



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 Genesys Cloud Contact Centre Service.

2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the Genesys Cloud Contact Centre Service as set out in this Annex for as long as BT provides the Genesys Cloud Contact Centre 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 Genesys Cloud Contact Centre is an omni-channel cloud-based contact centre enabling voice, chat, email and social channels.

3.2 BT provides an environment and data storage capabilities for you to control and manage data collected using the Genesys Cloud Contact Centre Service including Personal Data. The Genesys Cloud Contact Centre provides capability for the recording and storage of end user and agent conversations during which detailed Personal Data including Special Category Data could be captured as part of your service provision or provided inadvertently by the end user.

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 Name;
- 4.1.2 Address;
- 4.1.3 Calling Line ID telephone number;
- 4.1.4 Email address and email content;
- 4.1.5 Chat transcript content;
- 4.1.6 Content of call recordings;
- 4.1.7 Website and IP addresses;
- 4.1.8 Identity management – user profiles;
- 4.1.9 Customer "contact" record, which may include name, address and custom fields for data subjects;
- 4.1.10 Employee information such as email address, direct dial telephone number, system identification number (unique identifiers, which could be a Customer one from a single sign on integration or a Genesys Cloud Contact Centre Service identifier if not);
- 4.1.11 Employee performance information (from historical reporting database, including but not limited to call handling time and number of calls per time period); and
- 4.1.12 Any category of Personal Data (where you are Data Controller).

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

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

- 4.2.1 your end users;
- 4.2.2 your employees, directors and contractors; 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.