



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 Service.

2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the Service as set out in this Annex for as long as BT provides the 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 Service provides a hosted voice over internet (VoIP) service providing voice, contact centre, messaging, conferencing, call recording and PCI software, 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 provides the Service that Processes basic personal information to enable the services selected by you for your use (or your employees', agents' or subcontractors' use) BT also provides you with access to an online administration portal and Personal Data such as user IDs and passwords.
- 3.3 Due to the nature of the Service, Personal Data across all categories could be Processed, e.g.: data included within voice mail and instant messaging, for which, you are the data Controller. Also for call recordings, which are obtained by BT through a live monitoring tool and are retained on the platform until you advise BT to delete them.

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.