RingCentral RingSense 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 RingSense (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 RingCentral MVP and RingCX. The Service leverages generative artificial intelligence (AI) to analyze interactions between RingSense users and external guests in customer-recorded meetings, to deliver AI-driven enhancements that include: 1) conversational intelligence, 2) coaching tips, and 3) deal insights. RingSense can integrate with recording sources of the customer's choice, including RingCentral MVP, RingCentral Contact Center, or RingCX. Depending on the license purchased by the customer, RingSense will provide a variation of the RingSense features above. Please visit RingSense for Sales for more information.

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 RingCentral MVP, then RingSense will pull the recordings directly from RingCentral MVP. 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 is optional and configurable. System administrators activate it and can add or remove RingSense users, which includes customers agents and managers ("RingSense Users"), to and from the Service.

The Service processes only the recordings of RingSense Users enrolled in the Service. The 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. RingSense Users may pause or stop a recording upon request of any participant and that meeting will not be processed by RingSense.

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

The table below lists the categories of personal data processed by RingSense as well as the AI inputs and outputs.

Categories of Data Subjects	Categories 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 • Profile picture (if provided) *AI Processing:* • None	**Account Data:** • 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 operating system information (such as device and operating system type, operations system and client version, etc.) • Account extension ID • Login credentials (user ID, log in, account, passwords) • Meeting metadata (e.g., call queue, whether call was transferred) • Call logs (originating and terminating, numbers called date and time) *AI Processing:* • None	**Usage Data:** • Provide access to the Service and associated features • Enable provision of the Service • Respond to support requests and provide notifications • Monitor and improve the Service • Generate analytics reports as RingSense Users

Categories of Data Subjects	Categories of Personal Data & AI Processing	Purpose of Processing
RingSense User (customer agents and managers)	**Activity on the RingSense Platform:** • Comments, feedback, scorecards • User feedback ratings provided by RingSense Users (managers only) *AI Processing:* • Comments (input) • User feedback ratings (input) • Human-generated scorecards (input) • AI-generated scorecards (output) **Customer-generated Content:** • Customer participants names • Meeting recordings • Avatars and profile pictures • Meeting name *AI Processing:* • Customer participants' names (input) • Meeting recordings (input) • Call logs (input) • Meeting name (input) • Transcription (output) • Summaries (output) • Action items (output) • Highlights (output) **Integration-dependent:** • Calendar events, title, organizer, date, time, location, description, participant list • Email metadata and content *AI Processing:* • Email metadata and content (input)	**Activity on the RingSense Platform:** • 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:** • 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:** • 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

Categories of Data Subjects	Categories of Personal Data & AI Processing	Purpose of Processing
RingSense Guest (external participants)	**Guest data:** • Name (if provided) *AI Processing:* • Name (input) **Guest-generated content:** • Meeting recordings • Meeting names *AI Processing:* • Meeting recordings (input) • Meeting names (input) **Usage Data:** • Call logs (originating and terminating, numbers called date and time) • Meeting metadata (e.g., call queue, whether call was transferred) *AI Processing:* • None **Integration-dependent:** • Email address (if provided by customer) • Phone number (if provided by customer) • Email metadata and messages *AI Processing:* • Email metadata and content (input)	**Guest data:** • Enable provision of the Service **Guest-generated content:** • 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:** • 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:** • Enable provision of the Service • Respond to support requests and provide notifications • Monitor and improve the Service • Generate analytics reports as requested by customer

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: a) special categories of data or sensitive data (as defined in the GDPR or in other applicable data protection laws), b) personal data concerning children or minors, or c) 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 proprietary AI models in combination with third-party AI services to provide the Service. Please see the RingCentral Subprocessor List for more information.

AI Model Training

We did not use RingCentral customer data to develop the proprietary RingSense AI model. We do not use customer data to improve the RingSense AI model.

How RingSense Generates Outputs

The AI 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, and (2) suggest follow-up activities or automate tasks. 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 data generated by the Service is not shared with third parties unless the customer chooses to implement a third-party integration. For example, a customer can choose to integrate their CRM system and the Service will automatically update the CRM records with the outputs of the AI model including summaries and action items. Customer administrators can configure what information is pushed to and pulled from the third-party integrations.

Access

Restricted Administrative Access by RingCentral

We access personal data to provide the Service (i.e. for customer support troubleshooting and remediation, product improvement, network management, network monitoring, and to provide customer analytics). 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 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 enabling 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 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 3 days, unless otherwise agreed with the customers.

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

Customer personal data is stored in the United States regardless of where the Service is offered.

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 not designed to make a decision based solely on automated processing, particularly those that produce legal effects on individuals. While certain features of the Service could be used by customers for decision-making purposes, the Service allows human review and customers and RingSense Users should not solely rely on the service generated outcomes or metrics to make decisions concerning employment, creditworthiness or insurability.

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 datasheet from time-to-time.

Additional Resources

Trust Center - Privacy	Location of all customer facing privacy resources.
Privacy and Data Protection at RingCentral	Our Privacy White Paper. Describes data protection policies, processes, and controls established and operated by RingCentral.
Transparency Report	White Paper detailing how we respond to various government requests for personal data. We publish a new report each year.
Privacy Notice	Details what data we collect, how we use the data, etc., in alignment with applicable laws and best practices.
Customer Data Processing Addendum (DPA)	Our data processing addendum for customers.
RingCentral Subprocessor List	A current list of subprocessors for RingCentral.
RingCentral as a Data Controller White Paper	Information related to RingCentral acting as data controller.
Global Data Transfers	Webpage with a collection of resources on international data transfers.
Personal Data Transfer Impact Assessment FAQ	Information for customers on RingCentral's data transfers and the measures that RingCentral has put in place with respect to those transfers.
RingCentral Data Retention Policies	Information on RingCentral's Data Retention Policies.
Privacy Regulations Worldwide	Webpage with a collection of resources that detail how RingCentral complies with country-specific privacy regulations around the world.
RingCentral Data Subject Request Center	Portal for end users that wish to exercise their data subject rights.
Children's Privacy Notice	Privacy notice that specifically addresses the privacy concerns around children who may be using our products.
Cookie Notice	Details on types of cookies we use, and how customers can manage cookie preferences.
Security Addendum	Information on the promises we make to our customers about security.

RingCentral

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

1131393641 09/23