RingCentral AI Assistant
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 AI Assistant (the "Service" or "RingCentral AI Assistant"). 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 RingEX Service 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 RingCentral as a Data Controller.

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

Service Description

RingCentral AI Assistant is part of the functionalities of RingEX and provides AI-powered capabilities for RingEX users. RingCentral AI Assistant generates call summaries, notes, and action items after calls, it can aid in drafting messages, summarize unread messages, and closed caption and live transcription. RingEX administrators can disable or enable this feature for each user on the customer account.

Data Subjects

The data subjects involved in RingCentral AI Assistant include RingEX users ("Users") and guests who are participants in communications ("AI Assistant Guest").

Personal Data Collection

RingCentral AI Assistant processes personal data through various RingEX-supported methods:

Phone calls

RingEX Users may activate the AI notes feature during a phone call initiating the real-time generation of notes and action items. Through the audio recording and transcript, the feature summarizes important parts of the call and generates action items for the RingEX User. The transcripts and the call notes are stored and available for the RingEX User. The audio stream is discarded after being transcribed.

Messages and SMS

Once a user activates the summaries button in RingEX messaging or SMS, RingCentral AI Assistant processes the content of messages and SMS received by the RingEX User in order to provide a summary of unread messages and SMS. The service also processes the content of messages or SMS drafted by the RingEX User in order to provide new proposed content that the RingEX User may choose to use, edit, or discard. This may involve processing of messages between RingEX Users and AI Assistant Guests to the conversation. After the summaries are read, the summaries are deleted and not stored. The draft messages and SMS are also not stored.

Video meetings

During video meetings, RingEX Users may enable closed captions or live transcriptions both of which require processing of the content of the video meeting. The transcript is stored and available for the RingEX User. The audio stream is discarded after being transcribed.

Special Categories of Personal Data Processed by the Service

The Service is not designed to process or use voiceprints or other 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 Assistant leverages third-party AI services to provide certain features of the Service, including speech-to-text and providing AI-generated notes, transcriptions, and summaries. For example, during a call for which the AI notes tool is initiated, RingCentral AI Assistant uses speech-to-text technology to turn audio stream segments into text, and uses AI to summarize the text into notes and action items. RingCentral AI Assistant provides visual indicators to allow users to know when they are activating a generative AI tool within RingCentral AI Assistant.

RingCentral does not use customer personal data to train its models. RingCentral does not allow third parties to use customer personal data to train their AI models. Where available (including through the subprocessor), RingCentral implements a zero data retention policy, whereby the requests and responses are not persisted to any logging mechanism and exist only in 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 Administrative Access by RingCentral

RingCentral employs strict 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 to enable Users to take appropriate actions to update or delete their accounts. Users may also exercise their data subject rights by using the [RingCentral Data Subject Access Request](#) form.

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.

Please see the [RingCentral Subprocessor List](#) for a current list of our subprocessors,

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 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.

Location of Data Storage

RingCentral AI Assistant functions as a complement to RingEX and only stores customer-generated content. RingCentral AI Assistant relies on account data and usage data stored by RingEX. RingCentral AI Assistant stores customer-generated content in the following countries, depending on the location of the customer account.

Customer account location*	Customer-generated content storage location
United States	United States
Canada	Canada
United Kingdom	United Kingdom
Australia	Australia
European Union	Germany

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 RingCentral's 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 decisions 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.

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Annex 1 - Categories of Personal Data Processed by the Service and Purpose of Processing

Categories of personal data processed by RingCentral AI Assistant as well as the AI inputs and outputs are listed in the table below.

Category of data subject	Category of personal data	AI processing	Purpose of processing
RingEX User	Account Data ● Name ● User ID		● Provide the Service including configuration of associated features ● Respond to support requests ● Provide Service-related notifications ● Conduct analytics for customers and business intelligence ● Monitor and improve the quality of the Service ● Comply with applicable laws ● Perform billing for the Service ● Promote additional products or services to the customer, as permitted by applicable law
	Usage Data ● Language settings ● Last activity date ● Device and operating system information (such as device and operating system type, operations system and client version, etc.) ● Account extension ID ● Call metadata and logs (e.g., whether call was transferred, originating and terminating, numbers called date and time) ● Fraud data		● Provide the Service, including configuration of associated features ● Respond to support requests ● Provide Service-related notifications ● Conduct analytics for customers and business intelligence ● Monitor and improve the quality of the Service ● Comply with applicable laws ● Perform billing for the Service
	Customer-generated content ● Audio streams* ● Anything included in messages, including draft messages* that use AI compose *not stored, processed real-time to generate output	● Audio streams (input) ● Transcripts (output and input) ● Notes (output) ● Action items (output) ● Summaries (output)	● Provide the Service, including configuration of associated features ● Respond to support requests ● Provide Service-related notifications ● Conduct analytics for customers and business intelligence ● Monitor and improve the quality of the Service ● Comply with applicable laws ● Perform billing for the Service

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		● Message drafts (output)	
AI Assistant Guest	Usage Data ● Phone number (appears in transcript)		● Provide the Service, including configuration of associated features ● Respond to support requests ● Conduct analytics for customers and business intelligence ● Monitor and improve the quality of the Service ● Comply with applicable laws
	Customer-generated content ● Audio streams	● Audio streams (input) ● Transcripts (output and input) ● Action items (output) ● Notes (output) ● Summaries (output)	● Provide the Service, including configuration of associated features ● Respond to support requests ● Conduct analytics for customers and business intelligence ● 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 ● Comply with applicable laws