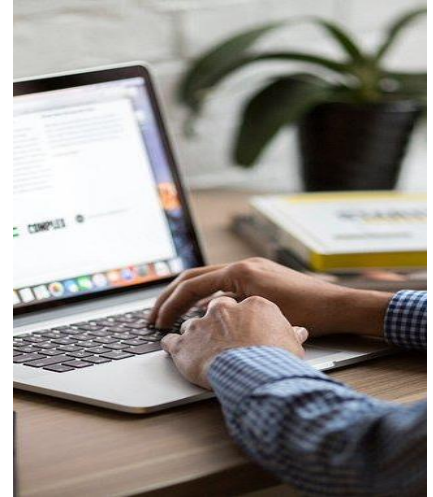


RingCentral Webinar Service Privacy Datasheet

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 Webinar (“Service” or “RCW”). 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 Privacy applies only to RingCentral Webinar, which leverages and requires the purchase of RingEX. Please also reference the [RingEX Privacy Datasheet](#).



Service Description

RingCentral Webinar is an AI-powered virtual webinar solution that is simple and easy to host. The Service is an add-on service to RingEX, and requires the purchase of RingEX.

Data Subjects

RingCentral Webinar involves several different data subject categories based on how individuals interact with the Service. Please see [Understanding RingCentral Webinar Roles](#) for more information about the various roles in the Service.

- **Administrator:** the customer’s administrator for the RingCentral Webinar account is also the administrator for the RingEX account. The RCW Administrator controls which RingEX users can be added into the Service. Please see the RingEX Privacy Data Sheet for more information about the processing related to the Administrator’s data.
- **Hosts and Co-Hosts:** RCW Hosts are RingEX users that have RCW enabled for their account and can organize, configure, and host webinars. RCW Hosts can assign Co-Hosts who have elevated permissions for a webinar. Any RingEX user with or without a RCW license can be a Co-Host. RCW Hosts can set the permissions as to who can be a Co-Host, a Panelist, or Attendees.
- **Attendees and Panelists:** RCW Hosts or Co-Hosts can invite individuals to participate in the webinar as Panelists and can invite RingCentral Users or a third party Attendees to attend a webinar (a “RingCentral User” can be either a RingEX user associated with a customer account, with or without a RCW license, or a RingCentral Video Pro user associated with a free consumer account). The Service processes the same data categories for both Attendees and Panelists. Additionally, Panelists may provide answers for the question and answer feature (“Q&A”) and participate in the chat among Hosts, Co-Hosts and Panelists. These data subjects may have a



RingEX account, an RCV Pro account, or may participate as a third-party attendee or panelist.

Personal Data Collection and Processing

RingCentral Webinar collects information about data subjects for the purpose of the Service as follows:

Data collected during webinars

During a webinar, RingCentral Webinar also collects usage data and user-generated data. The Service collects any information that RCW Attendees and RCW Panelists may share during the webinar, including in the webinar recording, webinar chat between RCW Hosts and Panelists, polls, and questions and answers.

Data generated after webinars

After the webinar(s), the Service allows Hosts and Co-Hosts to export a number of different analytics reports showing various metrics about their webinars. For example, Hosts and Co-Hosts may download registration reports showing the name and email addresses of those who registered, when they registered, if they attended in person or watched the recording afterward. The Service also provides reports about the poll questions and answers, including the names and emails of those who answered a poll question, as well as reports about the questions and answers, including the names and emails of those who asked a question as well as the content of the question.

Categories of Personal Data Processed by the Service

Categories of personal data processed by RingCentral Webinar 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.

Biometrics and Special Categories of Data

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
- 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 Webinar uses third-party AI systems to provide the AI-powered functionalities available in the Service. Please see our [subprocessor list](#) for more information about third-party AI systems providers and our [AI Transparency Whitepaper](#) for more information regarding RingCentral's approach to trustworthy AI.

AI Model Training

RingCentral does not allow our third-party vendors to use our customers' data to train the third-party's AI models.

AI processing choices and/or notification & explainability

RingCentral Webinar may have one or more AI functionalities as described below. Additional information regarding the input, the AI system processing, and the output are also described below.

- **Smart Answers:** this is a Q&A feature with AI capabilities that can be turned on by the Host. It suggests answers to the Host who can choose whether to select the answer generated by AI or provide their own answer. Inputs for AI may include the content of the webinar and/or FAQ optionally submitted by the Host. The AI system processes the content of the webinar to identify a question and suggests an answer based on prior responses or on the FAQ. The output is a suggested answer that the Host may choose to use, edit, or disregard.
- **Smart Descriptions:** this AI feature is optional and, if enabled, can generate a description of the webinar, based on the webinar title or a prompt, that the Host may use or disregard. Inputs may include the title of the webinar or a Host-provided prompt. The AI system processes the prompt or title. The output is a suggested description of the webinar.
- **Smart Branding:** for marketing webinars the AI system can design a registration page banner for the Host. The input includes a prompt provided by the Host. The AI system processes the prompt to generate an image for the banner that the Host may choose to display..
- **Smart Translate:** this feature translates the Q&A feed to the user's chosen language. This is on by default and users can turn it off. This feature applies the language setting that an individual selects when they set up a RingCentral account or if there is no RingCentral account, the setting follows the web browser setting. The language can be manually changed by the user. The input is the content of the Q&A feed and the output is the translated Q&A feed.

