



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 Operator Connect for Microsoft Teams UK Service.

2 Duration Of The Processing Of Personal Data

BT will Process the Customer Personal Data for the Service for as long as BT provides the Service and for as long as BT may be required to Process the Customer Personal Data in accordance with applicable laws.

3 The Nature And Purpose Of The Processing Of Personal Data

- 3.1 This Operator Connect for Microsoft Teams with BT Service provides an enterprise collaboration and conferencing platform via its supplier Microsoft for the Customer, the Customer's customers and third parties to use.
- 3.2 It is the Customer's responsibility to procure the licences required for Microsoft Teams directly with Microsoft and in this respect Microsoft is not acting as a Sub-Processor.
- 3.3 The nature and purpose of the Processing of Customer Personal Data by BT includes:
 - 3.3.1 audio, video and web conferencing – integrated and online with support for Microsoft clients;
 - 3.3.2 software provided VoIP for delivering enterprise telephony;
 - 3.3.3 group chat that can be integrated with Microsoft Outlook;
 - 3.3.4 federation i.e. communication with other organisations and public instant messaging services; and
 - 3.3.5 online web form completion.

- 4 Content generated by the Customer or third party end Users can be of any data category and related to any living Data Subject. This data is controlled by the Customer. BT shares end User ID and associated credentials with Microsoft (and vice versa) to allow for broader integration with the Microsoft Teams mobile application. This sharing of personal information is undertaken to provide connectivity to other devices and Microsoft Teams applications by enabling correct end user authentication ensuring security protocols are maintained. This activity is only undertaken with the Customer's authorisation and control.

5 Types Of Personal Data and Categories of Data Subjects

- 5.1 The types of Customer Personal Data Processed by BT or its Sub-Processors or you may be:
 - 5.1.1 website or IP address;
 - 5.1.2 name;
 - 5.1.3 address;
 - 5.1.4 telephone number;
 - 5.1.5 email address;
 - 5.1.6 job title;
 - 5.1.7 company name;
 - 5.1.8 contact records;
 - 5.1.9 usage records (call, collaboration, and messaging activity);
 - 5.1.10 identity management (user profiles including user IDs and passwords);
 - 5.1.11 call recordings;
 - 5.1.12 Customer consents (evidence of obtaining) and marketing preferences;
 - 5.1.13 Service plans (details of products and services taken by Customer); and
 - 5.1.14 Customer account number and billing details.
 - 5.2 The Customer Personal Data may concern the following categories of Data Subjects:
 - 5.2.1 your employees;
 - 5.2.2 your customers or third parties; and
 - 5.2.3 any Data Subject (as controlled by you).
- The above lists are not exhaustive as you will specify what Customer Personal Data is Processed.