

CenturyLink® Privacy Data Sheet for Ready-Access®

This Privacy Data Sheet describes the processing of personal data by Unified Communications and Collaboration service Ready-Access® (the “Service”).

Ready-Access® 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 voice recording (if call is recorded)

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 and through the Conferencing 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>PGi personnel: Access to call recordings for troubleshooting purposes, if given consent by Customer.</p> <p>End User: Access to End User’s call recordings</p>	<ul style="list-style-type: none"> • 30 days for call voice recordings (unless extended by Customer) • 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 PGi personnel 	<p><u>North America:</u> Arizona, USA California, USA Colorado, USA Georgia, USA Virginia, USA</p>	<p><u>Europe:</u> United Kingdom</p> <p><u>North America:</u> Colorado, USA Quebec, Canada</p> <p><u>AND</u></p> <p>Authorized personnel located anywhere with secure internet access</p>

CenturyLink utilizes PGi as its cloud service associated with providing the Service. Data is stored in the PGi cloud in California and Colorado in the United States, with backups in Oregon. For more information, please review the [PGi Privacy Policy](#).

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
PGi	California, USA Colorado, USA	PGi Privacy Policy