

# Lumen Solutions for Zoom

Privacy Data Sheet

November 2024

This Privacy Data Sheet describes the Processing of Personal Information by Lumen Solutions for Zoom (“Zoom” or the “Service”). Zoom delivered by Lumen allows the business to migrate premises-based communication and collaboration services to the cloud securely, easily, and efficiently helping to boost productivity, business agility, customer support, and engagement. Instantly access the video-first Zoom cloud platform virtually anywhere with the reliability of Lumen UC&C operational support, network asset integration, customer success practice, and account management support. Lumen provides Zoom 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 (source/destination)
- MAC addresses
- Device information
- Device logs
- Domain names
- Operating systems
- Latitude and Longitude
- NetFlow data such as Port ID and packet sizes
- File information (file name, last modification, permissions, size, and type)
- E-Mail addresses and names of meeting hosts

## Purpose of Processing

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

## Authorized Personnel with Access

- **Lumen:** troubleshoot and support service through the Zoom Portal
- **Customer:** through the Zoom Portal with access limited to only that Customer’s End User information
- **Zoom:** to create, maintain, and store Customer information

## Retention Periods

### Lumen:

- Rolling ninety (90) days for monitored data. Data overwritten for monitored data
- Data deleted within ten (10) days of notice upon termination of contract for monitored data and logs
- IP address deleted after Customer terminates contract

## 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 a determination of adequacy 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><b>APAC</b> Hong Kong, Singapore</p> <p><b>North America</b> USA (Colorado, Virginia)</p> <p><b>EMEA</b> France, Germany, Netherlands, United Kingdom</p> <p><b>Zoom Cloud</b> Australia, Canada, India, USA</p> <p><b>Saudi Arabia</b></p>	<p><b>APAC:</b> Hong Kong, Singapore, Japan</p> <p><b>Europe</b> Germany</p> <p><b>North America</b> USA (California, New York, Colorado, Virginia)</p> <p><b>or</b></p> <p><b>Global:</b> Authorized Personnel located anywhere with secure internet access</p>
Customer	<p><b>APAC</b> Hong Kong, Singapore</p> <p><b>North America</b> USA (Colorado, Virginia)</p> <p><b>EMEA</b> France, Germany, Netherlands, United Kingdom</p> <p><b>Zoom Cloud</b> Australia, Canada, India, USA</p>	<p><b>APAC:</b> Hong Kong, Singapore</p> <p><b>Europe</b> Germany, United Kingdom</p> <p><b>North America</b> USA (Arizona, Colorado, Minnesota, Washington, DC)</p> <p><b>or</b></p> <p><b>Global:</b> Authorized Personnel located anywhere with secure internet access</p>
Zoom	<p><b>APAC</b> Hong Kong, Singapore</p> <p><b>North America</b> USA (Colorado, Virginia)</p> <p><b>EMEA</b> France, Germany, Netherlands, United Kingdom</p> <p><b>Zoom Cloud</b> Australia, Canada, India, USA</p>	<p><b>APAC:</b> Hong Kong, Singapore</p> <p><b>Europe</b> Germany, United Kingdom</p> <p><b>North America</b> USA (Arizona, Colorado, Minnesota, Washington, DC)</p> <p><b>or</b></p> <p><b>Global:</b> Authorized Personnel located anywhere with secure internet access</p>

### Sub-processors (third party suppliers)

Lumen may copy Personal Information described in this Privacy Data Sheet to Lumen supplier for the purposes of setting up and/or delivering the Services. Lumen uses the following third-party suppliers who may Process Personal Information to provide the Services to Customers and their End-Users.

	<b>Third-party Suppliers and Purposes</b>	<b>Country</b>	<b>Supplier's privacy statement</b>
	<b>None</b>	<b>None</b>	<b>None</b>