

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 Inbound Contact Global Service.

2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the BT Inbound Contact Global Service as set out in this Annex for as long as BT provides the BT Inbound Contact Global 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 The BT Inbound Contact Global Service routes and terminates telephone calls from end users into your contact centre.
- 3.2 BT passes the telephone numbers used by end users ("Call Line Identifiers") where such identifiers are available and this is the extent of BT's Processing of personal information.

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 end user telephone number.
- 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).