



## 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 Messaging Service as set out in this Annex for as long as BT provides the Voice Messaging 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 text relay service for you to contact or be contacted by other parties, including businesses and services, family and friends, via a Text Relay Advisor who will translate speech to text and vice versa to help you to communicate on your phone.

3.2 Our Advisors help securely communicate any information between you and another party as on a standard voice to voice telephone call. This may include translation of sensitive personal and financial data as and whenever determined 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 will be:

- 4.1.1 name;
- 4.1.2 gender;
- 4.1.3 health or Sex Life;
- 4.1.4 e-mail Address(s);
- 4.1.5 postal Address;
- 4.1.6 phone Number;
- 4.1.7 contact Number;
- 4.1.8 contact Notes from Calls;
- 4.1.9 opinions Written on a Person;
- 4.1.10 personal Views on BT;
- 4.1.11 bills / Invoices;
- 4.1.12 payment Card Industry (PCI) data;
- 4.1.13 bills / Invoices;
- 4.1.14 payment Card Industry (PCI) data;
- 4.1.15 contact Records;
- 4.1.16 records of customer Views and Opinions Relating to Individuals;
- 4.1.17 call Records;
- 4.1.18 customer Identifier;
- 4.1.19 name of Customer;
- 4.1.20 position;
- 4.1.21 job Title; and
- 4.1.22 type of Business Organisation.

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).