

# Lumen® Solutions for Contact Center - Genesys Cloud or Talk Desk

## Privacy Data Sheet

This Privacy Data Sheet describes the processing of personal data by Lumen® Solutions for Contact Center (Contact Center as a Service (CCaaS))- Genesys Cloud, or Talk Desk (the “Services”).

The Service is provided directly by Lumen to its customers (“Customers”) for use by the customer and the customer’s end users (each an “End User”). Lumen may process the customer and the customer’s end user personal data in the process of the Services.

### Authorized personnel with access (and reasons)

- **Lumen:** Lumen implementation professional services and solution architects to provision and configure the solution, support and troubleshooting
- **Customer:** Authorized administrators will maintain and customize the implemented solution with their employees and end users utilizing the CCaaS).

### Retention periods

- **Lumen:** Lumen will configure data retention rules as directed by the customer. Customer contact information retained pursuant to [Lumen’s Privacy Notice](#).
- **Customer:** The customer will define the data retention rules required for any personal data that is processed. The rules should be based on the customer’s data retention policy

### 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.

### Types of End User Personal Data

End User personal data may include:

- Name (Agent/Business Contacts)
- Address/geolocation (if 911 implemented)
- ID Numbers
- Location
- IPv4 and IPv6 Addresses(source/destination)
- Domain Names
- Host Names
- Network Names
- Operating Systems
- Groups or Names Associated with Accounts Including Active Directory Information

### Purpose of Processing

Lumen Solutions for Contact Center - Genesys Cloud or Talk Desk process personal data to provide an all-in-one contact center that offers cloud-based services for communications, collaboration, and customer experience management.

## Locations where personal data is processed and stored

Organizations with authorized access to customer data	Storage location (per Customer's instructions)	Access location
Lumen  Customer	United States	<b>Global:</b> 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 utilizes Amazon Web Services (AWS) its cloud service provider(s) for storing customer data associated with providing the Services. For more information, please review the providers' privacy policies below under Sub-processors.

## Sub-processors (third party suppliers)

Lumen may copy personal data described in this Privacy Data Sheet to Lumen suppliers for the purposes of setting up and/or delivering the Services. Lumen uses the following third-party suppliers who may process personal data to provide the Services to customers and their end-users.

Third-party Suppliers (and Purpose)	Country	Supplier's privacy statement
Amazon Web Services (AWS) (Hosting Environment)	USA	<a href="#">AWS Privacy Notice</a>
Genesys (CCaS)	USA	<a href="#">Privacy Policy   Genesys</a>
Global Technology Solutions, LLC (implementation partner)	USA	<a href="#">Global Technology Solutions Privacy Policy</a>
Softel (implementation partner)	USA, Canada, United Kingdom, and France	<a href="#">Softel Privacy Policy</a>
TalkDesk (CCaS)	USA	<a href="#">Talk Desk Privacy Notice</a>