

### 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 Wholesale IP Exchange Service.

### 2 Duration Of The Processing Of Personal Data

BT or its Sub-Processor will Process the Customer Personal Data for the Wholesale IP Exchange Service as set out in this Annex for as long as BT provides the Wholesale IP Exchange 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 telephone call origination, termination and transit Services for you and your customers and third parties to use.
- 3.2 The Services route calls based on dialled telephone number (Personal Data).
- 3.3 The signalling on each call between BT and you may include both originating and dialled telephone numbers (Personal Data) for routing, billing, verification and in compliance with regulation imposed by Ofcom.
- 3.4 The Services generate call records that may include both originating and dialled telephone numbers (Personal Data) that are used to generate bills to you and/or reconcile bills presented to BT by you in relation to the Services.
- 3.5 These call records are stored by BT for a minimum of one year, in order to comply with regulation and to assist in addressing any billing disputes between us or assisting any relevant authority with a lawful request for such information.
- 3.6 These call records may be Processed by BT in order to identify artificially inflated traffic, other types of fraud or nuisance calls.

### 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 marital status;
- 4.1.4 postal address;
- 4.1.5 contact notes from calls; and
- 4.1.6 signatures.

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.