



# OpenScape Xpert

Whitepaper

Processing of Personal Data

Version 1.4

## PURPOSE

The European Data Protection Regulation came into force on May 25th, 2018.

The GDPR not only applies to organisations located within the EU but also applies to organisations located outside of the EU if they offer goods or services to, or monitor the behaviour of, EU data subjects. It applies to all companies processing and holding the personal data of data subjects residing in the European Union, regardless of the company's location.

The GDPR applies to 'personal data', meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier. This definition provides for a wide range of personal identifiers to constitute personal data, including name, identification number, location data or online identifier, reflecting changes in technology and the way organisations collect information about people.

This document is intended to assist direct customers and partners in answering technical questions related to OpenScape Xpert and compliance with EU-GDPR requirements with regards to their employees' personal data when using OpenScape Xpert. It describes which customer personal data are being collected, processed and transferred by OpenScape Xpert and for what purpose these data are accessed.

This document describes the main functions of OpenScape Xpert. It makes no claim to completeness. For clarification of unaddressed topics or detailed questions, the user documentation of the used devices/clients and the OpenScape Xpert Administration Manual must be used. The documents can be downloaded either from the OpenScape Xpert system via the Service Center of the Administration Portal (WBM) or within the Internet via the Unify Partner Portal.

<https://www.unify.com/us/partners/partner-portal.aspx> (Login is required)

Within the Unify Partner Portal the documents can be accessed using the path: Sell → Products & Services A-Z → OpenScape Xpert V6 → Documents

### **The descriptions in this Whitepaper refer to OpenScape Xpert V6R1**

In the course of technical development, changes to this document may arise at any time.

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## Document History

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# 1. Introduction

## 1.1. Fulfillment of EU-GDPR requirements

According to the GDPR, the operator (controller) determines which data are collected and where, how, by whom (processor) they are processed. Mirrored on OpenScape Xpert 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 data of telephone and UC subscribers, address and contact data (telephone numbers, e-mail), contacts and directories, as well as to UC and contact center functions.

During operation, OpenScape Xpert can generate and process further personal data. These include, but are not limited to: caller lists or journal data, presence status. The OpenScape Xpert Client users can also individually process further personal data in their telephone devices and clients (e.g. speed dialing destinations and personal directories/contacts).

The operator (controller) of OpenScape Xpert must be informed by the system administrator (processor) about such generating and processing of personal data so that he can take these functions into account in the data protection concept.

OpenScape Xpert 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 described in the following chapters of this document.

In principle, the operation of OpenScape Xpert is also possible without the use of personal or pseudo-anonymized data. However, certain functions are only limited or no longer available (e.g. caller identification).

## 1.2. EU-GDPR Declaration of Conformity

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

## 1.3. Legacy products notice

Our products have a long tradition of design for security and certainly our recommendations for personal data handling apply to some extent to our past product versions or solutions too. Nevertheless, enhancements addressing current market needs, GDPR included, are only provided on our latest solutions or product versions. Please consider upgrading your systems to assure up-to-date security and features to help you comply with GDPR requirements.

## 2. Processing of Personal Data in OpenScape Xpert

OpenScape Xpert is a communications solution that offers a comprehensive multiline voice communication system.

OpenScape Xpert uses personal data in addition to pure telephone numbers in order to offer users the desired scope of service on turrets and Soft Clients.

The use of personal data is optional but not mandatory for the overall function of OpenScape Xpert. If no personal data is used, functions such as dialing from phonebook or caller identification are not possible.

Personal data is collected by various tools and processes in the OpenScape Xpert System or in the connected clients and phone devices. Data is either stored in the system or in the client or phone devices. The collected data is used for the OpenScape Xpert functions.

OpenScape Xpert 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.

### Consent

The company that uses the Xpert system can request Consent from the users in a paper-form, electronic form etc. The company can maintain a record with the collected consents. Withdrawal of consent is equivalent to user deletion. Withdrawal can be requested from the admin of the system via a paper form, e-mail etc.

# 3. Data Acquisition by the System Administrator

The system administrator records personal data using the OpenScape Xpert Management Portal.

The system administrator can either populate data manually or can import mass data from other sources into the directories.

## 3.1. Personal data in system wide configuration

### Global contacts

- Contact name
- Phone number
- Field 3: Custom text field that can be used to hold any textual data about the contact
- Field 4: Custom text field that can be used to hold any textual data about the contact

### Lines

- Name
- URI
- User name
- Password
- Display Name
- Alternate text

### *Storage*

The system wide configuration data is stored in the internal database of OpenScape Xpert.

