

Lumen Solutions for Microsoft Teams

Privacy Data Sheet

November 2024

This Privacy Data Sheet describes the Processing of Personal Information by Lumen Solutions for Microsoft Teams (the "Service"). Lumen Solutions for Microsoft Teams helps collaborate anytime, virtually anywhere with cloud-based video, calling, and messaging delivered and secured over a powerful, IP-centric global network. Lumen UC&C experts offer end-to-end migration and management of Teams - streamlining solutions with single vendor consolidation and enhanced reporting and analytics. Our migration expertise combined with 24/7 support can help free up IT resources, lower costs, and boost productivity. Sold along with Voice Complete SIP, Lumen provides Microsoft Teams directly for use by Customer and Customer's End Users. 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: (Lumen does not link this information to an individual unless Customer purchases Microsoft Tenant Management or requests End User troubleshooting):

- IPv4 and IPv6 addresses (source/destination)
- MAC addresses
- Device logs
- Domain names
- Operating systems
- NetFlow data such as port ID, and packet sizes
- File information (file name, last modification, permissions, size and type)
- Presence status
- User names, titles, and active directory information
- User settings, include location
- DDI/DID (direct dial in/direct inward dialing)
- SIP URI (session initiation protocol uniform resource identifier)/email address

Purpose of Processing

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

Authorized Personnel with Access

- **Lumen:** Troubleshoot and support service
- **Customer:** (through Customer's Microsoft 365 tenant, and Unisys) troubleshoot and support service
- **SIP Communications, Ltd.:** (through Customer's Microsoft 365 tenant, if purchased by Customer): Troubleshoot and administrative service
- **Software suppliers:** (if product purchased, e.g., analytics, contract center or associated applications for service usage, adoption, and service): Initial configuration, troubleshooting and support service
- **Hardware suppliers:** (no direct access to Personal Information - access only via screenshare session if a trouble ticket opened with vendor): Troubleshoot and support service

Retention Periods

Lumen:

- Lumen does not retain End User Personal Information in the normal course of providing this Service
- Personal Information provided by Customers 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>Europe</p> <p>Australia, France, Germany, Ireland, Netherlands, Switzerland, United Kingdom</p> <p>North America</p> <p>USA</p>	<p>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</p>
Customer	<p>APAC</p> <p>Japan, Singapore</p> <p>Europe</p> <p>Australia, France, Germany, Ireland, Netherlands, Switzerland, United Kingdom</p> <p>North America</p> <p>USA</p>	<p>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</p>
SIP Communications, Ltd. (implementation partner)	<p>APAC</p> <p>Japan, Singapore</p> <p>Europe</p> <p>Australia, France, Germany, Ireland, Netherlands, Switzerland, United Kingdom</p> <p>North America</p> <p>USA</p>	<p>Global: Customer Implementation Partners and Lumen Authorized personnel at the written and manually agreed upon instructions of the Customer, with secure internet access and correct identity and access management to control authentication and authorization</p>
Unisys (Software partner)	<p>APAC</p> <p>Japan, Singapore</p> <p>Europe</p> <p>Australia, France, Germany, Ireland, Netherlands, Switzerland, United Kingdom</p> <p>North America</p> <p>USA</p>	<p>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</p>

Lumen and its sub-processors use Microsoft Azure as their cloud service provider for storing data associated with providing the Service. Microsoft Azure data is stored within region as described in the [Cloud Data Integrity and Compliance | Microsoft Trust Center](#).

Sub-processors (third party suppliers)

Lumen may copy Personal Information described in this Privacy Data Sheet to Lumen supplier to set up and/or deliver 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
	SIP Communications, Ltd.	France, United Kingdom, USA	Legal - Sipcom
	Unisys (f/k/a Unify Square) (Software Partner)	Australia, Germany, Ireland, Netherlands, Switzerland, United Kingdom, USA	Unisys Privacy Policy
	Microsoft (Cloud Partner)	Per Customer's instructions	Cloud Data Integrity and Compliance Microsoft Trust Center