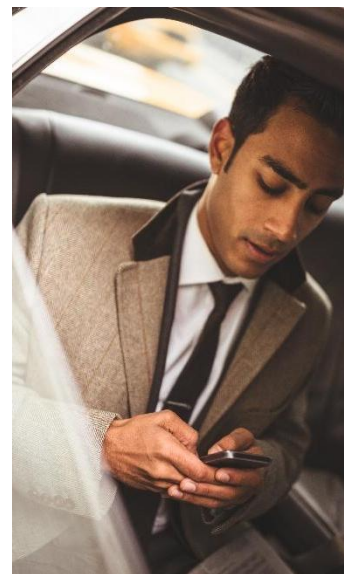


RingCentral AI Supervisor Assist Service Privacy Datasheet



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 Supervisor Assist (the “Service” or “AI Supervisor 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 data sheet.

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 Supervisor Assist is an add-on product to RingCX that provides in-call AI features for RingCX Supervisors to streamline supervisor monitoring with real-time AI guidance as a complement to the RingCentral Agent Assist add-on.

Data Subjects

Customer system administrators enable AI Supervisor Assist for specified queues and campaigns. The categories of data subjects include the RingCX agent (“RingCX Agent”) for whom RingCentral AI Supervisor Assist supports and the end caller with whom the RingCX Agent is speaking (“RingCX Guest”). RingCX Supervisors are the users of RingCentral AI Supervisor Assist.

Personal Data Collection

RingCentral AI Supervisor Assist processes personal data from RingCX recorded calls before, during, and after the call.

Data Processed Before the Call

Customer administrators can set up trackers, which are certain conditions that would support marking categorizations for when they appear on the call. Those categories can be used by a wider set of RingCX Users that are supervisors, even without AI Supervisor Assist, who can rely on these trackers for notification.

Data Processed During the Call

RingCX creates transcripts in real-time. RingCentral AI Supervisor Assist creates real-time summaries of live calls that RingCX Supervisors can review in real-time. Transcripts and summaries are not stored by RingCentral AI Supervisor Assist.

Data Processed After the Call

RingCX stores the call recording and transcript. RingCentral AI Supervisor Assist does not store any data that was created during the call. Please see the [RingCX Service Privacy Datasheet](#) for more information about what personal data may be collected as part of the RingCX service. Categories of personal data processed by RingCentral AI Supervisor Assist as well as the AI inputs and outputs are listed in the table in Annex I.

Categories of Personal Data Processed by the Service

Categories of personal data processed for RingCX 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 of this document.

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 Supervisor Assist leverages third-party AI services to provide certain features of the Service, including providing real-time summaries of real-time transcripts.

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 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 Supervisor Assist stores customer personal data in the following regions based on the customer account location.

Customer account location*	Customer-generated content
United States	United States
United Kingdom	United Kingdom
Europe	Germany
Canada	Canada
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 Supervisor 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
RingCentral AI Supervisor Assist Administrator	Customer-generated content <ul style="list-style-type: none"> Customer tracker categorizations 	<ul style="list-style-type: none"> Customer tracker categorizations (input) 	<ul style="list-style-type: none"> Provide the Service 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 Provide technical support Comply with applicable laws
RingCX Supervisor	Account Data <ul style="list-style-type: none"> User ID 	None	<ul style="list-style-type: none"> Provide the Service 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 Provide technical support Conduct analytics for business intelligence Comply with applicable laws Perform billing for the Service
RingCX Agent	Customer-generated content <ul style="list-style-type: none"> Audio stream* Transcripts* (*not stored)	<ul style="list-style-type: none"> Audio stream* (input) Transcripts* (output and input) (*not stored)	<ul style="list-style-type: none"> Provide the Service 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

RingCX Guest	<p>Customer-generated content</p> <ul style="list-style-type: none"> • Audio stream* • Transcripts* <p>(*not stored)</p>	<ul style="list-style-type: none"> • Audio stream* (input) • Transcripts* (output and input) <p>(*not stored)</p>	<p>our Acceptable Usage Policy and Terms of Service</p> <ul style="list-style-type: none"> • Provide technical support <hr/> <ul style="list-style-type: none"> • Provide the Service • 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 • Provide technical support
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