

8x8 Business Terms and Conditions

Data Protection Appendix

Updated 5/24/18

Part A

Processing Details – Customer Personal Data

The following terms shall apply to the processing activities that 8x8 carries out as a processor to the extent that the Customer has purchased each Service under the Service Agreement.

1. **Virtual Contact Centre**

<i>Subject-matter</i>	8x8 provides a cloud-based contact centre service, enabling its Customers (and its Customer's Agents and other end users) to set up and operate their contact centres from a range of digital devices. The Service allows Customers (and Customer's Agents and other end users) to manage call routing and campaigns and to run analytics reports to monitor the Customer's traffic and agent performance.
<i>Duration of processing</i>	Term of the Service Agreement
<i>Nature and purpose of processing</i>	Provision of Services, as set out in the Service Agreement. Customer's Agents and other end users of the Services may transmit, receive and/or store through the Services audio, textual, visual and video content in the form of voice calls, video calls, voicemails, voice recording, internet facsimiles, text and other messages, video meetings and device screen shares or captures. Customer's Agents and other end users of the Services may also record and/or upload and store within the Services information (such as profiles for individual contacts or notes regarding a call or support case or ticket) regarding the third parties with or about whom they communicate through such Services. The Customer can also decide whether to integrate additional third-party tools into the Services (such as CRM or email tools) to provide an integrated user experience.
<i>Type of Personal Data</i>	Name, contact details and job-related Personal Data (such as work title and email address); Personal Data regarding calling and other communications activity and preferences and usages of the Services; IP addresses; web browsing and online searching activity; accessing of the Services; or accessing and/or consumption of content such as videos, emails, written materials and product demonstrations; any Personal Data voluntarily disclosed by the user or third party with whom the Customer's Agents and other end users communicates.
<i>Categories of data subjects</i>	Customer's Agents and other end users of the Services; those with whom Customer's Agents and other end users of the Services communicate or record or store information through the Services.
<i>Obligations and rights of the controller</i>	As set out in the Service Agreement

2. Virtual Office

<i>Subject-matter</i>	8x8 provides voice over IP cloud services, enabling its Customers (and its Customer's Agents and other end users) to communicate across a range of digital devices. The Service allows Customers (and its Agents and other end users) to make phone calls, join video conferences, send text messages, manage voicemails and access their corporate directory.
<i>Duration of processing</i>	Term of the Service Agreement
<i>Nature and purpose of processing</i>	Provision of Services, as set out in the Service Agreement. Customer's Agents and other end users of the Services may transmit, receive and/or store through the Services audio, textual, visual and video content in the form of voice calls, video calls, voicemails, voice recording, internet facsimiles, text and other messages, video meetings and device screen shares or captures. Customer's Agents and other end users of the Services may also record and/or store within the Services information (such as profiles for individual contacts or notes regarding a call or support case or ticket) regarding the third parties with or about whom they communicate through such Services. The Customer can also decide whether to integrate additional third party tools into the Services (such as CRM or email tools) to provide an integrated user experience.
<i>Type of Personal Data</i>	Name, contact details and job-related Personal Data (such as work title and email address); Personal Data regarding calling and other communications activity and preferences and usages of the Services; IP addresses; accessing of the Services; or accessing and/or consumption of content such as videos, emails, written materials and product demonstrations; any Personal Data voluntarily disclosed by the user or third party with whom the Customer's Agents and other end users communicates.
<i>Categories of data subjects</i>	Customer's Agents and other end users of the Services; those with whom Customer's Agents and other end users of the Services communicate or record or store information through the Services.
<i>Obligations and rights of the controller</i>	As set out in the Service Agreement

3. Virtual Office (X8)

<i>Subject-matter</i>	8x8 provides voice over IP cloud services, enabling its Customers (and its Customer's Agents and other end users) to communicate across a range of digital devices. The Service allows Customers (and its Agents and other end users) to make phone calls, join video conferences, send text messages, manage voicemails and access their corporate directory.
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	With X8, Customers (and Customer's Agents and other end users) can also manage call routing and campaigns and can run analytics reports to monitor the Customer's traffic and agent performance.
<i>Duration of processing</i>	Term of the Service Agreement
<i>Nature and purpose of processing</i>	Provision of Services, as set out in the Service Agreement. Customer's Agents and other end users of the Services may transmit, receive and/or store through the Services audio, textual, visual and video content in the form of voice calls, video calls, voicemails, voice recording, internet facsimiles, text and other messages, video meetings and device screen shares or captures. Customer's Agents and other end users of the Services may also record and/or upload and store within the Services information (such as profiles for individual contacts or notes regarding a call or support case or ticket) regarding the third parties with or about whom they communicate through such Services. With X8, 8x8 provides real time analytics reporting, so Customers can monitor the performance of their call centres. The Customer can also decide whether to integrate additional third-party tools into the Services (such as CRM or email tools) to provide an integrated user experience.
<i>Type of Personal Data</i>	Name, contact details and job-related Personal Data (such as work title and email address); Personal Data regarding calling and other communications activity and preferences and usages of the Services; IP addresses; web browsing and online searching activity; accessing of the Services; or accessing and/or consumption of content such as videos, emails, written materials and product demonstrations; any Personal Data voluntarily disclosed by the user or third party with whom the Customer's Agents and other end users communicates.
<i>Categories of data subjects</i>	Customer's Agents and other end users of the Services; those with whom Customer's Agents and other end users of the Services communicate or record or store information through the Services.
<i>Obligations and rights of the controller</i>	As set out in the Service Agreement

Part B

Security Measures

The following terms shall apply to any Customer Personal Data which 8x8 processes to provide the Services.

Administrative, physical, and technical safeguards implemented in accordance with 8x8's existing data security program, which includes:

- (i) limiting access to information on 8x8's information system media to authorized users;
- (ii) limiting physical access to 8x8's information systems and related equipment to authorized individuals;
- (iii) regular assessments of information security risks to 8x8's information systems and associated information processing activities and of the effectiveness of information security controls in 8x8's information systems;
- (iv) training of 8x8's managers and users of 8x8's information systems regarding the information security risks associated with their activities and applicable laws and policies; and
- (v) imposition of formal sanctions for 8x8 personnel failing to comply with 8x8's information security policies and procedures.