



## 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 Voice Calling with Microsoft Teams Service.

### 2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the Voice Calling with Microsoft Teams Service as set out in this Annex for as long as BT provides the Voice Calling with Microsoft Teams 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 Voice Calling with Microsoft Teams Service is a professional managed service in respect of Microsoft Teams which includes the investigation or remediation of an Incident, in which case Customer Personal Data may form part of a log file or report for validation purposes only. The Customer Personal Data may become visible in the log files or reports, but will not be used for any purpose other than as set out in this Paragraph 3.1; and

3.2 If Supplier support is required for the resolution of an Incident, the log files or reports may be shared with the Supplier. The Supplier will not use the Customer Personal Data to contact the Customer.

### 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 website or IP address;

4.1.2 name;

4.1.3 address;

4.1.4 telephone number;

4.1.5 email address;

4.1.6 job title;

4.1.7 company name;

4.1.8 contact records;

4.1.9 usage records (call, collaboration and messaging activity);

4.1.10 identity management (user profiles including user IDs and passwords); and

4.1.11 call recordings.

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 end Users; and

4.2.2 your employees, directors and contractors.