



## 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 Voice - Wholesale Inbound Calls Service.

### 2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the Voice - Wholesale Inbound Calls Service as set out in this Annex for as long as BT provides the Voice - Wholesale Inbound Calls 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 BT will provide you with the Wholesale Inbound Calls Service.
- 3.2 BT provides a self-service portal for you, your customers, and your customers' customers, to access, view, control, and manage your inbound service.
- 3.3 Personal Data such as User IDs, email addresses, phone numbers, and passwords are controlled by BT. Allocation of End Customer accounts are managed and controlled by you.

### 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 e-mail address;
- 4.1.3 contact number;
- 4.1.4 User login details;
- 4.1.5 passwords;
- 4.1.6 identity management;
- 4.1.7 name of customer; and
- 4.1.8 job title.

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

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