

# RingCentral Events Service Privacy Datasheet



At RingCentral, we take the protection of personal data very seriously and have created this document to describe how RingCentral processes personal data when providing RingCentral Events (the “Service” or “RingCentral Events”). The purpose of this document is to help our customers and partners understand how the Service complies with privacy requirements and to provide them with background information that may be helpful to perform privacy reviews or privacy impact assessments of our Service. This Service data sheet applies only to RingCentral Events paid customers.

## Service Description

RingCentral Events is a comprehensive event solution to organize, administer, and host virtual, hybrid, or onsite events. RingCentral Events can be used with or without the other RingCentral products.

## Data Subjects

Data subjects are end users of RingCentral Events (“User”), and they can be an event organizer (“Organizer”) and also an event attendee (“Attendee”). Users can act in either of these roles when using RingCentral Events, as one account allows Users to both organize events and attend events.

## Personal Data Collection

RingCentral Events collects information about Users during account setup and during usage of the Service.

### *Data collected upon account set up*

Each User is required to sign up for a RingCentral Events account, regardless of whether they intend to organize or to attend events. Once the account has been created, the User can organize and/or attend events. Organizers can invite other Users to join their organization as Organizers, creating a team. Once Organizers create events and invite Attendees, those Attendees are invited to create their own RingCentral Events account in order to access the event. Once the User has created an account, the User may both attend and organize other events.

Users create an account using their first name, last name, email address, and password. Users may also sign up through their organization’s Single-Sign On, or through their social media accounts, in which case RingCentral Events processes only the authentication sent from SSO or social media accounts.



### *Data collected during events*

During an event, RingCentral Events also collects usage data and user-generated data. The Service displays analytics in real-time for Organizers, for example, by showing the number of attendees at any given moment. RingCentral Events also collects any information that Attendees and Organizers may choose to share during the event, including in the event recording, event chat, and Question and Answer box.

### *Analytics reports*

After the events the Service allows Organizers to export several different analytics reports showing various metrics about their events. For example, Organizers may download a report that summarizes the event, with high-level metrics regarding the event as a whole or certain segments of the event, including details such as volume of ticket sales, number of attendees versus registrants, average time spent by attendees in booths or stages or events, etc. The Service also provides more specific reports, such as an attendance report, detailing which individuals registered for and attended an event, including registration type, purchase price, registration date, etc.

## Categories of Personal Data Processed and Purpose of Processing

Categories of personal data processed by RingCentral Events as well as the AI inputs and outputs are listed in detail at the [end of this document](#).

## Special Categories of Data Processed by the Service

The Service is not designed to process or use biometric data or voiceprints.

The Service is not designed to recognize and/or classify data as:

- Special categories of data or sensitive data (as defined in the GDPR or in other applicable data protection laws)
- Personal data concerning children or minors
- Data related to criminal convictions and offenses

Insofar as customers process special categories of personal data, customers undertake to process these categories of personal data lawfully, and in particular to rely on a valid legal basis in accordance with applicable data protection laws.

## Customer Choices for Data Processing

Organizers can set default settings ahead of events, which Attendees can modify during the event. In the profile are privacy controls that include such things as allowing or disallowing Users to message other Users, who can invite Users to meetings, and who can invite Users to video calls.

## Use of Artificial Intelligence

RingCentral Events leverages third-party AI services to provide certain features of the Service, including closed captioning, question and answer categorization for hosts, and assistance in copy generation for event registration pages, as better described in the table above. Please see our [subprocessor list](#) for more information on the third



parties.

Users can enable or disable closed captioning during events. Once enabled, RingCentral Events processes the speech and turns it into text. Neither the Service nor the third-party subprocessor stores the text output after it has been displayed and doesn't retain the input after the output is generated.

The Service also leverages AI for the Question and Answer box, whereby Organizers can enable the automatic categorization of questions and answers into relevant groupings of topics. All Users can view the categories produced by the AI.

RingCentral AI Writer is an optional feature that allows organizers to submit the name of the event and a prompt (e.g., generate new text, rewrite, make shorter) and the third-party service will generate a suggested event description for the event's registration page.

## Third-Party Integrations

RingCentral Events organizers can configure what information is pushed to and pulled from the third-party integrations.

