



## 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 Optimise Contact Verint Recording and Analytics Service.

### 2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the Optimise Contact Verint Recording and Analytics Service as set out in this Annex for as long as BT provides the Optimise Contact Verint Recording and Analytics 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 Optimise Contact Verint Recording and Analytics is utilised in conjunction with a BT Cloud Contact service. This Service offers a range of tools, based on a third party's applications, to help you meet regulatory or compliance obligations and/or to help your business improve efficiency and improve customer satisfaction.
- 3.2 BT, acting as a reseller, provides you with tools to identify and manage improvements in effectiveness and utilisation of contact centre agents. You are able to store and retrieve agent and your customer interaction recordings. You are able to analyse, match and report on multiple sets of data generated by customers and agent activity or transactions.
- 3.3 BT provides the hosting environment for the Service provided by BT's third party and with whom you contract via a licensing agreement.
- 3.4 BT is a Processor of the personal information stored via its hosting capability but has no direct access to the data. You are the Controller for any data stored.

### 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, internet or router logs);
  - 4.1.10 identity management - user profiles; 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 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.