



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 Voice Hosted Contact Centre Service as set out in this Annex for as long as BT provides the Voice Hosted Contact Centre 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 uses business contact information for the purposes establishing and maintaining service.
- 3.2 The recording of calls is undertaken by the end customer, not by BT.
- 3.3 Customer call information is captured for billing purposes.
- 3.4 User ID and password information is used to enable end customers and channel partners manage their service via a portal.

4 Types Of Personal Data and Categories of Data Subjects

- 4.1 No personal data is processed by BT.
- 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).