

# Privacy Data Sheet for Cisco Collaboration Flex delivered by CenturyLink®

This Privacy Data Sheet describes the processing of personal data by Unified Communications and Collaboration service Cisco Collaboration Flex delivered by CenturyLink® (Cisco Collaboration Flex refers to Cisco-hosted software-as-a-service offerings, Webex Calling, Webex Contact Center, Webex Meetings, Webex Messenger, and Webex Teams (the “Service”).

The Service is provided directly by CenturyLink to its customers (“Customers”) for use by Customer and Customer’s end users (each an “End User”).

## Processing of personal data

CenturyLink may process personal data in the course of providing the Service regarding Customer and Customer’s End Users. Certain personal data may be viewable by others even after it has been deleted by CenturyLink, if the Customer or End User has shared the personal data with others. In the course and scope of work contracted by Customers of CenturyLink for the Service, CenturyLink will process personal data Customers provide, which may include the personal data and examples listed:

- Name, phone number, email, and company
- Recordings, and any associated transcriptions of call recordings, including videos
- Voice messages
- Uploaded media files such as voice greetings
- PBX (private branch exchange) data
- Credentials - SIP address, web interface
- Profile Data - service feature settings
- Connectivity data:
  - IP Address
  - MAC Address
  - Device Identifiers – IMEI MSISDN
  - Landline number
  - SIP number or URI (uniform resource identifier)
- Usage data – communications metadata, call logs
- Portal access details
  - Domain name or IP address of the user
  - File name and URL requested
  - Website from which the user is visiting the Service
- Geolocation – based on IP address or device location
- Contact lists
- Cookies
- Log files or reports containing communications traffic data
- Device name
- Time zone
- Universal unique identifier (UUI)
- Message Logs / billing files
- Chat transcripts
- Screen captures
- Login URL
- End User phone numbers and associated Call Detail Records (CDRs), Automatic number identification, email addresses, username, room device information
- Meeting Session Information (title, date and time, frequency, average and actual duration, quantity, quality, network activity, and network connectivity)
- Messages / Chats / Conversations and chat transcripts
- Profile pictures
- Meetings and calls information (title invitation content, participants, link, date, time, duration and quality ratings)
- Presence (user status)
- Spaces activity (date, time, person engaged and the activity)
- Calendar and contact information on mobile devices (optional)

This table describes how CenturyLink processes personal data in the course of providing the Service.

Purpose of processing	Authorized individuals with access (and reason for access)	Retention period and reason for retention/deletion
Necessary to provide services	<p><b>CenturyLink personnel:</b> To troubleshoot and support services</p> <p><b>Customer personnel:</b> Through the administrative portal, Control Hub, for Cisco Webex Services and through CenturyLink's Control Center Customer Portal, to access billing, usage reports, account information, call detail record data, and call recordings with access limited to only that Customer's End User call detail record data</p> <p><b>End User:</b> Access to End User's call recordings through My CenturyLink Portal and <a href="https://flex.centurylink.com/myphone/next/">https://flex.centurylink.com/myphone/next/</a></p> <p><b>Cisco personnel:</b> To troubleshoot and support services</p>	<p><i>Please refer to the relevant Cisco Webex product Privacy Data Sheet for retention periods and reasons for retention/deletion, set out in the Sub-processors used section below.</i></p>

## Transfers of personal data across borders

CenturyLink uses Standard Contractual Clauses to transfer personal data outside the European Economic Area to countries that have not received a determination of adequacy from the European Commission.

CenturyLink processes and stores personal data associated with this service at these locations:

Organizations with authorized access to End User data	Storage location	Access location
<ul style="list-style-type: none"> <li>CenturyLink personnel</li> <li>Customer personnel</li> <li>Cisco Webex personnel</li> </ul>	<p><u>APAC:</u></p> <p>Australia Hong Kong India Japan Singapore</p> <p><u>North America:</u></p> <p>Arizona, USA California, USA Colorado, USA Georgia, USA Illinois, USA Iowa, USA New York, USA North Carolina, USA Ohio, USA Virginia, USA Texas, USA</p>	<p><u>APAC:</u></p> <p>Australia Hong Kong Singapore</p> <p><u>Europe:</u></p> <p>Germany Netherlands United Kingdom</p> <p><u>North America:</u></p> <p>California, USA Colorado, USA Illinois, USA New Jersey, USA Texas, USA Calgary, Canada Toronto, Canada Quebec, Canada</p> <p><u>South America:</u></p> <p>Brazil</p> <p><u>AND</u></p> <p>Authorized personnel located anywhere with secure internet access</p>

## Sub-processors used (third party vendors)

CenturyLink may share personal data described in this Privacy Data Sheet with CenturyLink affiliates and vendors.

CenturyLink uses the following third-party vendors who also process personal data to provide the Service to Customers and their End Users.

Third-party vendors	Country	Vendors' privacy statement
Cisco	USA	<a href="#">Cisco Privacy Statement</a> <a href="#">Cisco Webex Calling Privacy Data Sheet</a> <a href="#">Cisco Webex Contact Center Privacy Data Sheet</a> <a href="#">Cisco Webex Meetings Privacy Data Sheet</a> <a href="#">Cisco Webex Messenger Privacy Data Sheet</a> <a href="#">Cisco Webex Teams Privacy Data Sheet</a>