# DPA appendices

#### Appendix 1 - Detailed Customer Instructions

## 1. List of treatments

**1.1 Purposes and legal basis**

The purpose of the Service provided by the Processor is to provide a platform that allows users to record their video calls or VoIP calls, access the replay, connect their calendar to the text transcription of the conversation and to the summaries generated by Praiz.connect their calendar. To this end, the Processor implements the following processes:

* Management of the Customer's Personal Data as part of the Service
* Management of functionalities using artificial intelligence
* Managing the security and maintenance of the Service
* Management of free comment zones and their content
* Hosting of end-user databases, including storage of multimedia files (audio and video recordings for future consultation or re-use)
* Recording audio and video calls
* Transcription of audio content
* Generation of automated reports and templates (where applicable)
* Sharing recordings of audio and video calls
* Connection to electronic diaries
* CRM feed (if applicable)
* Downloading and importing documents

The processing carried out is exclusively for the purpose of performing the Contract.

**1.2. Persons concerned**

The persons concerned by the Service are :

* Callers present during calls/videos
* Praiz platform users

**1.3 Processing operations**

The processing operations carried out as part of the Service are detailed below:

Adaptation, communication by transmission to sub-processors, storage, collection, recording, extraction, modification, organisation, deletion and use.

**1.4. Categories of data processed**

The Customer's Personal Data processed as part of the Service are as follows:

Standard" End-User data :

* Professional identification and contact details

Specific" End-User data :

* Images and photographs
* Voices

The Processor is also required to process any confidential data as part of the use of the Service.

**1.5. Shelf life**

The Customer's Personal Data is kept for the duration of the contract.

## 2. Safety measures

**2.1. Technical safety measures**

* Encryption of Service user passwords
* Complex passwords imposed on Service users when they log on
* Encryption of user passwords in the back office
* Complex passwords imposed on back-office users when they log on
* Database encryption
* https platform
* Complex passwords for employees
* Two-factor authentication for employees

**2.2 Organisational safety measures**

* Information systems charter
* Data protection clause in employment contracts
* Authorisation procedure
* Procedure in the event of requests for rights from End Users
* Procedure in the event of a personal data breach
* Rules of good conduct
* Raising awareness twice a year

#### Annex 2 - Inventory of Sub-processors and transfers outside the EU

| **Purposes** | **Sub-processors** | **Server localisation** | **Transfers** | **Appropriate guarantees** |
| --- | --- | --- | --- | --- |
| Hosting of end-user databases | AWS | AWS (France) | AWS, (No transfers outside the EU) | AWS, (No appropriate warranty required) |
| Generation of automated reports and templates (where applicable), CRM feed (where applicable) | OpenAI | OpenAI (Ireland) | OpenAI, (Transfers made to the United States) | OpenAI, (Standard contractual clauses) |
| Transcription of videos | Gladia | Gladia (France) | Gladia, (No transfers outside the EU) | Gladia, (No appropriate warranty required) |

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