

1 SUBJECT MATTER OF THE PROCESSING OF PERSONAL DATA

This Data Processing Schedule sets out the details regarding how End User Data is Processed when providing the Service.

2 DURATION OF THE PROCESSING OF PERSONAL DATA

BT or its Sub-Processor will Process the End User Data to provide the Service as set out in this Schedule for as long as BT provides the Service and for as long as BT may be required to Process the End User Data in accordance with Applicable Law as set out in the Data Processing Guidelines for CPs document.

3 NATURE AND PURPOSE OF THE PROCESSING OF PERSONAL DATA

3.1 The nature of the Processing of End User Data by BT includes:

3.1.1 BT processes the End User Data provided to BT by the Communications Provider, as set out in paragraph 4 of this Schedule.

3.1.2 BT hosts this information as part of its provision of as part of the Service.

3.2 BT processes the End User Data for the following purposes:

- (i) deliver and maintain the Service;
- (ii) to contact the End User for access, arranging and confirming appointments and to confirm the status of the Service;
- (iii) manage and resolve contractual and billing disputes;
- (iv) respond to general queries relating to the Service or Contract; and
- (v) comply with Applicable Law.

4 TYPES AND CATEGORIES OF PERSONAL DATA

4.1 The types of End User Data Processed by BT or its Sub-Processors will be:

- 4.1.1 Title
- 4.1.2 name;
- 4.1.3 job title
- 4.1.4 address
- 4.1.5 telephone number related to the Service;
- 4.1.6 contact telephone number ;
- 4.1.7 email address and ;
- 4.1.8 Access Line ID/"Service ID"/"OGEA;
- 4.1.9 special categories of personal data;

4.2 The End User Data will concern the following categories of data subjects:

- 4.2.1 the Communications Provider's staff (including employees, advisors, temporary workers and contractors).
- 4.2.2 the End User .

