

Imagicle Digital Fax Managed by Lumen

Privacy Data Sheet

November 2024

This Privacy Data Sheet describes the Processing of Personal Information by Imagicle Digital Fax Managed by Lumen (the "Service"). Imagicle Digital Fax Delivered by Lumen is an app-centric, cloud-based service that provides Digital Fax capabilities when sold alongside Webex Calling. Lumen may Process Personal Information Customers provide regarding Customer and End Users while providing the Service.

Types of End User Personal Information

End User Personal Information may include:

- Names, phone number, E-Mail, company
- Recordings & chat/meeting transcription
- Media files
- SIP/URI credentials
- Voice analytics
- Conversational AI
- Screen recording/capture
- Profile data - service feature settings
- IP and MAC addresses
- Usage data
- Portal access details - URLs and browser
- Geolocation
- Contact lists
- Cookies
- Log files or report containing traffic data
- Device name
- Time Zone
- UUI
- Message logs/billing files
- Screen captures
- CDRs
- Meeting and space session info
- Profile pictures
- Meeting and call information
- User status
- Calendar and contact information

Purpose of Processing

Necessary to provide the Service, comprehend Customer's needs, optimize the Service, and provide Customer reports

Authorized Personnel with Access

- **Lumen:** Through Lumen's Control Center Portal and Imagicle Portal, to troubleshoot and support the Service
- **Customer:** through the Imagicle Portal or Control Center to access billing, usage reports, account information, call detail record data, and call recordings, access limited to Customer's End User call detail record data
- **End User:** through assigned access by Customer in Imagicle Portal to access Customer-specific data
- **Imagicle and Sub-processors:** through Imagicle for implementation, troubleshooting, and support service

Retention Periods

Lumen:

- Lumen does not retain End User Personal Information in the normal course of providing this Service
- Please refer to the relevant Imagicle product Privacy Policy for retention periods and reasons/deletion, set out in sub-processors used section below

Transfer of Personal Information Across Borders

Lumen uses Standard Contractual Clauses to transfer Personal Information outside the European Economic Area to countries that have not received an adequacy determination from the European Commission

Locations where Personal Information is Processed and Stored

Organizations with authorized access to Customer Information	Storage location per Customer's instructions	Access location
Lumen	North America USA (Virginia, Ohio, California, Oregon)	Global: Customer, Implementation Partners, and Lumen Authorized Personnel at the written and mutually agreed upon instructions of the Customer, with secure internet access and correct identity and access management to control authentication and authorization
Customer	North America USA (Virginia, Ohio, California, Oregon)	Global: Customer, Implementation Partners, and Lumen Authorized Personnel at the written and mutually agreed upon instructions of the Customer, with secure internet access and correct identity and access management to control authentication and authorization
Imagicle	North America USA (Virginia, Ohio, California, Oregon)	Global: Customer, Implementation Partners, and Lumen Authorized Personnel at the written and mutually agreed upon instructions of the Customer, with secure internet access and correct identity and access management to control authentication and authorization

Lumen uses Amazon Web Services ("AWS") as its cloud service provider for storing data associated with providing Imagicle. Data is stored in the AWS cloud in the United States. AWS does not have access to End User Personal Information. For more information, please review the [AWS Privacy Notice](#).

Sub-processors (third party suppliers)

Lumen may copy Personal Information described in this Privacy Data Sheet to Lumen supplier for the purposes of setting up and/or delivering the Service. Lumen uses the following third-party suppliers who may Process Personal Information to provide the Service to Customer and their End-Users.

Third-party Suppliers and Purposes	Country	Supplier's privacy statement
Imagicle	USA	Imagicle Privacy Policy