Data Sharing and 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

Access to personal data is restricted to provide the Service (i.e., for customer support troubleshooting and remediation, Service monitoring, product improvement, network management, network monitoring, and to provide customer analytics). Strong access control mechanisms are employed which limit access to personal data to only those trained and authorized RingCentral and the personnel of subprocessors who have a business need to access said data in order to enable RingCentral Services. 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 end users' personal data. RingCentral Webinar Users may access certain personal data on the Service from the RingCentral application.

How RingCentral Service Data Processing Fits with Data Protection Laws

Data Subject Rights

The Service provides technical means to enable customer 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 and Retention

Unless deleted by the Customer in the platform, personal data will be retained 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 the customers or required to be retained for compliance or other legal obligations.

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).

Location of Data Storage

As Webinar is an add-on service, the below chart describes the location of data storage for RingCentral Webinar personal data processing additional to the data processing by RingEX or RCV Pro. The chart does not include any data processing that would be required by the underlying services of RingEX or RCV Pro, as applicable.

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

* The customer account location is determined by the customer’s contracting entity.

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. 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. 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.

Automated Decision-Making

The Service is designed to include human review of outputs for accuracy, and customers should not use outcomes or metrics generated by the service to make decisions, for instance, concerning employment, creditworthiness or insurability. Please see RingCentral’s [Terms of Service](#) and [Acceptable Use Policy](#) for more information about customers’ obligations to comply with applicable law in connection with using the services.

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 Webinar 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
RCW Host or Co-Host	Service Account Data <ul style="list-style-type: none"> • First name • Last name • Password • Email (used to login) • Profile picture (if provided) • Headline (if provided) • Social media URLs (if provided) • Biography (if provided) • Application settings • License/trial enabled 		<ul style="list-style-type: none"> • Set up User account • Provide access to the Service and associated features • Enable provision of the Service • Communicate with RingCentral Webinar Attendees (service-related communications) • Generate analytics reports for Hosts • Product updates and marketing communications upon consent
	Usage Data <ul style="list-style-type: none"> • 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.) • System logs, including usage logs, backend logs, client logs • Cookie identifiers • Communications metadata, including Call Detail Records (CDRs) and traffic data • Quality of Service data • Fraud data 		<ul style="list-style-type: none"> • Provide access to the Service and associated features • Enable provision of the Service • Respond to support requests • Monitor and improve the Service • Generate analytics reports for Hosts

	<p>Customer-generated content</p> <ul style="list-style-type: none"> Any information contained in webinar-related content, including any information contained in materials and fields submitted by the Host or Co-Host while creating/ during a webinar (e.g., questionnaires, speaker bios, FAQs etc.) Webinar recordings Webinar Hosts and Panelist chat messages (as applicable) Attendee Q&A Poll information Product survey feedback 	<ul style="list-style-type: none"> Information to generate webinar description (input) Webinar description (output) FAQs (input) Attendee Q&A (input) Proposed answers for Q&A (output) Translations of Q&A (output) 	<ul style="list-style-type: none"> Enable provision of the Service Respond to support requests Generate analytics reports for Hosts
RCW Attendees & Panelists	<p>Attendee Data</p> <ul style="list-style-type: none"> Name Email 		<ul style="list-style-type: none"> Provide access to the Service and associated features Enable provision of the Service Respond to support requests Generate analytics reports for Hosts
	<p>Usage Data</p> <ul style="list-style-type: none"> Device information (such as IP address, ISP, device and OS type, OS and client version, type of mic or speakers, connection type and related information, etc.) System logs, including usage logs, backend logs, client logs Cookie identifiers Communications metadata, including Call Detail Records (CDRs) and traffic data Stream ID and related metadata Quality of Service data Fraud data 		<ul style="list-style-type: none"> Provide access to the Service and associated features Enable provision of the Service Respond to support requests Monitor and improve the Service Generate analytics reports for Hosts
	<p>User-generated content</p> <ul style="list-style-type: none"> Webinar recordings Webinar Hosts, Co-Hosts and Panelist chat messages (applicable to Panelists only) Attendee Q&A Poll information Registration questionnaires (applicable to Attendees only) 	<ul style="list-style-type: none"> Attendee Q&A (input) Proposed answers for Q&A (output) Translations of Q&A (output) 	<ul style="list-style-type: none"> Enable provision of the Service Respond to support requests Generate analytics reports for Hosts

- Product survey feedback
- Any information contained in webinar-related content