### *Data Access/Data Use*

**Global contact** data is used for caller identification, speed dial and phonebook function on the OSX Clients.

**Lines** are used by the MLC to register to the PBX, Display Name, and Alternate Text is visible by the OSX Client users.

### *Data Export*

Global contacts and line data can be exported by the system administrator.

### *Data Transmission*

During operation, OpenScape Xpert transfers the system wide configuration to the MLCs and OSX Clients in order to implement the desired functions. OpenScape Xpert uses the proprietary HTEMS protocol for data transfer between the components.

The HTEMS protocol can be encrypted using IPSec.

## *Backup/Restore*

The personal data of the system wide configuration are part of the OpenScape Xpert Backup and can be restored from the backup if required.

## *Data Retention/Modification/Deletion*

The personal data entered in the system wide configuration by the system administrator is retained until the system administrator changes or deletes the data via the administration tools.

Global contacts can be modified, but not deleted by OSX Client user if the “Global Contacts Changeable” is enabled in the system settings

## 3.2. Personal data in user profile configuration

### **Profile data**

- Profile name: Profiles are typically bound to a user. Therefore by lot of customers the user profiles are named after the name of the user or some other ID that identifies the user.
- Password

### **Profile lines**

- Alternate text
- Preferred Identity number

### **Private contacts**

- Contact name
- Phone number
- Field 3: Custom text field that can be used to hold any textual data about the contact
- Field 4: Custom text field that can be used to hold any textual data about the contact

### **Speed Dial Keys (DKA, DKM)**

- Contact name
- Phone number

## *Storage*

The system wide configuration data is stored in the internal database of OpenScape Xpert.

Profile password is stored in the DB as salted hash.

### **Data Access/Data Use**

**Profile data** are used to authenticate and authorize an OSX Client user. The list of available profiles is visible for all OSX Clients

**Profile lines:** OSX Client user can utilize lines to start calls, or see call details on the line key. The Line name or alternate text can hold personal data.

**Private contacts:** data is used for caller identification, speed dial and phonebook function on the OSX Clients.

**Speed Dial Keys (DKM)** are used to start telephone calls quickly. They are only visible and usable for the profile logged in on the OSX Client.

### **Data Export**

Personal data can be exported by the system administrator from the OSX management Portal.

#### **Profile data**

List of profiles can be copy pasted from Browser, or a screenshot can be taken from the configuration GUI in OSX Management Portal.

#### **Profile lines**

Line configuration can be exported by making screenshots from the line configuration in OSX Management Portal.

#### **Private contacts**

Contacts data can be exported by the system administrator.

#### **Speed Dial Keys (DKA, DKM)**

Can be exported by the system administrator by taking screenshots.

### **Data Transmission**

During operation, OpenScape Xpert transfers the personal data recorded in the System Manager internally to the MLCs and OSX Clients in order to implement the desired functions. OpenScape Xpert uses the proprietary HTEMS protocol for data transfer between the components.

The HTEMS protocol can be encrypted using IPsec.

### **Backup/Restore**

All personal data are part of the OpenScape Xpert Backup and can be restored from the backup if required.

### **Data Retention/Modification/Deletion**

The system administrator can modify, and delete private contacts, speed dial keys, profiles data and profile lines.

OSX Client user can modify and delete private contacts, and speed dial keys.

## 4. Data Collection during Operation

Only a limited number of profile data can be modified by the user.

During operation, OpenScape Xpert can collect call memory entries. These entries are linked to a user profile and contact information.

### **Call memory**

- Caller/Called party name
- Phone number
- Date and time

The system administrator can influence the collection and behavior:

- Collect call memory data for that user profile
- Switch on or off the possibility for the user to delete the entries in the call memory
- Protect the display of call memory on the OSX Client with a password.

### **Storage**

The call memory data is stored in the internal database of OpenScape Xpert System manager

### **Data Access/Data Use**

Call memory is used to store historical information about user call activity. The data cannot be access by the system administrator. Only the OSX Client user can access the call memory data.

### **Data Export**

Call memory data for one user profile can only include 100 entries. Export can be done by making screenshots or photos of the call memory list.

### **Data Transmission**

During operation, OpenScape Xpert transfers the call memory data recorded to the OSX System managers. OpenScape Xpert uses the proprietary HTEMS protocol for data transfer between the components.

The HTEMS protocol can be encrypted using IPSec.

### **Backup/Restore**

The call memory data are part of the OpenScape Xpert Backup and can be restored from the backup if required.

