

AUDICODES MEETING INSIGHTS Solution – to Colt Intelligent Communications (CIC), Data Protection Sheet

This Data Protection Sheet describes the details of the personal data processing activities derived from the AudioCodes Meeting Insights Solution, which will be available with Colt Intelligent Communications (CIC).

Meeting insights is an AudioCodes platform which allows customers using Microsoft Teams to create an automatic and Artificial Intelligent (AI) driven meeting resume along with outcomes/recording/actions and participants.

AudioCodes Meeting Insights will be part of the CIC proposition, a **Voice service**. When the customer decides to acquire this Solution, Colt's service delivery adds the end customer's tenant ID in the platform, which will prompt the customer, via Microsoft Teams, with a permission request to accept the application on its tenant.

Colt provides CIC services as a telecommunications or communication service provider to its customers ("Customers"). A telecommunications or communication service provider is company that transports information electronically through telephony and data communication services in the networking industry. Colt is also an Internet Service Provider (ISP).

Data Protection relationship

Colt provides CIC services as a telecommunications or communication service provider to its customers ("Customers") and includes in its offer, AudioCodes Meeting Insights platform together with CIC as an additional option. For any Personal Data processed by Customer and Colt in connection with this Product, such as contact information of each Parties or any Personal Data of the signatories of the contracts executed by the parties or Personal Data provided by the Customer and Colt to execute the Contract and/or provide the Product/Service, each party is an independent Data Controller and will comply with their respective obligations under the Data Protection Laws.

The Customer is Data Controller of the Personal Data provided to Audiocode to provide the Meeting Insights Solution. The Customer acknowledges that AudioCodes is acting as a Data Processor for the purposes of providing the Meeting Insights Solution.

Data Protection Colt's Role

As a Business to Business (B2B) Telecommunication service provider, Colt processes 'Business Contact Personal Data of Customer's personnel' as personal Data Controller for the execution of the contract with the Customer for administration purposes, to comply with certain legal compliance obligations (tax, etc.) including the ones requested as a Telecom Service Provider.

Legal basis and purposes of the Personal Data processing

Contract Execution	Execution of the contract between Colt and Customer, for administration purposes.
Legal obligation	Legal obligations, such as regulatory, legal interception, accountability, commercial and tax obligations
Legitimate Interest	Ensure the security of the network

Categories of Personal Data processed and type of Personal Data

Business contact data (Job title, name, last name, ID number, company phone number, company mobile number, company email, signature) for administration purposes.

Categories of data subjects

Colt and Customer's employees contact data for administration purposes.

Duration of the Processing

Personal data is retained no longer than the minimum time needed to comply with tax and legal obligations and enforce our Service agreements, according to legal, tax and statutory requirements specified under the applicable laws and regulations.

Locations where personal data is processed and stored.

Personal data in this scenario only refers to users' emails (business contact data) with access to the functionality.

Organizations with authorized access to customer data	Storage location	Access location	Legal Measures (BCRs, DPA, SCC, Privacy Statements, etc)
Colt Group	Several countries globally.	Several countries globally.	European Binding Corporate Rules (BCRs) as Controller and Processor

AudioCodes	Depending on the Customer's location. AudioCodes headquarter is in Israel. For further	Depending on the Customer's location.	Adequacy Decision: Israel EU Commission Adequacy Decision Privacy Notice for AudioCodes meeting Insights: https://www.AudioCodes.com/media/cmhfab0y/gdprnotice-for-AudioCodes-meeting-insights.pdf
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	information please consult the links provided.		
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Colt used Sub-processors (third party suppliers)

Colt does not use other third-party suppliers to provide CIC Services.

AudioCodes Meeting Insights Solution for CIC is provided by Audiocode to Customer embedded as an add on to Colt CIC solution. Audiocode has implemented a Data Processing Agreement to be executed between the Customer and AudioCode.

Legal measures and statements

Colt complies with the transparency principle mainly through its publicly available Data Privacy Statement .
Colt processes as an independent controller of Business Contact Personal Data of Customer's personnel in compliance with data protection rules and within the terms described in Colt Compliance Statement
Colt has embedded the Privacy by Design and by Default principle , incorporating it into the data processing activities of Colt
Colt has been awarded Binding Corporate Rules ('BCRs') certification for both controller and processor. Colt's BCR Controller and Processor decisions are published at the European Data Protection Board ('EDPB') website and at the Spanish Data Protection Authority ('AEPD') website . BCRs are a certification granted by the EDPB, the collective body of all European Union ('EU') Data Protection Authorities. Through the BCRs, the EDPB certify that the privacy program implemented by a company is compliant with the GDPR and the same level of data protection compliance valid in Europe is applied all over the entities of the same group. In addition, the BCRs are a tool for safely transfer personal data outside the EU within a group of companies.
Colt has achieved ISO 27701:2019 , an extension of ISO/IEC 27001 and ISO/IEC 27002 for Privacy and Personal Data. This Global standard provides the framework for organizations looking to put in place a system to support compliance with the EU's GDPR, California's CCPA, and other data privacy requirements. ISO 27701, also referenced as PIMS (Privacy Information Management System), outlines a framework for Personally Identifiable Information (PII) Controllers and PII Processors to manage data privacy.
Cot Technology Spain has been awarded by the highest level of the Spanish Nacional Security Scheme Certification (ENS) to ensure access, confidentiality, integrity, traceability, authenticity, availability and

preservation of the data, information and services used by electronic means that they manage in the exercise of their competences Royal Decree 311/2022

Certifications

SL No	Certification	Name	Link
1	ISO/IEC 27001:2022	Information Security Management	https://www.colt.net/why-colt/certifications
2	ISO 9001:2018	International Quality Management System	
3	ISO/IEC 20000-1:2018	IT Service Management	
4	ISO/IEC 14001:2015	Environmental Management	
5	ISO/IEC 22301:2019	Business Continuity Management	
6	Cyber Essentials	Cyber Essentials	
7	ISO 27701:2019	An extension of ISO/IEC 27001 and ISO/IEC 27002 for Privacy	

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