

CenturyLink® Privacy Data Sheet for Hosted Skype for Business

This Privacy Data Sheet describes the processing of personal data by Voice and Unified Communications' service Hosted Skype for Business (the "Service").

Hosted Skype for Business 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:

- IPv4 addresses and IPv6 Address (source/destination)
- MAC addresses
- Device information
- Device interface information
- Domain names
- Operating systems
- NetFlow data such as port ID, and packet sizes
- File information (file name, last modification, permissions, size and type)
- Instant message contents
- Presence capability
- User names, titles, and active directory information
- User settings, including location
- Call recordings (if purchased)
- Voicemail message contents
- DDI / DID (Direct Dial In / Direct inward dialing)
- CLI (Command Line Interface)
- SIP URI (Session Initiation Protocol Uniform Resource Identifier)

This table describes how CenturyLink processes personal data in the course of providing Hosted Skype for Business.

Purpose of processing	Authorized individuals with access (and reason for access)	Retention period and reason for retention/deletion
Necessary to provide service	<p>CenturyLink personnel: To troubleshoot and support service</p> <p>Customer personnel: (Through Customer's Hosted Skype for Business administration portal, and Unify2 PowerSuite): trouble-shoot and support service</p> <p>SIPCOM personnel: Trouble-shoot and administer services</p> <p>Unify Square personnel (if product purchased): Analytics for service usage, adoption and service (no direct access to personal data – access only via screenshare session if CenturyLink opens a trouble ticket with Unify): Trouble-shoot and support service</p> <p>Hardware vendors: (No direct access to personal data – access only via screenshare session if CenturyLink opens a trouble ticket with vendor): Trouble-shoot and support service</p>	<ul style="list-style-type: none"> • Rolling 90 days for monitored data and logs, error reporting is 60 days & QoE (Quality of Experience) is 60 days <ul style="list-style-type: none"> ◦ Data overwritten for monitored data • Data deleted within 10 days of notice upon termination of contract • All personal data deleted after customer terminates contract

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 consumer data	Storage location	Access location
<ul style="list-style-type: none"> CenturyLink Customer SIPCOM Unify Square 	<p><u>Asia:</u> Hong Kong Singapore</p> <p><u>Europe:</u> France United Kingdom</p> <p><u>North America:</u> Washington State, USA New York State, USA</p>	<p>CenturyLink and Customer personnel: 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
<ul style="list-style-type: none"> SIPCOM 	France, United Kingdom	<p>SIPCOM Privacy Policy</p> <p>SIPCOM Data Protection Policy</p>
<ul style="list-style-type: none"> Unify Square 	Australia, Germany, Ireland, Netherlands, Switzerland, United Kingdom, United States	<p>Unify Square Privacy Policy</p>