



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 Broadband One Service.

2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the BT Business Broadband One Service as set out in this Annex for as long as BT provides the BT Broadband One 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 parties resellers and End Users.

3.2 BT maintains the records of the circuit service identifiers and the allocation of End User accounts is managed by you the CP. 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 or its Sub-Processors or you may be:

- 4.1.1 name;
- 4.1.2 gender;
- 4.1.3 e-mail address(s);
- 4.1.4 postal address;
- 4.1.5 contact number;
- 4.1.6 associated persons;
- 4.1.7 contact notes from calls;
- 4.1.8 personal views on BT;
- 4.1.9 other location data;
- 4.1.10 signatures;
- 4.1.11 personal service identifier;
- 4.1.12 products purchased or subscribed to;
- 4.1.13 contact records;
- 4.1.14 correspondence relating to customer care;
- 4.1.15 identifiers provided by devices, applications, tools and protocols;
- 4.1.16 router logs;
- 4.1.17 personal data traffic and communications records;
- 4.1.18 user ID/login/account;
- 4.1.19 passwords;
- 4.1.20 validation details/shared secret questions;
- 4.1.21 identity management;
- 4.1.22 account rights;
- 4.1.23 name of customer;
- 4.1.24 position;



- 4.1.25 job title;
- 4.1.26 type of business organisation; and
- 4.1.27 supplier representatives.

This list is not exhaustive as you will specify what Customer Personal Data is Processed.

- 4.2 The Customer Personal Data may 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.