



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 Managed Endpoint Security Microsoft Service.

2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the BT Managed Endpoint Security Microsoft Service as set out in this Annex for as long as BT provides the BT Managed Endpoint Security Microsoft 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 nature and purpose of the Processing of Customer Personal Data by BT includes:

- 3.1.1 during investigation or remediation of an Incident or Security Incident investigation, where Personal Data may form part of a log file or report. The Personal Data may become visible, but will not be used for any other purpose. BT will not retain any Personal Data and Personal Data will not be used specifically;
- 3.1.2 carrying out Incident or Security Incident logs and related reports. If Supplier support is required for the resolution of the Incident or Security Incident, the log files or reports may be shared with the Supplier. The Supplier will not use the Personal Data to contact the Customer; and
- 3.1.3 once you have accepted BT as a Delegated Administrator, BT will have administrator access to your Managed Endpoint Security Microsoft Tenant and may have access inadvertently to Customer Personal Data stored on shared areas for the purposes of administering and providing support to your Managed Endpoint Security Microsoft Tenant.

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 email address;
- 4.1.3 business address;
- 4.1.4 contact number;
- 4.1.5 call records from calls made to the Service Desk;
- 4.1.6 customer contact notes from calls;
- 4.1.7 service plans;
- 4.1.8 IP Address;
- 4.1.9 billing details;
- 4.1.10 traffic data;
- 4.1.11 user ID or log-in details; and
- 4.1.12 router logs.

4.2 The Customer Personal Data will concern the following categories of Data Subjects:

- 4.2.1 your employees;
- 4.2.2 your customers or third parties; and
- 4.2.3 any Data Subject (as controlled by you).