



## 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 LTE Roam Service.

### 2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the LTE Roam Service as set out in this Annex for as long as BT provides the LTE Roam 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 BT provides a service allowing Mobile Operators' subscribers to roam on other global mobile operators networks. BT uses number ranges (called Global Titles) as defined by each Mobile Operator in their GSMA form IR21 for this purpose of routing correctly.
- 3.1.2 BT creates Transaction Detail Records that use our customers' subscribers mobile telephone numbers to route roaming signalling traffic; compilation of Service Provider invoices; agreed administrative use in accordance with accepted industry practice and applicable laws and regulations which, at the date of this Service Schedule includes signalling traces, technical purposes, compilation of statistics to roaming usage and quality of service per destinations, and fraud prevention and detection.
- 3.1.3 BT provides a managed platform that Processes basic personal information to enable the services selected by you. BT stores contact information for customers and suppliers to enable billing, report of issues, and network establishment and continuity.
- 3.1.4 The Service generates Transaction detail records recording origination, termination, and via network information
- 3.1.5 The Service uses information from Transaction Details Records for Billing, Fraud identification, forecasting purposes, and for quality of service measurements.
- 3.1.6 The Service has an on-line portal for billing and reporting purposes, and holds personal information relating to Customer CP users for access; and the portal has details of Transaction Detail Records relating to usage of the service per CP for access by that CP only.

### 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 person record created date;
- 4.1.3 credit history;
- 4.1.4 personal service identifier;
- 4.1.5 products purchased or subscribed to;
- 4.1.6 contact records;
- 4.1.7 equipment provided;
- 4.1.8 notes/records;
- 4.1.9 correspondence relating to customer care;
- 4.1.10 identifiers provided by devices, applications, tools and protocols;
- 4.1.11 call records;
- 4.1.12 personal data traffic and communications records;
- 4.1.13 name of customer;
- 4.1.14 position;
- 4.1.15 job title;
- 4.1.16 type of business organisation; and
- 4.1.17 supplier representatives;



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 users; and

4.2.2 your employees, directors and contractors.]

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