



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 Managed Order Desk Service.

2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the Managed Order Desk Service as set out in this Annex for as long as BT provides the Managed Order Desk 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 providing you and your End-Customers with status updates of the Service Orders;
- 3.1.2 contacting you in relation to any operational query or update in relation to the management of the Service Orders; and
- 3.1.3 to work with third parties to provision and activate Service Orders.

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 names;
- 4.1.2 address;
- 4.1.3 email address; and
- 4.1.4 telephone number.

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

- 4.2.1 your End-Customers; and
- 4.2.2 your staff.