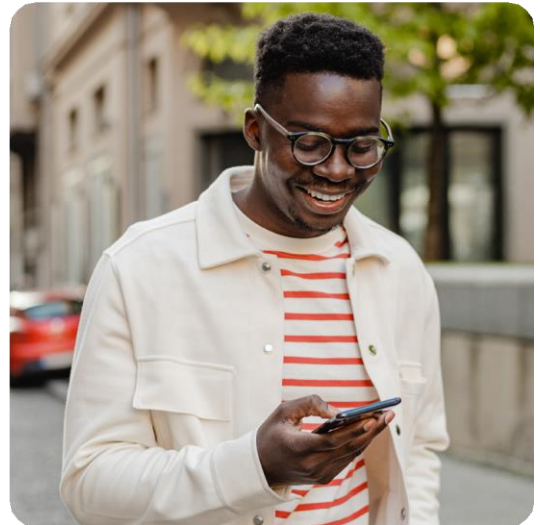


# RingEX Service Privacy Data Sheet

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 RingEX (the “Service”). 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.



## Service Description

RingEX is a cloud-based service powered by the market-leading RingCentral unified communications platform. It combines reliable high-quality team messaging, virtualized modern online video meetings, and an enterprise-grade VoIP phone system into one seamless, secure, and collaborative online hub. The Service can be used on any device through the browser, desktop, or mobile app.

The Service may be used in combination with other RingCentral services. Additional service privacy data sheets can be found on our [Trust Center](#).

## Data Subjects

In connection with the Service, personal data may be collected about RingEX users (“Users”), including system administrators, and guests who are participants in communications with Users. Personal data may be collected either directly from Users or automatically through the Service. For instance, data about Users is provided when system administrators set up accounts and when users are added to an account. Data, especially on Service usage, is collected also when Users use the Service. We collect data also when Users or system administrators request support.

## Categories of Personal Data Processed by the Service and Purpose of Processing

Categories of personal data processed for RingEX include Service account data, Service usage data, and customer-generated content. The details of these data categories, including the AI inputs and outputs, for each category of data subject, and the purposes of processing are provided in Annex 1.

## Special Categories of Data Processed by the Service

The Service is not designed to process or use biometric data or voiceprints. The Service uses a RingCentral User’s



ID, where available, to associate the content of the communication and does not rely on voiceprint or other biometric identifiers to identify the participants.

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; or
- 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.

## Use of Artificial Intelligence

RingEX uses RingCentral proprietary AI models as well as third-party AI services to enable certain features of the Service. The features available depend on the RingEX plan purchased. Please see the [RingCentral Subprocessor List](#) for more information regarding the third parties. Please see the [RingCentral AI Transparency Whitepaper](#) for more information regarding RingCentral’s approach to trustworthy AI.

### *AI model training & customer data*

We did not use RingCentral customer data to develop the RingCentral proprietary AI model. We do not use customer data to improve the proprietary AI model and do not permit our subprocessors to use customer data to improve their AI models.

### *How the Service generates outputs*

The Service provides several features that leverage AI, examples of which are described in this section. RingEX provides AI features that can generate live transcriptions and closed captions during live meetings. During live calls, customers can also enable an AI notetaking feature that takes the audio stream and, using AI, generates notes and action items, which can be reviewed, edited, and shared post-call. For recorded meetings, RingEX AI features leverage AI models to process recorded audio streams and generate insights and recording summaries, including: conversational metrics such as talk time, meeting insights such as a summary, brief, and keywords; chapters and highlights of the recording; and a transcript.

## Third-Party Integrations

The customer may elect to implement a third-party integration in which case the customer administrators can configure what data is pushed to and pulled from the third-party integration.

## Access

### *Restricted Administrative Access by RingCentral*

We access 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 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.

#### *Access by Customer Administrators and End Users*

Customers can access data regarding the Service, including personal data, directly through the dedicated portal to administer user accounts and retrieve, update, or delete the personal data of end users. End users may access their personal data on the Service from the ServiceWeb portal.

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

#### *Data Subject Rights*

The Service provides technical means enabling customer's administrators to take appropriate actions in response to requests from data subjects exercising their privacy rights. In addition, if end users submit a request through the [RingCentral Data Subject Request Center](#) we will direct them to contact the customer to exercise their rights.

#### *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 & Retention*

Customer personal data will be processed for the term of the Service, or as otherwise required by law or agreed with our customers. Upon termination an account will be disabled on the last day of the billing cycle. Once the account is disabled, the account will be deleted within 30 days, unless otherwise agreed with our customer. For more information, please refer to [RingCentral Data Retention Policies](#).

#### *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 sub-processors 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 other than the United States 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.

### *Transparency*

RingCentral processes personal data both as a controller and as a processor for the purpose of the Service. The processing activities performed by RingCentral acting as a controller are subject to the [RingCentral Privacy Notice](#). Additional information related to RingCentral acting as controller is provided in the [RingCentral as a Data Controller White Paper](#).

