



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 Broadband Complete Service.

2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the Broadband Complete Service as set out in this Annex for as long as BT provides the Broadband Complete 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 national Broadband Network for Communication Providers to purchase and interface into, in order to resell broadband End User access services to third party resellers and End Users.

3.2 The nature and purpose of the Processing of Customer Personal Data by BT and its Sub-Processor include:

- 3.2.1 billing (circuit ID) from Sub-Processors to invoice Customers;
- 3.2.2 receipt of fault information for fault resolution;
- 3.2.3 capture of Customer users' user IDs and passwords during initial setup;
- 3.2.4 provision of Service at Customer address (domestic and business); and
- 3.2.5 passing fault details to Sub-Processors via BT.

4 Types Of Personal Data and Categories of Data Subjects

4.1 The types of Customer Personal Data Processed by BT as Processor or a BT Sub-Processor will be:

4.1.1 End customer data:

- 4.1.1.1 Name (domestic customers);
- 4.1.1.2 Address (domestic or business);
- 4.1.1.3 Site contact details (email and contact number);
- 4.1.1.4 BBEU;
- 4.1.1.5 Billing;
- 4.1.1.6 Router name, login and password;
- 4.1.1.7 Equipment provided;
- 4.1.1.8 Order reference;
- 4.1.1.9 Fault reference; and
- 4.1.1.10 Traffic records.

4.2 The Customer Personal Data will 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.