8x8

8x8 UK – Data Protection Appendix

Last Updated: 25th October 2018

Part A – Processing Details – Customer Personal Data

The following terms shall apply to the processing activities that 8x8 carries out as a processor, in each case to the extent that Customer has ordered the applicable SaaS Services under the Agreement.

	8x8 Virtual Office*	8x8 Virtual Contact Centre*	8x8 ContactNow*
Subject-matter	8x8 provides voice over IP cloud services, enabling its customers (and its customers' agents and other end users) to (a) communicate across a range of digital devices, and (b) make phone calls, join video conferences, send text messages, manage voicemails, and access their corporate directory.	8x8 provides a cloud-based contact centre service, enabling its customers (and its customers' agents and other end users) to (a) set up and operate their contact centres from a range of digital devices, (b) manage call routing and campaigns, and (c) run analytics reports to monitor the customer's traffic and agent performance.	8x8 provides cloud-based services that allow customers (and customers' agents and other end users) to manage call routing and campaigns and can run analytics reports to monitor the customer's traffic and agent performance.
Duration of processing	Effective Period of the Agreement		
Nature/purpose of processing	Provision of such Ordered SaaS Services, as set out in the Agreement. Agents and other end users may transmit, receive, and/or store through such Ordered SaaS 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. They may also record and/or store (and, in the case of 8x8 Virtual Contact Centre and 8x8 ContactNow, upload) within such Ordered SaaS 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 Ordered SaaS Services. Customer can also decide whether to integrate additional third-party tools into such Ordered SaaS Services (such as CRM or email tools) to provide an integrated user experience. With respect to 8x8 ContactNow, 8x8 also provides real time analytics reporting, so customers can monitor the performance of their call centres.		
Type of Personal Data	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 such Ordered SaaS Services; IP addresses; (in the case of 8x8 Virtual Contact Centre and 8x8 ContactNow, web browsing and online searching activity and 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 Agents and other end users communicate.		
Categories of data subjects	Agents and other end users of such Ordered SaaS Services; those with whom such Agents and other end users communicate, record, or store information through such Ordered SaaS Services.		
Obligations/ rights of controller	As set out in the Agreement		

*Includes the relevant service whether ordered/provided as a stand-alone service or as included in a product bundle that includes other services (such as in 8x8 Editions or 8x8 X Series).

Part B – Security Measures

![8x8 logo]

The following terms shall apply to any Customer Personal Data that 8x8 processes to provide Ordered 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.