



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 Redcare Next Generation Alarm Monitoring Service.

2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the Redcare Next Generation Alarm Monitoring Service as set out in this Annex for as long as BT provides the Redcare Next Generation Alarm Monitoring 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 The nature and purpose of the Processing of Customer Personal Data by BT includes:

- 3.1.1 to facilitate the fulfilment of BT's obligations under the Redcare Next Generation Alarm Monitoring Service Schedule, including:
 - 3.1.1.1 implementing all or any of the Redcare Next Generation Alarm Monitoring Service Options;
 - 3.1.1.2 managing, tracking and resolving Incidents associated with the Redcare Next Generation Alarm Monitoring Service; and
 - 3.1.1.3 administering access to online portals relating to the Redcare Next Generation Alarm Monitoring 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 will be:

- 4.1.1 name;
- 4.1.2 e-mail address;
- 4.1.3 postal address;
- 4.1.4 contact number;
- 4.1.5 user IDs or login credentials;
- 4.1.6 passwords;
- 4.1.7 IP Addresses;

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

- 4.2.1 your Installers;
- 4.2.2 End Customers; and
- 4.2.3 your employees, directors and contractors.