

Lumen Solutions for Contact Center – Genesys Cloud or Talk Desk

Privacy Data Sheet

November 2024

This Privacy Data Sheet describes the Processing of Personal Information by Lumen Solutions for Contact Center – Genesys Cloud or Talk Desk (the “Service Genesys Cloud or Talk Desk allows your staff to quickly create contact centers when demand spikes and adjust when needed for greater efficiency and budget control. Lumen provides Contact Center – Genesys Cloud or Talk Desk directly to its Customers for use by Customers and Customer’s End Users while providing the Service.

Types of End User Personal Information

End User Personal Information 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 Processes Personal Information to provide an all-in-one contact center that offers cloud-based services for communications, collaboration, and customer experience management

Authorized Personnel with Access

- **Lumen:** Lumen implementation professional services and solution architects to provision and configure the solution, provide support, and troubleshooting
- **Customer:** Authorized Administrators will maintain and customize the implemented solution with their employees and End Users utilizing the Call Center as a Service (“CCaaS”)

Retention Periods

Lumen:

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

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	USA	Global: Authorized Personnel located anywhere with secure internet access
Customer	USA	Global: 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 Lumen Solutions for Contact Center. Data is stored in the AWS cloud in the USA. 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 Service. Lumen uses the following third-party suppliers who may Process Personal Information to provide the Service to Customer and their End-Users.

Third-party Suppliers and Purposes	Country	Supplier's privacy statement
Amazon Web Services ("AWS") (Hosting Environment)	USA	AWS Privacy (amazon.com)
Genesys (CCaaS)	USA	Privacy Policy - Genesys
Miratech (CCaaS)	USA	Privacy Policy - Miratech
Softel (implementation partner)	USA, Canada, United Kingdom, France	Privacy Policy - SOFTEL Communications
TalkDesk (CCaaS)	USA	Privacy Policy - Terms of Service Talkdesk

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