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

### *Automated Decision-Making*

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

## Security Measures and Certifications

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

### *Independent Verification*

The Service undergoes independent verification and audits of security controls by major partners and third parties to meet regulatory and compliance needs. Current list of certificates and reports is the following: ISO 27001; ISO 27017 & ISO 27018; SOC2+ FINRA CSR, HIPAA; SOC3, PCI (as a merchant); HITRUST; McAfee Enterprise-Ready; C5 (Cloud Computing Compliance Controls Catalog); and Cyber Essentials Plus.

Confidential reports are available upon request to your Account Manager or Sales Representative and for current customers via the self-service Trust Portal. Additional information about our current certifications, attestations, and adherence to global compliance frameworks can be found on our [Trust Center](#).

### **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 Data Sheet from time-to-time.**

# Annex 1: Categories of Personal Data Processed, including AI inputs and outputs, and Purpose of Processing

## RingEX Administrator

Data Category	Messaging	Video	Phone	Purpose of Processing
Service account data	<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>	<ul style="list-style-type: none"> <li>Create a customer account</li> <li>Provide access to the Service and configuration of associated features</li> <li>Enable Service administration</li> <li>Enable access to information relating to the Service, such as usage, adoption, and quality</li> <li>Respond to support requests</li> <li>Provide Service-related notifications</li> <li>Promote additional products or services to the customer, as permitted by applicable law</li> </ul>
Usage data	<ul style="list-style-type: none"> <li>Device information (such as IP address, ISP, device and operating system type, operating system and client version, client version, type of microphone or speakers, etc.)</li> <li>System logs, including usage logs, backend logs, client logs</li> <li>Cookie identifiers</li> <li>Communication metadata, including Call Detail Records (CDRs) and traffic data</li> <li>Quality of Service data</li> </ul>	<ul style="list-style-type: none"> <li>Device information (such as IP address, ISP, device and operating system type, operations system and client version, client version, type of microphone or speakers, connection type and related information, etc.)</li> <li>System logs, including usage logs, backend logs, client logs</li> <li>Cookie identifiers</li> <li>Communications metadata, including Call Detail Records (CDRs) and traffic data</li> <li>Quality of Service data</li> <li>Fraud data</li> </ul>	<ul style="list-style-type: none"> <li>Device information (such as IP address, ISP, device and operating system type, operating system and client version, client version, type of microphone or speakers, etc.)</li> <li>System logs, including usage logs, backend logs, client logs</li> <li>Cookie identifiers</li> <li>Communications metadata, including Call Detail Records (CDRs) and traffic data</li> <li>Quality of Service data</li> <li>Fraud data</li> <li>Connection type and related information (e.g., connected over WiFi)</li> </ul>	<ul style="list-style-type: none"> <li>Provide access to the Service and configuration of associated features</li> <li>Enable Service administration</li> <li>Enable access to information relating to the Service, such as usage, adoption, and quality</li> <li>Respond to support requests</li> <li>Provide Service-related notifications</li> <li>Conduct analytics for customers</li> </ul>

## RingEX User

Data Category	Messaging	Video	Phone	Purpose of Processing
Service account data	<ul style="list-style-type: none"> <li>Login credentials (user ID, log in, account, passwords)</li> <li>Name</li> <li>Email address</li> <li>Telephone number (if provided)</li> <li>Profile information (if provided)</li> <li>Title (if provided)</li> <li>Role (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>	<ul style="list-style-type: none"> <li>Set up RingEX User accounts</li> <li>Provide access to the Service and configuration of associated features</li> <li>Respond to support requests and provide Service-related notifications</li> <li>Conduct analytics for customers and business intelligence</li> <li>Monitor and improve the quality of the Service, conduct fraud and threat analysis, detect/prevent spam or unlawful or abusive activity or other violations of our Authorized Usage Policy</li> <li>Comply with applicable laws, including those regulating CDRs</li> <li>Perform billing for the Service</li> <li>Promote additional products or services to the customer, as permitted by applicable law</li> </ul>
Usage data	<ul style="list-style-type: none"> <li>Device information (such as IP address, ISP, device and OS type, OS and client version, client version, audio device, connection type and related data, etc.)</li> <li>System logs, including usage logs, backend logs, client logs</li> <li>Cookie identifiers</li> <li>Communications metadata, including Call Detail Records (CDRs) and traffic data</li> <li>Quality of Service data</li> <li>Fraud data</li> </ul>	<ul style="list-style-type: none"> <li>Device information (such as IP address, ISP, device and OS system type, OS and client version, type of audio device, connection type and related data, etc.)</li> <li>System logs, including usage, backend, and client logs</li> <li>Cookie identifiers</li> <li>Communications metadata, including Call Detail Records (CDRs) and traffic data</li> <li>Quality of Service data</li> <li>Fraud data</li> </ul>	<ul style="list-style-type: none"> <li>Device information (such as IP address, ISP, device and OS type, OS and client version, client version, audio device, etc.)</li> <li>System logs, including usage logs, backend logs, client logs</li> <li>Cookie identifiers</li> <li>Communications metadata, including Call Detail Records (CDRs) and traffic data</li> <li>Quality of Service data</li> <li>Fraud data</li> <li>Connection type and related data (e.g., connected over WiFi)</li> </ul>	<ul style="list-style-type: none"> <li>Provide access to the Service and configuration of associated features</li> <li>Conduct analytics for customers and business intelligence</li> <li>Respond to support requests and provide Service-related notifications</li> <li>Monitor and improve the quality of the Service and security of the network, conduct fraud and threat analysis, and detect/prevent spam or unlawful or abusive activity or other violations of our Acceptable Usage Policy and Terms of Service</li> <li>Comply with applicable laws, including those regulating CDRs</li> <li>Perform billing for the Service</li> </ul>
Customer-generated data	<ul style="list-style-type: none"> <li>Any content within the communication, which may include: names of participants, shared files, pictures, links, attachments, such as notes, tasks, events, code snippets, and gifs</li> <li>Folder creations</li> <li>Search history</li> <li>Online presence and status messages</li> <li>User feedback</li> </ul>	<ul style="list-style-type: none"> <li>Any content within the communication, which may include: names/phone numbers of participants, chat messages, meetings notes</li> <li>Audio/video streams in transit (AI input - audio only)</li> <li>Transcriptions and summaries of recorded meetings (closed captions) (AI output)</li> <li>Meeting recordings (AI input -audio portion)</li> </ul>	<ul style="list-style-type: none"> <li>Any content within the communication, which may include: names/ phone numbers of participants, text of in/outbound faxes, voicemails, in/outbound SMS text</li> <li>Call Recordings (AI input - audio portion)</li> <li>Transcripts and summaries of recorded calls (AI output)</li> <li>Closed captions on live calls</li> <li>User feedback</li> </ul>	<ul style="list-style-type: none"> <li>Enable the transmission of the content</li> <li>Store and enable access to the content</li> <li>Respond to support requests and provide Service-related notifications</li> <li>Conduct fraud and threat analysis, and detect/prevent spam or unlawful or abusive activity or other violations of our Acceptable Usage Policy and Terms of Service</li> <li>Comply with applicable laws, including those regulating CDRs</li> </ul>

