



8x8 AI STUDIO SUPPLEMENTAL DATA PROCESSING TERMS

VERSION 2026-08-20

The 8x8 AI Studio Supplemental Data Processing Terms (“**AI Studio Supplemental Terms**”) supplement the DPA and apply only where Customer uses AI Studio as part of the 8x8 SaaS Services and only to the AI Studio services.

AI STUDIO DPA-1: DEFINITIONS.

Additional defined terms:

-Agent Configuration Data: Instructions, prompts, workflow definitions, and settings provided by Customer or its Users to configure AI Agents, which may include Customer Personal Data.

-AI Studio: 8x8’s agentic AI development and deployment platform, which enables Users to build, configure, test, and operate AI Agents on the 8x8 Platform for CX across voice and digital channels. AI Studio includes any application made available through the 8x8 App Store that is built on, powered by, or provides access to the AI Studio platform — in each case as identified in the 8x8 App Store, whether or not marketed under the AI Studio name (each, an “AI Studio App”) — and references in this DPA to AI Studio include AI Studio Apps.

-AI Agent: A software agent built using AI Studio that performs automated interactions with Users or third parties on behalf of Customer, including via voice, SMS, chat, WhatsApp, and other digital channels.

-AI Inference Data: Customer Personal Data submitted to or generated by an AI Agent during operation, including voice input, digital message content, interaction context, agent outputs, and any data retrieved from Customer-configured integrations (such as CRM systems) during an AI Agent session.

AI STUDIO DPA-2: 8x8 OBLIGATIONS.

8x8 will not use AI Inference Data or Agent Configuration Data to train, fine-tune, or improve any Foundation Model or other machine learning model, except: (i) where Customer has

provided its prior written consent to such use for a specified purpose; or (ii) where 8x8 processes aggregated, de-identified, and non-reconstructable statistical data, provided such processing does not permit re-identification of any data subject.

(b) 8x8 disclaims that AI Studio has undergone a SOC-2 or any other security audit. 8x8 is in the process of obtaining SOC2 certification for AI Studio.

AI STUDIO DPA-3.

(a) **Customer Responsibilities for AI Agent Configuration.** Customer is responsible for: (i) ensuring that AI Agents it configures are not provided with or designed to solicit Special Categories of Personal Data (as defined under applicable European Data Protection Law) unless Customer has conducted a data protection impact assessment and obtained any required consents or established another lawful basis; (ii) ensuring that AI Agent configurations comply with any applicable sectoral requirements; and (iii) ensuring that Users are appropriately informed that they may be interacting with an AI Agent, to the extent required by Applicable Data Protection Law or other applicable law.

(b) **Automated Decision-Making.** Where Customer deploys AI Agents to make or meaningfully contribute to decisions that produce legal or similarly significant effects on data subjects (“Consequential AI Decisions”), Customer is responsible for ensuring a lawful basis for such processing and compliance with any automated decision-making requirements under Applicable Data Protection Law (including, without limitation, GDPR Article 22). 8x8 will provide reasonable technical assistance to support Customer’s implementation of human review mechanisms for Consequential AI Decisions, upon Customer’s written request.

SCHEDULE AI STUDIO DPA-1: PROCESSING DETAILS

The following data processing details apply to AI Studio.

8 AI Studio	
Subject-matter of processing	8x8's agentic AI development and deployment platform, which enables Users to build, configure, test, and operate AI Agents on the 8x8 Platform for CX across voice and digital channels, including inbound and outbound voice, digital messaging (SMS, WhatsApp, chat), and CRM-integrated workflows.
Duration of processing	The Effective Period.
Nature/ purpose of processing	Provision of the AI Studio service, including: AI inference processing of AI Inference Data to generate AI Agent responses; session management and context handling across multi-turn AI Agent interactions; integration of Customer-configured third-party systems (e.g., CRM platforms) during AI Agent sessions pursuant to Section DPA-5; and generation of logs and audit trails. Users may configure AI Agents to handle voice calls, digital messages, outbound communications, data capture, routing workflows, and employee productivity tasks.
Type of Personal Data	AI Inference Data, including: voice input and output; digital message content; real-time interaction context and session history; data retrieved from Customer-configured integrations during AI Agent sessions; Agent Configuration Data voluntarily provided by Users; IP addresses and device identifiers. Customer may additionally configure AI Agents to process further categories of Personal Data, for which Customer bears controller responsibility under Section AI Studio DPA-3(b).
Categories of data subjects	Users; third parties (including customers of Customer) who interact with AI Agents; individuals whose data is retrieved from Customer-configured integrations during AI Agent sessions.
Obligations /rights of controller	As set out in the Agreement and Section AI Studio DPA-3(b) of this DPA.
Frequency of transfer	Continuous (real-time inference during AI Agent sessions).