

Privacy Data Sheet for CenturyLink® Managed Event

This Privacy Data Sheet describes the processing of personal data by Unified Communications and Collaboration service CenturyLink® Managed Event (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 for End Users
- Call detail record data and account information
- Call voice recording (if call is recorded)
- Any End User personal data collected by Customer (e.g., participant lists)

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>CenturyLink personnel: To troubleshoot and support services</p> <p>Customer personnel: Through Control Center Customer Portal to access billing, account information, call detail record data or via email from CenturyLink vendor portal for usage reports and call recordings</p> <p>End User: Access to End User’s call recordings via vendor portal</p> <p>Intrado personnel: To trouble-shoot and support services</p> <p>CSG personnel: Access to recordings for playback, transcription, or trouble-shooting, with CenturyLink permission</p>	<ul style="list-style-type: none"> • 30-90 days for call voice recordings (unless extended by Customer) • 180 days for Transcriptions • End User contact information retained until Customer terminates service

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"> CenturyLink personnel Customer personnel End Users CSG personnel Intrado personnel 	<p><u>North America:</u> Arizona, USA Colorado, USA Georgia, USA Nebraska, USA Virginia, USA</p>	<p><u>North America:</u> Colorado, USA Ontario, Canada Quebec, Canada</p> <p><u>AND</u> 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
CSG	USA	CSG Privacy Policy
Intrado	USA	Intrado (West) Privacy Policy