



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 Services under your agreement with BT.

2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the One Voice Global Service as set out in this Annex for as long as BT provides the One Voice Global 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 This product provides an intra site corporate telephony service and includes short-form dialling, even where calls are routed across different public networks, or where one call participant has a PSTN or legacy handset and the other has an IP telephony solution.

3.2 BT converts the relevant telephone signals into or from VoIP signals, allowing for transmission over BT and/or BT data network infrastructure(s).

BT processes the PBX rules that apply to each virtual private network to ensure that calls are routed to the appropriate line within and outside of a BT's customer organisation.

3.3 BT provides billing information and utilises end user usage data.

3.4 Due to the nature of the service, personal data of across all categories could be processed, eg: included within voice mail messages or collaboration session recordings but for these, the BT customer is the data controller.

3.5 Telephone regulatory obligations require BT to store address / site information for IP number ranges that BT manages and provides to its customers. IP to telephone number to site address information is required by emergency and law enforcement services.

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 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 Call / usage records
- 4.1.10 identity management – user profiles
- 4.1.11 Voice / voice mail recording

4.2 The Customer Personal Data will 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).