# **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**

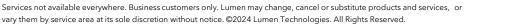
#### Lumen:

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

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 <u>AWS Privacy Notice.</u>

### 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

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