

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 Cloud Contact Cisco (IPT Agent) Service.

2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the Cloud Contact Cisco (IPT Agent) Service as set out in this Annex for as long as BT provides the Cloud Contact Cisco (IPT Agent) 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 Cloud Contact Cisco (IPT Agent) is a Cloud Contact Cisco Service based on a hosted Cisco UCCE platform inter-working with your IPT solution. The Service provides intelligent call routing and acts as the routing interface. Services include call and multimedia routing control and standard MIS. The IPT solution provides dial plan registration, phone monitoring and control, call pass through, music on hold etc.
- 3.2 The Cloud Contact Cisco (IPT Agent) equipment is hosted in a BT data centre capability within the BT cloud. Calls are onward routed over your data infrastructure. Management information and reporting is made available via a customer portal.
- 3.3 BT provides an environment and data storage capabilities for you to control and manage personal information. Given that recordings of end user and agent conversations can be made and stored, any type of personal information could be captured as part of your service provision or provided inadvertently by the end user. BT does not have access to your data.

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 website or IP address;
- 4.1.2 name;
- 4.1.3 address;
- 4.1.4 telephone number;
- 4.1.5 email address;
- 4.1.6 job title;
- 4.1.7 company name;
- 4.1.8 contact records;
- 4.1.9 usage records (calls);
- 4.1.10 identity management - user profiles;
- 4.1.11 call recordings; and
- 4.1.12 potentially any category of data (where you are the data Controller).

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

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