RingCentral RingSense Service Privacy Data Sheet

At RingCentral, we take the protection of personal data seriously and have created this document to describe how RingCentral processes personal data when providing RingSense for Sales and RingSense for RingCX (collectively, the "Service" or "RingSense"). The purpose of this document is to help our customers and partners understand how the Service complies with privacy requirements and to provide background information that may be helpful to perform privacy reviews or privacy impact assessments of our Service.

Service Description

RingSense can be added to the RingCentral services, including RingEX and RingCX. The Service leverages generative artificial intelligence (AI) to deliver AI-driven enhancements on recorded calls between RingSense users and external participants. RingSense can integrate with recording sources of the customer's choice, including RingEX or RingCX.

Some products may have features powered by RingSense AI. Please see the specific product privacy data sheets for information relating to the AI involved in those products.

Data Subjects

The Service is optional and configurable. Customer system administrators activate RingSense and can add or remove RingSense users, which includes RingCentral customers' agents and managers ("RingSense Users"), to and from the Service. The other data subject category is the RingSense guest, ("RingSense Guest") which includes the external participants such as the end prospect or customer speaking with a RingSense User.

Data Collection

The Service collects and analyzes customer-recorded meetings between our customers and their external guests directly from the recording sources chosen by the customer. For example, if the customer chooses to integrate RingSense with RingEX, then RingSense will create a copy of the recordings directly from RingEX the Service then converts the meeting from voice or video to text, and performs an analysis on the recording and the resulting text transcript to generate the RingSense insights.

The Service processes only the recordings of RingSense Users enrolled in the Service. The customer admin can choose certain settings to determine which calls of RingSense Users are processed. For example, customer admins can disable processing of recordings with a certain domain. Moreover, RingSense Users may pause or stop a recording upon request of any participant and that meeting will not be processed by RingSense.

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

Categories of personal data processed 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
- 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

RingSense uses its own proprietary AI models in combination with third-party AI services to provide the Service. Please see our subprocessor list for more information about third-party AI services and our AI whitepaper for more information regarding RingCentral's approach to trustworthy AI.

AI model training

We did not use RingCentral customer data to develop the AI model. Customers may fine-tune the output of the AI model for their account by providing direct feedback to the AI model.

RingSense provides conversational intelligence which, once applied to the data in the table above, generates the outputs described in the table above. For example, RingSense processes the meeting recording and resulting transcript to (1) create metrics including rate of filler words used, ratio of talk vs. listen, etc. to allow RingSense Users to identify coaching opportunities (2) suggest follow-up activities or automate tasks, and (3) categorize questions and answers. For more information on the logic used to generate each particular output, please refer to the "tooltips" (ⓘ) in the RingSense dashboard.

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

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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 subprocessors' personnel who have a business need to access said data 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. RingSense Users may access certain personal data on the Service from the ServiceWeb portal.

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.

A current list of subprocessors for RingCentral can be found here.

Data Minimization

When RingSense transcribes a call recording from speech to text, RingSense redacts the following personal data attributes from the transcript: credit card number, email address, bank account number (IBAN code), phone number, location (cities, provinces, countries, international regions, bodies of water, mountain). For the US, RingSense also redacts the following attributes from the transcript: bank account number, driver's license, taxpayer ID number, passport number, social security number.

Data Retention

Unless deleted by the Customer in the platform, personal data will be retained for up to 12 months during 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.

Transparency

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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 data controller are subject to the RingCentral Privacy Notice. Additional information related to RingCentral acting as a data controller is provided in our RingCentral as a Data Controller Whitepaper.

The 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

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

   * 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.

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Security Measures

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.

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.

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

Category of Data Subject	Category of Personal Data	AI Processing	Purpose of Processing
RingSense User (customer agents and managers)	Account Data • Name, email address, phone number, job title • Manager's email • Profile picture (if provided) • User ID • RingSense account role (e.g., admin vs. non-admin) • License type • Application settings	None	• Set up RingSense User accounts • Provide access to the Service and associated features • Enable provision of the Service • Communicate with RingSense Users • Generate analytics reports as requested by RingSense Users
	Usage Data • Approximate location (city, region, state) • Language • Last activity date • First-party cookie identifiers • Device and OS information (such as device and OS type, operations system and client version, etc.) • Account extension ID • Meeting metadata (e.g., call queue, whether call was transferred)	None	• Set up RingSense User accounts • Provide access to the Service and associated features • Enable provision of the Service • Communicate with RingSense Users • Generate analytics reports as requested by RingSense Users

• Call logs (originating and terminating, numbers called date and time)		
Activity on RingSense Platform • Comments, feedback, scorecards • User feedback ratings provided by RingSense Users (managers only)	• Comments (input) • User feedback ratings (input) • Human-generated scorecards (input) • AI-generated scorecards (output)	• Enable provision of the Service • Generate analytics reports as requested by RingSense Users • Respond to support requests and provide notifications • Monitor and improve the Service
Customer-generated content • Customer participants' names • Meeting recordings • Avatars and profile pictures • Meeting name	• Customer participants' names (input) • Meeting recordings (input) • Call logs (input) • Meeting name (input) • Transcription (output) • Summaries (output) • Action items (output) • Highlights (output)	• Enable provision of the Service • Respond to support requests and provide notifications • Monitor and improve the Service • Generate analytics reports as requested by RingSense Users
Integration-dependent • Calendar events, title, organizer, date, time, location, description, participant list • Email metadata and content	• Email metadata and content (input)	• Enable provision of the Service • Respond to support requests and provide notifications • Monitor and improve the Service • Generate analytics reports as requested by RingSense Users

Category of Data Subject	Category of Personal Data	AI Processing	Purpose of Processing
RingSense Guest (external participants)	Guest Data • Name (if provided)	• Name (input)	• Enable provision of the Service
	Guest-generated content • Meeting recordings • Meeting names	• Meeting recordings (input) • Meeting names (input)	• Enable provision of the Service • Respond to support requests and provide notifications • Monitor and improve the Service • Generate analytics reports as requested by customer
	Usage data • Call logs (originating and terminating, numbers called date and time) • Meeting metadata (e.g., call queue, whether call was transferred)	None	• Enable provision of the Service • Respond to support requests and provide notifications • Monitor and improve the Service • Generate analytics reports as requested by customer
	Integration-dependent • Customer participants' names • Meeting recordings • Avatars and profile pictures • Meeting name	• Email metadata and content (input)	• Enable provision of the Service • Respond to support requests and provide notifications • Monitor and improve the Service • Generate analytics reports as requested by RingSense Users