



## 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 Cloud Work Contact Centre Service.

### 2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the Cloud Work Contact Centre Service as set out in this Annex for as long as BT provides the Cloud Work Contact Centre 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 Cloud Work Contact Centre Service is a cloud based Contact Centre that provides omni-channel contact solutions with detailed reporting, analytics and intelligent communications routing.
- 3.2 BT Processes (hosts) any information that is generated by your use (or your employees', agents' or sub contractors' use) of the voice recording features.
- 3.3 Call records are obtained by BT through a live monitoring tool and are retained for up to 90 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 will 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 will concern the following categories of Data Subjects:

- 4.2.1 your customers;
- 4.2.2 your 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.