



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 and Cloud Voice SIP-T 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 and Cloud Voice SIP-T Service as set out in this Annex for as long as BT provides the BT Cloud Voice and Cloud Voice SIP-T 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 will provide you with either a cloud-based voice over internet (VoIP) Service or a combination of the cloud-based voice over internet (VoIP) Service and a SIP based Service with an onsite PBX, enabling you to combine the traditional PBX functionality together with the flexibility of cloud-based services such as voice, on-net video and collaboration facilities.
- 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 through a live monitoring tool. These are retained on the Customer Portal for the specified storage period of the product selected. This can be up to 30 days, 1 year, 3 years, 5 years or 7 years.

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.