Data Processing Annex for Cloud Work Service

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 Service.

2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the Cloud Work Service as set out in this Annex for as long as BT provides the Cloud Work 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 Service is a hosted voice over internet (VoIP) Service providing voice and on-net video, and collaboration facilities and enabling Users to make and receive Calls to other Users as well as access the public switched telephone, mobile and international network.

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.

3.4 Due to the nature of the Cloud Work Service, any type of Personal Data could be Processed, e.g. data included within voice recordings, but for these, you are the Data Controller.

3.5 As part of support or maintenance activities, BT or Supplier agents may gain access to your account on the BT Cloud Work Portal.

3.6 To help ensure continuity of the Cloud Work Service, BT may review the certification status of devices used with the Cloud Work Service to determine if the device has reached end of life status. This may include processing device identifiers, including MAC addresses.

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 IP address;
4.1.15 call and meeting recordings;
4.1.16 transcriptions of recorded calls and meetings;
4.1.17 identity management (user profiles);
4.1.18 device information;
4.1.19 connection type;
4.1.20 systems logs;
4.1.21 usage logs;

4.1.22 backend logs;
4.1.23 cookie identifiers;
4.1.24 communications metadata;
4.1.25 traffic data;
4.1.26 user-generated content;
4.1.27 MAC addresses; and
4.1.28 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.