



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 Conditions for the Provision of Devices for Customer Evaluation Service.

2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the Conditions for the Provision of Devices for Customer Evaluation Service as set out in this Annex for as long as BT provides the Conditions for the Provision of Devices for Customer Evaluation 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 BT Processes (hosts) any information that is generated by your use (or your employees', agents' or subcontractors' use) of the voice recording features

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 may be:

- 4.1.1 name;
- 4.1.2 gender;
- 4.1.3 e-mail Address(s);
- 4.1.4 postal Address;
- 4.1.5 phone Number;
- 4.1.6 contact Number;
- 4.1.7 associated Persons;
- 4.1.8 contact notes from calls;
- 4.1.9 opinions written on a person;
- 4.1.10 signatures;
- 4.1.11 identifiers provided by Devices, applications, tools and protocols;
- 4.1.12 call records;
- 4.1.13 viewing preferences;
- 4.1.14 network kit allocated;
- 4.1.15 router logs;
- 4.1.16 Personal Data traffic and communications records; and
- 4.1.17 recordings.

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

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

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

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