



## 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 Roam Connect Service as set out in this Annex for as long as BT provides the Roam Connect 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 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.
- 3.2 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.
- 3.3 The Service generates Transaction detail records recording origination, termination, and via network information.
- 3.4 The Service uses information from Transaction Details Records for Billing, Fraud identification, forecasting purposes, and for quality of service measurements.
- 3.5 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 gender;
  - 4.1.2 person record created date;
  - 4.1.3 person record cease date;
  - 4.1.4 email address;
  - 4.1.5 postal address;
  - 4.1.6 country of residence;
  - 4.1.7 Phone number;
  - 4.1.8 contact number;
  - 4.1.9 contact notes from calls;
  - 4.1.10 signatures;
  - 4.1.11 credit history;
  - 4.1.12 personal service identifier;
  - 4.1.13 products purchased or subscribed to;
  - 4.1.14 contact records;
  - 4.1.15 equipment provided;
  - 4.1.16 notes/ records;
  - 4.1.17 correspondence relating to customer care;
  - 4.1.18 identifiers provided by devices;
  - 4.1.19 call records;
  - 4.1.20 personal data traffic and communications records;
  - 4.1.21 user ID/ Login/ Account
  - 4.1.22 passwords
  - 4.1.23 validation details/ shared secret questions;



- 4.1.24 identity management;
  - 4.1.25 name of customer;
  - 4.1.26 position;
  - 4.1.27 job title;
  - 4.1.28 type of business organisation;
  - 4.1.29 supplier representatives;
  - 4.1.30 employee identifier;
  - 4.1.31 assignment details;
  - 4.1.32 work location;
  - 4.1.33 identity management (third party individual)
  - 4.1.34 supplier;
  - 4.1.35 engineers rostering/ site visits
- 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).