

Lumen Managed UC&C Cloud Services

Privacy Data Sheet

November 2024

This Privacy Data Sheet describes the Processing of Personal Information by Lumen Unified Communications and Collaboration ("UC&C") Cloud Services (the "Service"). Lumen Managed UC&C Cloud Services 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 cloud collaboration platforms - 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 Managed UC&C Cloud Services directly for use by Customer and Customer's End Users.

Types of End User Personal Information

End User Personal Information may include:

- IPv4 and IPv6 addresses (source/destination)
- MAC addresses
- Device information
- Device interface information
- Domain names
- Operating Systems
- NetFlow data such as port ID, and packet size
- File information (file name, last modification, permissions, size and type)
- Presence status
- User names, titles, and Active Directory information
- User settings, including location
- DDI/DID (direct dial in/direct inward dialing)
- CLI (command line interface)

Purpose of Processing

Necessary to provide services, comprehend Customer's needs, optimize service, and provide Customer reports

Authorized Personnel with Access

- **Lumen:** To troubleshoot and support Service
- **Customer:** (through Customer's UC&C platform tenant): troubleshoot and support service
- **Software Suppliers:** (if product purchased, e.g., analytics, contact 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 Lumen opens a trouble ticket 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 Lumen for 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	North America USA APAC Singapore, Japan Europe France, United Kingdom	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
Customer	North America USA APAC Singapore, Japan Europe France, United Kingdom	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
SIP Communications, Ltd. (implementation partner)	North America USA APAC Singapore, Japan Europe France, United Kingdom	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

Lumen and its sub-processors use Microsoft Azure as their cloud service provider for storing data associated with providing Services. 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 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
SIP Communications, Ltd. (Implementation Partner)	France, United Kingdom, USA	Legal - Sipcom
Microsoft (Cloud Partners)	Per Customer's instructions	Cloud Data Integrity and Compliance Microsoft Trust Center