

Lumen Solutions for Cisco Webex

Privacy Data Sheet

November 2024

This Privacy Data Sheet describes the Processing of Personal Information by Lumen Solutions for Cisco Webex (the "Service"). Cisco Webex delivered by Lumen is an app-centric, cloud-based service that provides a complete collaboration suite for teams to create, meet, message, call, whiteboard, and share whether they're together or apart- in one continuous workstream before, during, and after meetings. This Service provides a holistic UC&C platform that integrates the secure and reliable Lumen network, hosting, and communications architecture. Cisco built the Cisco Webex platform to reimagine team collaboration and enable the digitization of the workplace by bringing together physical and virtual teams and enabling people to conduct their work activities regardless of location or device. Lumen provides Cisco Webex directly for use by Customer and Customer's End Users. Lumen may Process Personal Information Customers provide regarding Customer and End Users in the course of providing the Service.

Types of End User Personal Information

End user Personal Information may include:

- Name, phone number, E-Mail, company
- Recordings and chat/meeting transcriptions
- Media files
- PBX data and SIP/URI Credentials
- 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
- Universal unique identifier ("UUI")
- Message logs/billing files
- Screen captures
- Login URL
- CDRs, number identification, Username, room device information
- Meeting and space session information
- Profile pictures
- Meeting and call information (title, invitation content, participants, link, data, time, duration and quality ratings
- Presence (User status)
- Calendar and contact information (mobile)

Purpose of Processing

Necessary to securely provide the Services

Authorized Personnel with Access

- **Lumen:** Through the administrative portal, Control Hub from Cisco, and through Lumen's Control Center Customer Portal to troubleshoot and support service
- **Customer:** Through Control Hub or Lumen Control Center Customer Portal to access billing, usage reports, account information, call detail record data, and call recordings, with access to Customer's End User call detail record data
- **End User:** Through assigned access by Customer Control Hub to access call recordings
- **Cisco and Sub-processor:** Through Control Hub to troubleshoot and support services

Retention Periods

Lumen:

- Lumen does not retain End User Personal Information in the normal course of providing this Service
- Personal Data provided by Customer to allow Lumen to handle trouble tickets may be retained by up to seven (7) years

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	<p>APAC</p> <p>Japan, Singapore</p> <p>North America</p> <p>USA (Arizona, California, Colorado, Georgia, Illinois, Iowa, New York, North Carolina, Ohio, Texas, Virginia)</p> <p>EMEA</p> <p>United Kingdom, Netherlands, Germany</p>	<p>Global: Authorized Personnel located anywhere with secure internet access</p>
Customer	<p>APAC</p> <p>Japan, Singapore</p> <p>North America</p> <p>USA (Arizona, California, Colorado, Georgia, Illinois, Iowa, New York, North Carolina, Ohio, Texas, Virginia)</p> <p>EMEA</p> <p>United Kingdom, Netherlands, Germany</p>	<p>Global: Authorized Personnel located anywhere with secure internet access</p>
Cisco	<p>APAC</p> <p>Japan, Singapore</p> <p>North America</p> <p>USA (Arizona, California, Colorado, Georgia, Illinois, Iowa, New York, North Carolina, Ohio, Texas, Virginia)</p> <p>EMEA</p> <p>United Kingdom, Netherlands, Germany</p>	<p>Global: Authorized Personnel located anywhere with secure internet access</p>

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
	Cisco	USA	Cisco Online Privacy Statement - Cisco Trust Portal - Cisco