- Meeting history and user feedback

## RingEX Guests (participants to the communication)

Data Category	Messaging	Video	Phone	Purpose of Processing
Usage data	<p>N/A (*)</p> <p>*Every message communication takes place between RingEX Users.</p>	<ul style="list-style-type: none"> <li>• Device information (such as IP address, ISP, device and operating system type, operations system and client version, client version, type of microphone or speakers, connection type and related information, etc.)</li> <li>• System logs, including usage logs, backend logs, client logs</li> <li>• Cookie identifiers</li> <li>• Communications metadata, including Call Detail Records (CDRs) and traffic data</li> <li>• Quality of Service data</li> <li>• Fraud data</li> </ul>	<ul style="list-style-type: none"> <li>• Phone number</li> <li>• System logs, including usage logs and backend logs</li> <li>• Communications metadata, including Call Detail Records (CDRs) and traffic data</li> <li>• Quality of Service data</li> <li>• Fraud data</li> </ul>	<ul style="list-style-type: none"> <li>• Provide the Service</li> <li>• Respond to support requests</li> <li>• Monitor and improve the quality of the Service</li> <li>• Conduct analytics for customers</li> <li>• Conduct business intelligence</li> <li>• Monitor security of the network</li> <li>• Conduct fraud and threat analysis, and detect and prevent spam or unlawful or abusive activity or other violations of our AUP</li> <li>• Comply with applicable laws, including those regulating CDRs</li> <li>• Perform billing for the Service</li> </ul>
Customer-generated data	<p>N/A (*)</p> <p>*Every message communication takes place between RingEX Users.</p>	<ul style="list-style-type: none"> <li>• Any content shared during video meetings, which may include: participants' names or phone numbers, chat messages, meetings notes</li> <li>• Audio/video streams (AI input - audio only)</li> <li>• Transcriptions of recorded meetings (closed captions) (AI output)</li> <li>• Summaries of recorded meetings (AI output)</li> <li>• Meeting recordings (AI input - audio only)</li> <li>• Meeting history</li> </ul>	<ul style="list-style-type: none"> <li>• Any content within the communication, which may include: names or phone numbers of participants, text of inbound and outbound faxes, voicemails, text of inbound and outbound SMS</li> <li>• Call Recordings (AI input - audio only)</li> <li>• Transcripts of recorded calls (AI output)</li> <li>• Summaries of recorded calls (AI output)</li> <li>• Closed captions on live calls</li> </ul>	<ul style="list-style-type: none"> <li>• Provide the Service</li> <li>• Store and enable access to the content</li> <li>• Respond to support requests</li> <li>• Conduct fraud and threat analysis, and detect and prevent spam or unlawful or abusive activity or other violations of our Acceptable Usage Policy and Terms of Service</li> </ul>

For more information, please contact a sales representative. Visit [ringcentral.com](http://ringcentral.com) or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (RingEX®) global platform. More flexible and cost effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location.

RingCentral offers three key products in its portfolio including RingEX™, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

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