

### 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 Voice - Wholesale Inbound Calls Service.

### 2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the Intelligent Call Services as set out in this Annex for as long as BT provides the Intelligent Call Services 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 will provide you with the Wholesale Inbound Calls Service.
- 3.2 BT provides a self-service portal for you, your customers, and your customers' customers, to access, view, control, and manage your inbound service.
- 3.3 Personal Data such as User IDs, email addresses, phone numbers, and passwords are controlled by BT. Allocation of End Customer accounts are managed and controlled by you.

### 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 e-mail address;
- 4.1.3 contact number;
- 4.1.4 User login details;
- 4.1.5 passwords;
- 4.1.6 identity management;
- 4.1.7 name of customer; and
- 4.1.8 job title.

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 Customers; and
- 4.2.2 your employees, directors and contractors.

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