

Lumen Managed Event

Privacy Data Sheet

November 2024

This Privacy Data Sheet describes the Processing of Personal Information by Lumen Managed Event (the "Service"). The Service provides flexible dial-in options, secure meeting access, and streamlined scheduling and attendance. Additionally, professionally trained operators and customer care staff are on standby to assist before, during and after teleconferences. Lumen provides the Service 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 (depending upon Customer configurations):

- Any Customer Information remaining Lumen equipment at the termination of Service (Customer is responsible for deletion prior to terminating Service; Lumen will perform a deletion upon Customer's termination of Service)

Purpose of Processing

Necessary to securely terminate Service (if Customer has not already deleted Customer information)

Authorized Personnel with Access

- **Lumen:** Troubleshoot and support Service
- **Customer:** Through Lumen Control Center Customer Portal to access billing, account information, call detail record or via email from Lumen vendor portal usage reports and call records
- **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

Lumen:

- 30-90 days for call voice recordings (unless extended by Customer)
- 180 days for transaction
- End User contract information retained until Customer terminates Service

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>North America</p> <p>USA (Arizona, Colorado, Georgia, Nebraska, Virginia)</p>	<p>North America</p> <p>Colorado, United States</p> <p>Ontario, Canada</p> <p>Quebec, Canada</p> <p>or</p> <p>Global: Authorized personnel located anywhere with secure internet access</p>
Customer	<p>North America</p> <p>USA (Arizona, Colorado, Georgia, Nebraska, Virginia)</p>	<p>North America</p> <p>Colorado, United States</p> <p>Ontario, Canada</p> <p>Quebec, Canada</p> <p>or</p> <p>Global: Authorized personnel located anywhere with secure internet access</p>
End User	<p>North America</p> <p>USA (Arizona, Colorado, Georgia, Nebraska, Virginia)</p>	<p>North America</p> <p>Colorado, United States</p> <p>Ontario, Canada</p> <p>Quebec, Canada</p> <p>or</p> <p>Global: Authorized personnel located anywhere with secure internet access</p>
CSG Intrado	<p>North America</p> <p>USA (Arizona, Colorado, Georgia, Nebraska, Virginia)</p>	<p>North America</p> <p>Colorado, United States</p> <p>Ontario, Canada</p> <p>Quebec, Canada</p> <p>or</p> <p>Global: Authorized personnel located anywhere with secure internet access</p>

Lumen uses Amazon Web Services (AWS) as its cloud service provider for storing data associated with providing Managed Event. 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 to set up and/or deliver the Services. Lumen uses the following third-party suppliers who may Process Personal Information to provide the Services to Customers and their End-Users.

	Third-party Suppliers and Purposes	Country	Supplier's privacy statement
	CSG	USA	CSG Privacy Policy
	Intrado	USA	Intrado (West) Privacy Policy