



## 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 RingCX Service.

### 2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the Cloud Work RingCX Service as set out in this Annex for as long as BT provides the Cloud Work RingCX 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 RingCX Service is a cloud-based omnichannel Contact Centre which will enable you to communicate with your clients in a contact centre environment.
- 3.2 BT Processes any information that is generated by your use (or your employees', agents' or sub contractors' use) of the voice recording features provided by the Cloud Work RingCX Service.
- 3.3 Call records are obtained by BT through a live monitoring tool available through the Cloud Work RingCX Service and are retained for up to 60 days unless otherwise extended by you.
- 3.4 Due to the nature of the Cloud Work RingCX Service, any type of Personal Data could be Processed, e.g. data included within voice recordings, 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 gender;
  - 4.1.3 email address;
  - 4.1.4 address;
  - 4.1.5 telephone number;
  - 4.1.6 job title/role;
  - 4.1.7 associated persons;
  - 4.1.8 contact notes from calls;
  - 4.1.9 allocated account number;
  - 4.1.10 contact records;
  - 4.1.11 call and meeting records;
  - 4.1.12 user ID;
  - 4.1.13 passwords;
  - 4.1.14 call and meeting recordings;
  - 4.1.15 transcriptions of recorded calls and meetings;
  - 4.1.16 identity management (user profiles);
  - 4.1.17 device information;
  - 4.1.18 connection type;
  - 4.1.19 systems logs;
  - 4.1.20 usage logs;
  - 4.1.21 backend logs;
  - 4.1.22 cookie identifiers;
  - 4.1.23 communications metadata;
  - 4.1.24 traffic data;
  - 4.1.25 user-generated content; and



4.1.26 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 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.