

# Privacy Data Sheet

## Lumen® Managed Event

This Privacy Data Sheet describes the processing of personal data by Lumen® Managed Event (the “Service”).

The Service is provided directly by Lumen to its customers (“Customers”) for use by Customer and Customer’s end users (each an “End User”). Lumen may process personal data Customers provide in the course of providing the Service regarding Customer and Customer’s End Users.

### Types of End User personal data

End User personal data may include:

- Name, phone number, email and Company
- 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 list)

### Purpose of processing

Necessary to provide Services and troubleshoot

### Authorized personnel with access (and reasons)

- **Lumen:** Troubleshoot and support Service
- **Customer:** Through Control Center Customer Portal to access billing, account information, call detail record data or via email from Lumen vendor portal for usage reports and call recordings
- **End User:** Access to End User’s call recordings via vendor portal
- **Intrado:** Troubleshoot and support Service
- **CSG:** Access to recordings for playback, transcription, or troubleshooting, with Lumen permission

### Retention periods

- 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

Lumen 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.

## Locations where personal data is processed and stored

Organizations with authorized access to consumer data	Storage location	Access location
Lumen Customer End User CSG Intrado	<u>North America</u> Arizona, USA Colorado, USA Georgia, USA Nebraska, USA Virginia, USA	<u>North America</u> Colorado, USA Ontario, Canada Quebec, Canada  And  Authorized personnel located anywhere with secure internet access

## Sub-processors used (third party suppliers)

Lumen may share personal data described in this Privacy Data Sheet with Lumen affiliates and suppliers.

Lumen uses the following third-party suppliers who also process personal data to provide the Service to Customers and their End Users.

Third-party suppliers	Country	Supplier's privacy statement
CSG	USA	<a href="#">CSG Privacy Policy</a>
Intrado	USA	<a href="#">Intrado (West) Privacy Policy</a>