## Access

RingCentral accesses personal data to provide the Service (i.e., for customer support troubleshooting and remediation, product improvement, network management, network monitoring, and to provide customer analytics). We employ access control mechanisms which limit access to personal data to only those trained and authorized RingCentral and subprocessors' personnel who have a business need to access said data in order to enable RingCentral to perform its obligations towards customers. Such controls include multi-factor authentication (MFA), which is implemented for administrative access to the production environment, and Identity Access Management (IAM), which tightly controls access to RingCentral production environments.

## How RingCentral Service Data Processing Fits with Data Protection Laws

### *Data Subject Rights*

The Service provides technical means enabling Users to take appropriate actions to update or delete their accounts. Furthermore, Users may exercise their data subject rights by emailing [privacy@ringcentral.com](mailto:privacy@ringcentral.com).

### *Subprocessors*

RingCentral uses other RingCentral affiliates and third-party service providers to assist in delivering the Service. RingCentral contracts only with third party service providers that provide equivalent levels of data protection and security as provided by RingCentral.

For a current list of our subprocessors, please see the [RingCentral Subprocessor List](#).

### *Data Deletion and Retention*

User personal data will be processed for the duration of the term of the Service, or as otherwise required by law or



agreed with the customers. Upon termination of the paid service by a customer, the customer account will be downgraded to a free plan unless otherwise requested by the customer. When a User is removed from an Organization, the User is downgraded to a free plan unless the User cancels and deletes their account and any organized events-related data stays with the Organization. Attendees and any Organizers on a free plan will have their recordings deleted after 60 days from termination of the plan. Recordings can be downloaded and stored locally.

#### *Location of Data Storage*

RingCentral Events stores User personal data in the following regions:.

	Service account data	Usage data	Customer-generated content
<b>Default</b>	Ireland	Ireland	United States
<b>Upon request</b>	Ireland	Ireland	Ireland

#### *Transparency*

RingCentral processes personal data both as a controller and as a processor for the purpose of the Service.

The processing activities by RingCentral acting as a data controller are subject to the [RingCentral Privacy Notice](#). Additional information related to RingCentral as a data controller is provided in our [RingCentral as a Data Controller Whitepaper](#).

Processing activities performed by RingCentral acting as processor on behalf of our customers are governed by the [RingCentral Data Processing Addendum](#) (DPA) incorporated into the RingCentral Master Service Agreement (MSA).

#### *Cross-Border Transfers*

RingCentral may transfer and process customer personal data outside the European Economic Area (“EEA”), Switzerland, or the United Kingdom, to locations where RingCentral, its affiliates or its subprocessors maintain data processing operations. Please see the [RingCentral Personal Data Transfer FAQ](#) for more information

With respect to transfers out of the EEA, United Kingdom, and Switzerland to the United States, RingCentral has self-certified to the U.S. Department of Commerce that it adheres to the EU-U.S. Data Privacy Framework Principles (EU-U.S. DPF Principles), the UK Extension to the EU-U.S. DPF (UK Extension), and the Swiss-U.S. Data Privacy Framework Principles (Swiss-U.S. DPF Principles), respectively. Please see our [Notice of Certification](#) for more information.

To the extent that RingCentral processes (or causes to be processed) any personal data originating from the EEA, Switzerland, or the United Kingdom in a country that has not been recognized by competent authorities as providing an adequate level of protection for personal data, RingCentral relies on the European Commission’s



Standard Contractual Clauses, its additional safeguards, and the additional Swiss and UK-specific clauses, to transfer such personal data.

#### *Automated Decision-Making*

The Service is not designed to make any decision based solely on automated processing, particularly those that produce legal effects on individuals.

## Security Measures

RingCentral is committed to security and has implemented technical, organizational, and contractual safeguards to protect the data of customers. Please see our [Security Addendum](#) and our [Trust Center](#) for information on the commitments we make to our customers about security.

