

RingCentral RingCX AI Agent Assist Service Privacy Datasheet



At RingCentral, we take the protection of personal data seriously and have created this document to describe how RingCentral processes personal data when providing RingCentral AI Agent Assist (the “Service” or “RingCentral AI Agent Assist”). 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 document should be read in combination with the RingCX privacy datasheet.

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

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).

Service Description

RingCentral AI Agent Assist is an add-on product to RingCX that provides in-call AI knowledge support for RingCX agents.

Data Subjects

Customer system administrators activate RingCentral AI Agent Assist per queue and per campaign. The Service processes recorded calls between RingCX Agents that have a RingCentral AI Agent Assist license and participants to the call (“RingCX Guest”).

Personal Data Collection

RingCentral AI Agent Assist processes data only where call recording in RingCX has been enabled for a particular call. RingCX will separately store the call recording as part of the underlying service.

Data Processed Before the Call

Customers may upload their knowledge base articles into RingCentral AI Agent Assist as a reference to support RingCentral AI Agent Assist’s ability to support RingCX Agents.

Customer administrators can create checklists which are conditions that the RingCX Agents are required to follow during every call

Data Processed During the Call

Recorded calls between RingCX Agents and RingCX Guests are processed through RingCX. The audio stream is converted into real-time transcripts and creates a transcript for post-call storage in RingCX.

RingCentral AI Agent Assist uses the real-time transcripts to determine Agent Assist Guest questions and whether those questions can be answered by any of the resources the customer administrator has uploaded into the knowledge base database. Agent Assist then provides the RingCX Agents with real-time recommendations to RingCX Guest questions. Recommended knowledge base responses are provided in real-time to RingCX Agents and are not stored.

RingCentral AI Agent Assist uses the real-time transcripts to determine real-time metrics relating to the call including whether the customer is having a positive or negative experience, and may suggest recommendations based on the real-time metrics. This does not involve voice processing. The metrics and recommendations are not stored and are refreshed as the interaction between the RingCX Agent and the RingCX Guest progresses.

Data Processed After the Call

RingCX stores the call recording and transcript. RingCentral AI Agent Assist does not store any data that was created during the call.

Categories of personal data processed by RingCentral AI Agent Assist as well as the AI inputs and outputs are listed in the table in Annex I.

Special Categories of Data Processed by the Service

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

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.

Use of Artificial Intelligence

RingCentral AI Agent Assist leverages third-party AI services to provide certain features of the Service, including speech-to-text transcription and AI-generated recommendations to Agent Assist Guest questions. For example, during a live call, RingCentral AI Agent Assist leverages the RingCX speech-to-text technology to turn audio into text, then RingCentral AI Agent Assist searches through the knowledge base database to find an answer and provides the recommended answer back to the RingCX Agent in a recommended form.

RingCentral does not allow third parties to use customer personal data to train their AI models. Where available through subprocessors, RingCentral implements a zero data retention policy, whereby request and response bodies do not persist to any logging mechanism and exist only in temporary memory in order to serve the request.

Please see the [RingCentral Subprocessor List](#) for more information on the third parties and see the [RingCentral AI Transparency Whitepaper](#) for more information about RingCentral's approach to trustworthy AI.

Restricted Administration Access by RingCentral

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 may provide technical means enabling data subjects to take appropriate actions to update or delete their accounts depending on the data stored by the Service. Furthermore, data subjects may exercise their data subject rights by emailing 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

Customer personal data will be processed for the duration of the term of the Service, or as otherwise required by law or agreed with the customer. Upon termination the customer 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 the customer.

Location of Data Storage

RingCentral AI Agent Assist stores data in the following regions based on the customer account location.

Customer account location*	Service account data	Usage data	Customer-generated content
United States	United States	United States	United States
United Kingdom	United States and United Kingdom	United States and United Kingdom	United Kingdom
Europe	United States and Germany	United States and Germany	Germany
Canada	United States and Canada	United States and Canada	Canada
Australia	United States and Australia	United States and Australia	Australia

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.

Annex 1: Categories of Personal Data processed by the Service and Purpose of Processing

Categories of personal data processed by RingCentral AI Agent Assist as well as the AI inputs and outputs are listed in this table.

Category of data subject	Category of Personal Data	AI Processing	Purpose of Processing
RingCX Agent	Account data <ul style="list-style-type: none"> User ID 	None	<ul style="list-style-type: none"> Provide the Service and configure associated features Respond to support requests Provide Service-related notifications Conduct analytics for customers and business intelligence Monitor and improve the Service Comply with applicable laws
	Usage Data <ul style="list-style-type: none"> Language settings Last activity date Account extension ID 	None	<ul style="list-style-type: none"> Provide the Service and configure associated features Respond to support requests Provide Service-related notifications Conduct analytics for customers and business intelligence Monitor and improve the Service Comply with applicable laws Perform billing for the Service
	Customer-generated content <ul style="list-style-type: none"> Any information contained in materials submitted by customer administrators for RingCentral AI Agent Assist knowledge database Audio stream Product feedback 	<ul style="list-style-type: none"> Customer materials (input) Real-time audio stream* (input) AI generated recommendations* (output) (*not stored)	<ul style="list-style-type: none"> Provide the Service and configure associated features Respond to support requests Provide Service-related notifications Conduct analytics for customers and business intelligence Monitor and improve the Service Comply with applicable laws Perform billing for the Service
RingCX Guest	Customer-generated content <ul style="list-style-type: none"> Audio stream 	<ul style="list-style-type: none"> Real-time audio stream* (input) Real-time transcript* (output) (*not stored)	<ul style="list-style-type: none"> Provide the Service Monitor and improve the Service Provide technical support