



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 by BT when providing the Cloud Contact notify Service. The Customer is the Controller of Customer Personal Data and BT will be the Processor. BT may appoint a Sub-Processor from time to time in accordance with the General Terms.

2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the Cloud Contact notify Service as set out in this Annex for as long as BT provides the Cloud Contact notify 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 provides the Cloud Contact notify Service as an omni-channel Enterprise Communications Platform for Customers to communicate with their end users.
- 3.2 All Customer Personal Data sent through the Cloud Contact notify Platform by the Customer is logged by BT and its Sub-Processor and used to manage the messages to the Customer and end users on the Channel. The content of the messages will be encrypted and logged in the transaction logs whilst the message is transferred from the Customer to the end user.
- 3.3 The purpose of the Processing of Customer Personal Data by BT is so that BT can provide the Cloud Contact notify Service.

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 voice and SMS Content on all Channels when voice calls or messages are integrated and transferred from the Customer to the end user or a target client;
 - 4.1.2 names;
 - 4.1.3 telephone numbers;
 - 4.1.4 email addresses and email IDs;
 - 4.1.5 account names (like the Skype for business account name on the Skype for Business Channel);
 - 4.1.6 nick names (like the nicknames used on the WeChat Channel);
 - 4.1.7 handles (like the handles used on the Twitter Channel);
 - 4.1.8 user IDs (like the user IDs used on Push notifications, WhatsApp Business Chat, WeChat and Apple Business Chat Channels and for Real Time Messaging ("RTM") web chat);
 - 4.1.9 Channel IDs (like the Twitter ID used on the Twitter Channel, PSID used on Facebook and chat engines);
 - 4.1.10 session initiation protocol ("SIP") IDs (like the SIP ID used on the Skype for Business Channel);
 - 4.1.11 account IDs (like the account ID used on the Skype for Business Channel);
 - 4.1.12 mobile station international subscriber directory number ("MSISDN");
 - 4.1.13 gender;
 - 4.1.14 profile picture;
 - 4.1.15 time zones;
 - 4.1.16 push notifications;
 - 4.1.17 Device ID (like the device ID used on the RTM web chat);
 - 4.1.18 push ID (like the push ID used for RTM web chat or chat engines);
 - 4.1.19 end user IDs and end user profiles;
 - 4.1.20 application push IDs.
- 4.2 The Customer Personal Data will concern the following categories of Data Subjects:
 - 4.2.1 your end users or third parties; and
 - 4.2.2 your employees, directors and contractors.



This list is not exhaustive as you will specify what Customer Personal Data is Processed. Any personally identifiable data passed as part of a message or additional meta data cannot be the responsibility of BT or its Sub-Processor if BT or its Sub-Processor has no prior knowledge of the configuration for such message or additional meta data.