list is not exhaustive as you will specify what Customer Personal Data is Processed.

4.2 The Customer Personal Data will concern the following categories of Data Subjects:

- 4.2.1 your customers;
- 4.2.2 end users; and
- 4.2.3 your employees, directors and contractors.

This list is not exhaustive as you will specify what Customer Personal Data is Processed.