

Data Processing Description

Nature and Purpose of Processing. ComputerTalk will process Customer Data solely as necessary to provide the Services under the Cloud Services Agreement, in accordance with the applicable documentation. Processing will be performed through the ComputerTalk platform in strict accordance with the Customer's instructions as configured or managed through the Services. ComputerTalk does not interact directly with the Customer's end users (e.g., the Customer's customers). All processing of end-user data occurs strictly via the platform under the Customer's instructions.

Duration of Processing. Customer Data will be processed for the duration of the Cloud Services Agreement, unless the parties agree otherwise in writing. Upon termination or expiration of the Agreement, Customer Data will be returned or securely deleted in accordance with the DPA and applicable data protection laws.

Categories of Data Subjects. The Customer determines and controls the categories of Data Subjects whose personal data is submitted to the Services. These categories may include, but are not limited to:

- **Customer Employees and Authorized Users:** Individuals employed by the Customer or otherwise authorized to use the Services. Examples include internal staff, supervisors, managers, contractors, and admins with platform access.
- **Prospective Customers and Leads:** Individuals whose data is submitted for sales or marketing purposes. Examples include leads captured via forms, phone calls, or email campaigns.
- **Customer's Customers (End Users):** Individuals contacting or interacting with the Customer via the contact center. Examples include clients, account holders, patients, or subscribers who engage through voice, email, chat, or social media. All processing of these end users occurs solely through the ComputerTalk platform and under Customer instructions. ComputerTalk does not directly interact with them.
- **Business Partners and Vendors:** Third parties whose data is used to deliver services or support operations. Examples include suppliers, service providers, or outsourced support agents.
- **Other Data Subjects as Configured by the Customer:** Any additional categories of people whose data is collected based on Customer-specific workflows. Examples include survey respondents, loyalty program participants, and automated system-generated profiles.

Type of Personal Data. The Customer may submit personal data to the Services as determined and controlled solely by the Customer. Such data may include, but is not limited to:

- **Contact Information:** Full name, business or personal address, phone number, email address.
- **Connection and Device Data:** IP addresses, device IDs, browser type, login or session identifiers.
- **Contact Records and Communication Content:** Voice calls, chat transcripts, emails, social media messages, or other communications processed through the contact center platform.
- **Demographic Information:** Gender, date of birth, nationality, country of residence, or preferred language.
- **Professional or Employment Information:** Company affiliation, department, job title, role, or employee ID.
- **Customer Account or Service Usage Data:** Customer service requests, complaints, case numbers, account numbers, subscription or service history, and interaction metadata (e.g., call duration, queue information).
- **Survey, Feedback, or Consent Data:** Responses to surveys, satisfaction scores, feedback forms, or opt-in/opt-out preferences.
- **Other Personal Data Configured or Collected by the Customer:** Any additional personal data included by the Customer through platform configuration, workflow automation, or integration with other systems.

All processing of Customer Data occurs exclusively through the ComputerTalk platform, and ComputerTalk does not intentionally collect sensitive personal data unless explicitly required by the Customer to provide the Services.