



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 BT Cloud Voice Service.

2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the BT Cloud Voice Service as set out in this Annex for as long as BT provides the BT Cloud Voice 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 BT Cloud Voice Service is a hosted voice over internet protocol (VoIP) Service providing voice and on-net video, and collaboration facilities. The Service enables you to use the Customer Network to access and utilise the features and functions delivered by the Service. Users are able to make and receive Calls to other Users as well as access the public switched telephone, mobile and international networks.
- 3.2 BT Processes (hosts) any information that is generated by your use (or your employees', agents' or subcontractors' use) of the voice recording features.
- 3.3 Call records are obtained by BT through a live monitoring tool. These are retained on the Portal for up to 30 days.

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 email address;
- 4.1.4 address;
- 4.1.5 telephone number;
- 4.1.6 associated persons;
- 4.1.7 contact notes from calls;
- 4.1.8 allocated account number;
- 4.1.9 contact records;
- 4.1.10 call records;
- 4.1.11 user ID; and
- 4.1.12 passwords.

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.