



Fulfillment of EU-GDPR requirements – OpenScape Contact Center

Within a data protection concept the operator (controller) determines what data is collected and where, how, by whom (processor) they are processed. Applied to OpenScape Contact Center this means:

The system administrator (processor) may only collect or release personal data and functions in the system configuration specified by the operator (controller). This applies in detail to subscriber telephone, address and contact data (telephone numbers, e-mail), contacts and directories.

During operation, OpenScape Contact Center can generate and process further personal data. These include, but are not limited to: caller lists, journal data and other personal information. The OpenScape Contact Center agents can also individually process further personal data in their client applications. e.g. Speed dialing destinations and personal information.

The operator (controller) of OpenScape Contact Center must be informed by the system administrator (processor) so that he can take these functions into account in the data protection concept. OpenScape Contact Center offers many options for blocking or restricting the collection and processing of personal data. The detail data that can be captured and processed, as well as the limitations, are to be described in further detailed documentation.

In principle, the operation of OpenScape Contact Center is also possible without the use of personal data.

However, certain functions are only limited or no longer available. (e.g., caller identification in 360 degree view feature).

EU-GDPR Declaration of Conformity

The Unify Commitment to the EU GDPR is available under the following link.

<https://www.unify.com/us/Home/Internet/web/Container%20Site/Misc/Footer-content/privacy-policy/data-protection.aspx>

An OpenScape product-specific Declaration of Conformity is not provided for the reasons shown above.

Processing of Personal Data in OpenScape Contact Center

OpenScape Contact Center is a family of communications solutions that offers a comprehensive contact center application. OpenScape Contact Center uses personal data in addition to pure telephone numbers in order to offer users the desired scope of service on the telephones and Contact Center Clients. The use of personal data is optional but not mandatory

for the overall function of OpenScape Contact Center. If no personal data is used, functions such as dialing from phonebook, caller identification and contact information are not possible.

Personal data is collected by various tools and processes in the OpenScape Contact Center System or in the connected clients and phone devices. Data is either stored in the system or in the client. The collected data is used for the OpenScape Contact Center functions. OpenScape Contact Center differentiates between data processing during system setup and configuration and data processing during operation in general. During system configuration, personal data can only be collected and stored by an authorized system administrator.

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