



A Note On 'You'

'You' and 'your' mean the Customer.

Data Processing Annex

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 Managed CrowdStrike Falcon XDR Service.

Duration Of the Processing of Personal Data

BT or its Supplier/Sub-Processor will Process the Customer Personal Data for the BT Managed CrowdStrike Falcon XDR Service as set out in this Annex for as long as BT provides the BT Managed CrowdStrike Falcon XDR Service and for as long as BT may be required to Process the Customer Personal Data in accordance with Applicable Law.

The Nature and Purpose of The Processing of Personal Data

The nature and purpose of the Processing of Customer Personal Data by BT includes:

- its use to help BT improve our capabilities and provide service in the way described in the service documentation and agreements.
- during investigation or remediation of a Service or Security Incident, where Personal Data may form part of a threat detection alert, log file or report. The Personal Data may become visible but will not be used for any other purpose. BT will not retain any Personal Data and Personal Data will not be used specifically.
- carrying out Service Incident or Security Incident logs and related reports. If Supplier support is required for the resolution of the Service Incident or Security Incident, the log files or reports may be shared with the Supplier. The Supplier/Sub-Processor will not use the Personal Data to contact the Customer.
- features providing customers the ability to submit or have submitted by BT, files (including the content of those files) and other information related to the files for purposes including security analysis and response, product improvement, enhanced capabilities, or customer support. At the direction of customers, we may also collect or retrieve files as part of our service.
- data and information about adversaries that is generated in the customer's collected and analysed data, for example, malware and URLs used as part of an attack.

To the extent BT collects Personal Data through the customer's use of the service, BT collects that information under the authority and direction of its end customers, which often are corporate entities. BT typically has no direct relationship or contact with an individual whose Personal Data we may collect or receive from a corporate customer and subsequently analyse and use. It is the responsibility of BT's End Customer to:

- inform their End Users about the information that is being processed in delivering the Service.
- ensure that their end users and employees have consented or are deemed to have consented to such analysis and reporting (if such consent is legally required); and
- ensure any End User and Employee enquiries about the processing of Personal Data via the Service would be directed to the end customer's data privacy team/contact and not to BT.

BT do not use or provide to any third parties any Personal Data collected by using the service for the purpose of contacting or marketing products or services to these individuals.

Types Of Personal Data and Categories of Data Subjects

Most of the information collected when using the BT service and CrowdStrike platform is metadata. This metadata may include:

- how and when a device or network is being used
- login times and attempts
- registry keys
- types and versions of operating systems, browsers and applications

Collection of Personal Data may occur as it may appear in the metadata. The following types of Customer Personal Data may be processed by BT or its Sub-Processors:

- email addresses, usernames, user IDs and login details
- filenames and file paths
- machine names and MAC addresses
- URLs, websites and IP Addresses
- machine logs

The Customer Personal Data will concern the following categories of Data Subjects:

- your employees;
- your customers or third parties; and
- any Data Subject (as controlled by you)