### **Data Retention/Modification/Deletion**

The OSX Client user can access the call memory data and delete call memory entries one by one.

The system administrator can delete the whole user profile, in this way the call memory data is deleted.

The system administrator can also use the master password to log in to the profile and delete call memory entries.

# 5. Display of Personal Data on the Telephone Devices and Clients

The personal data collected in OpenScape Xpert serves to support the user in his business processes. For this purpose, the data is displayed on the telephone devices/clients of the OpenScape Xpert System for the realization of certain functions. Depending on the data and the functions, the visibility of the data can either be limited or completely prevented by the system administrator or by the user himself.

Personal data can generally be displayed in the subsequent functions of the telephone devices or the clients.

- Contact list
- Call memory
- Speed Dial Key (DKA, DKM)
- Call Queue
- Speech Units
- Concentrator keys
- Line Keys
- Speech Monitor Panels

# 6. Transmission of Personal Data (Data on Move)

Person-related data is transmitted on the one hand between the OpenScape Xpert System and the connected clients and on the other hand as an option to external applications.

Further information on securing the transmission paths and the transmission protocols used etc. can be found in the OpenScape Xpert Security Checklist (see chapter 9.1).

## 6.1. Transmission between Clients and System

Personal data can be transferred to implement the OpenScape Xpert functions between the System manager, the MLC and the OSX Clients. Here, the caller identification, the search in the telephone book or data directories of the system as well as the telephone status or presence status of a user is to be seen as a priority.

The transmission of personal data between the devices and system can be encrypted using IPSec.

## 6.2. Transmission to external Applications

Personal data can also be transferred to an external application for further processing. The data is transmitted either online via a system interface or offline via a file interface.

External application can connect to the OSX Client over the CTI or API interface in both cases the name and phone number of the remote party of the ongoing calls are sent to an external application. These interfaces can be disabled by the system administrator on the OSX Management Portal.

MLC can send complete calls (voice) to an external voice recorder. The call data is typically stored by the external component. This can be disabled by the system administrator on the OSX Management Portal.

### 6.2.1. Online transmission

Data that can be transferred online include:

- Call status
- Phone status for display in Xpert solution
- Caller identification
- Etc.

### 6.2.2. Offline transmission

The data that can be transferred offline include

- Backup files
- Contacts in export files
- Etc.

# 7. Recovery of Personal Data

OpenScape Xpert offers an integrated backup/restore function that allows to quickly restore the system configuration and the personal data contained in the event of an error. For this purpose, the personal data stored in the system configuration as well as a deduction of the system database can be stored in special backup files, saved and, if necessary, restored from these.

# 8. Personal Data Retention

## 8.1. System in general

The personal data acquired by the system administrator in OpenScape Xpert can also be deleted by the system administrator. Personal data acquired by the user himself in the OSX Clients e.g. contact data or call memory, can be deleted by users themselves.

The deletion of personal data always refers to the current system configuration or to the current client configuration as well as to the current personal directories and journals. Personal data in system backups and archived files are not deleted.

Personal data (e.g. name) associated with the call memory of other users during OpenScape Xpert operation are retained after deleting the user in the other users' call memory.

The system administrator can use the administration tool to delete the data entered by the user/user himself in the system and the data collected by the system during operation for the participant. Excluded from this is the call memory. If necessary, these data must be deleted by direct access to the user's profile.

## 8.2. Call Memory

The call memory can be deleted after login in to the user's profile on an OSX Client user interface. The system administrator can log into any profile with the Master password if necessary. Master password should be disabled by default on the system and should be enabled only when necessary.

Call memory entries can only be deleted if the modification is enabled for that user profile. This can be done by the system administrator on the OSX Management Portal.

# 9. References and Sources

## 9.1. OpenScape Xpert Service/Administrator documentation

OpenScape Xpert V6.1, System Manager, Online Help, Administrator Documentation

<https://nuxeo.unify.com/nuxeo/site/proxy/nxdoc/view/pdf/54c8748b-05c4-489b-affd-e5af7c19f736>

OpenScape Xpert V6.1 Security Checklist

<https://nuxeo.unify.com/nuxeo/site/proxy/nxdoc/view/raw/cc11499d-3991-4970-b42e-f812565952dc>

## 9.2. User Guides

OpenScape Xpert V6.1, OpenStage Xpert 6010p, Online Help, User Guide

<https://nuxeo.unify.com/nuxeo/site/proxy/nxdoc/view/pdf/fceb1c35-f5bd-443a-befd-b7a098776e93>

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