

# RingCentral and the Brazilian General Data Protection Law

May 2024

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The Brazilian General Data Protection Law (LGPD), came into effect on September 18, 2020, with penalties enforceable as of August 2021. When RingCentral launched our services in Brazil, we mapped the requirements of LGPD against our policies, practices, and products. Our products can be configured to comply with applicable law, including the LGPD. Below is a summary of our assessment.

When processing customer personal data, RingCentral operates mostly as a data processor but may also process certain personal data as a data controller. For more information, please refer to [RingCentral as a Data Controller](#).

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### International Transfers

As of March 2022, the ANPD has not yet issued any guidelines on data transfers out of Brazil. We will adopt appropriate data transfer mechanisms as required by the ANPD in the future. However, in the meantime, to safeguard personal data of individuals in Brazil, we are transferring personal data based on RingCentral's intra-group data transfer agreement based on the EU Commission standard contractual clauses (2021).

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## Security

As required by LGPD, RingCentral has adopted security, technical and administrative measures to protect personal data from unauthorized access and accidental or unlawful situations of destruction, loss, alteration, communication or any type of improper or unlawful processing. We provide a security addendum for all customers and also require our sub-processors to enter into a written agreement with the same or more security protections.

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## Data Subject Rights

Under LGPD, individuals have certain rights with respect to their personal data processed by a business. These rights include confirmation of the existence of processing, access to the data, correction of inaccurate data, data portability, deletion, third parties to whom data was shared, possibility and consequences of denying consent and revocation of consent.

Data subjects may make requests regarding their personal data through [RingCentral's Data Subject Request Center](#). These requests may include deletion of personal data, access to information concerning the data processing, terminating processing of personal data, and data portability.

[RingCentral's Data Subject Request Center](#) allows data subjects to submit requests in order to exercise their rights, as applicable. The portal is located on the RingCentral website and linked in the privacy notice. Additionally, RingCentral has a designated email address, [privacy@ringcentral.com](mailto:privacy@ringcentral.com), to assist data subjects with their requests.

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## RingCentral's Privacy Notice

Businesses are required to provide data subjects with meaningful notice regarding the processing of the data subject's personal data. The [RingCentral Privacy Notice](#) details the information that RingCentral collects, uses, the purposes for processing such information, sharing and disclosure of information to third parties, the privacy rights of data subjects, third-party sites, blogs and forums, security data retention, international data transfers, children's privacy, updates to the RingCentral privacy notice, and how to contact the RingCentral privacy team.

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## Contact Us

[privacy@ringcentral.com](mailto:privacy@ringcentral.com)

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## More Resources

[RingCentral Privacy Trust Center](#)

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Please note that the information in this document on legal or technical subject matters is for general awareness only and does not constitute legal or professional advice, or warranty of compliance with applicable laws. The content of this document may be subject to change.



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