



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 Cloud Contact Avaya Service.

2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the BT Cloud Contact Avaya Service as set out in this Annex for as long as BT provides the BT Cloud Contact Avaya 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 BT Cloud Contact Avaya is a fully featured multi-channel cloud Service that can provide you with a common customer experience over multiple locations, and where you can get a single view of your contact centre operations regardless of location.
- 3.2 The Service offers skills-based routing, CRM and computer telephony integration, service IVR and multimedia as part of a centralised, virtual contact centre solution. The Service is hosted in a BT data centre capability within the BT cloud.
- 3.3 BT provides an environment and data storage capabilities for you to control and manage personal information. Given that recordings of end user and agent conversations can be made and stored, any type of personal information could be captured as part of your service provision or provided inadvertently by the end user. The Service provides extensive MIS capabilities for you to generate reports but BT does not have access to your data.

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;
- 4.1.10 identity management - user profiles;
- 4.1.11 call recordings; and
- 4.1.12 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 may 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).

This list is not exhaustive as you will specify what Customer Personal Data is Processed.