## About This Datasheet

**The information provided in this Datasheet does not constitute legal or professional advice, warranty of fitness for a particular purpose or compliance with applicable laws. RingCentral reserves the right to update this datasheet from time-to-time.**

### RingCentral Events Organizers

Category	Service Account Data	Usage Data	User-generated Content
<b>Types of data processed</b>	<ul style="list-style-type: none"> <li>Login credentials (user ID, log in, account, passwords)</li> <li>Name</li> <li>Physical address (admin only)</li> <li>Telephone number (if provided)</li> <li>Email address</li> <li>Title (if provided)</li> <li>Role (if provided)</li> <li>Profile information (if provided)</li> <li>Application settings</li> </ul>	<ul style="list-style-type: none"> <li>Login credentials (user ID, log in, account, passwords)</li> <li>Name</li> <li>Email address</li> <li>Physical address (admin only)</li> <li>Telephone number (if provided)</li> <li>Title (if provided)</li> <li>Role (if provided)</li> <li>Profile information (if provided)</li> <li>Application settings</li> </ul>	<ul style="list-style-type: none"> <li>Login credentials (user ID, log in, account, passwords)</li> <li>Name</li> <li>Email address</li> <li>Physical address (admin only)</li> <li>Telephone number (if provided)</li> <li>Title (if provided)</li> <li>Role (if provided)</li> <li>Profile information (if provided)</li> <li>Application settings</li> <li>Emergency address</li> </ul>
<b>AI Processing</b>	<ul style="list-style-type: none"> <li>None</li> </ul>	<ul style="list-style-type: none"> <li>None</li> </ul>	<ul style="list-style-type: none"> <li>Information to generate event description (input)</li> <li>Event description (output)</li> <li>Voice stream (input)</li> <li>Closed captions (output)</li> <li>Chat content (input)</li> <li>Q&amp;A categorization (output)</li> </ul>
<b>Purpose of Processing</b>	<ul style="list-style-type: none"> <li>Set up User account</li> <li>Provide access to the Service and associated features</li> <li>Enable provision of the Service</li> <li>Communicate with RingCentral Events Organizers (service-related communications)</li> <li>Generate analytics reports for Organizers</li> <li>Product updates and marketing communications</li> </ul>	<ul style="list-style-type: none"> <li>Provide access to the Service and associated features</li> <li>Enable provision of the Service</li> <li>Respond to support requests</li> <li>Monitor and improve the Service</li> <li>Generate analytics reports for Organizers</li> </ul>	<ul style="list-style-type: none"> <li>Enable provision of the Service</li> <li>Respond to support requests</li> <li>Generate analytics reports for Organizers</li> </ul>

### RingCentral Events Attendees

Category	Service Account Data	Usage Data	User-generated Content
<b>Types of data processed</b>	<ul style="list-style-type: none"> <li>• First name</li> <li>• Last name</li> <li>• Password</li> <li>• Email (used to login)</li> <li>• Profile picture (if provided)</li> <li>• Headline (if provided)</li> <li>• Social media URLs (if provided)</li> <li>• Biography (if provided)</li> <li>• Application settings</li> </ul>	<ul style="list-style-type: none"> <li>• Device information (such as IP address, device and operating system type, type of microphone or speakers, etc.)</li> <li>• System logs, including usage logs, backend logs, client logs</li> <li>• Cookie identifiers</li> <li>• Interaction metadata (such as which events and stages Attendees attended, minutes spent in different events, meetings accepted/held)</li> <li>• Registration information (such as when Attendees registered and how they registered)</li> <li>• Networking metadata (such as how many connection requests were made, received, and accepted)</li> <li>• Quality of Service data</li> </ul>	<ul style="list-style-type: none"> <li>• Any information contained in materials submitted by RingCentral Organizers while creating or during an event (e.g., speaker bios)</li> <li>• Event recordings</li> <li>• Attendee chat history</li> <li>• Survey feedback</li> <li>• Poll information</li> <li>• Any information contained in event-related content</li> </ul>
<b>AI Processing</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>	<ul style="list-style-type: none"> <li>• Closed captions (output)</li> <li>• Chat content (input)</li> <li>• Q&amp;A categorization (output)</li> </ul>
<b>Purpose of Processing</b>	<ul style="list-style-type: none"> <li>• Set up User account</li> <li>• Provide access to the Service and associated features</li> <li>• Enable provision of the Service</li> <li>• Communicate with RingCentral Events Organizers (service-related communications)</li> <li>• Generate analytics reports for Organizers</li> <li>• Product updates and marketing communications</li> </ul>	<ul style="list-style-type: none"> <li>• Provide access to the Service and associated features</li> <li>• Enable provision of the Service</li> <li>• Respond to support requests</li> <li>• Monitor and improve the Service</li> <li>• Generate analytics reports for Organizers</li> </ul>	<ul style="list-style-type: none"> <li>• Enable provision of the Service</li> <li>• Respond to support requests</li> <li>• Generate analytics reports for Organizers</li> </ul>