



Fulfillment of EU-GDPR requirements – OpenScape Voice

Within a data protection concept the operator (controller) determines what data is collected and where, how, by whom (processor) they are processed.

Mirrored on OpenScape Voice 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 subscribers, address and contact data (telephone numbers, e-mail), contacts and directories,

During operation, OpenScape Voice can generate and process further personal data. These include, but are not limited to: call charge records (CRD), caller lists or journal data, presence status. The telephone subscribers of OpenScape Voice 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 Voice must be informed by the system administrator (processor) so that he can take these functions into account in the data protection concept. OpenScape Voice offers many options for blocking or restricting the collection and processing of personal data.

In principle, the operation of OpenScape Voice 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).

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

[content/privacy-policy/data-protection.aspx](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 Voice

OpenScape Voice is a communications solution ranging from high-performance telephony to the comprehensive unified communications (UC) application (not part of OS Voice SW).

OpenScape Voice uses personal data in addition to pure telephone numbers in order to offer users the desired scope of service on the telephones and Unified Communication Clients. The use of personal data is optional but not mandatory for the overall function of OpenScape Voice. 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 Voice 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 Voice functions. OpenScape Voice 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.

During operation of OpenScape Voice, personal data can be captured and stored either by the base system and by the embedded applications or by the subscribers in their telephone.

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