

**Description of Processing of
Personal Data by Orange Business Services as sub-contractor for Customer
Sélectionner une catégorie: Flexible Engine**

This Description of Processing applies to Customer Personal Data Processing for the provision of Flexible Engine.

2 types of personal data are identified (see definition in table below: Categories of Customer Personal Data processed)

- Hosted data
- Other data

Description of the Processing applied to the Processing of Customer's Personal Data concerning hosted data

Nature of Processing activities	Customer Personal Data are processed to provide the Service(s) in accordance with the applicable Service Description or in accordance with the Customer's additional instructions. The Processing operations includes collection, retention and deletion of the Customer's Personal Data.	
Purpose of Processing activities		Duration
For cloud hosting and "as a service" features, i.e. hosting Customer Personal Data on a shared infrastructure.		According to the Client's instructions
Categories of Customer Personal Data processed	Hosted Data : any category of Personal Data that may be saved or retained (such as voice mail, call records, files) by the Customer and that are hosted on the infrastructure provided by Orange. Depending on the type of Personal Data hosted by the Customer, this may include sensitive data.	
Categories of concerned persons	For the Hosted Data, all categories of concerned persons, as determined by the Customer or its own customers.	
Authorized subsequent providers and sub-contractors	Affiliates of Orange Business inside the EU and outside the EU processing Customer Personal Data for the purposes of the Agreement and which are communicated separately to the Customer. N/A	
	Orange Business Services providers inside and outside the EU processing Customer Personal Data for the purposes of the Contract and which are communicated	

	separately to the Customer. N/A
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Description of the Processing applied to the Customer's Personal Data Processing required for the provisioning of the service

Nature of Processing activities	<p>Customer Personal Data is processed to provide the Service(s) in accordance with the applicable Service Description or in accordance with the Customer's additional instructions.</p> <p>The Processing operations includes collection, consultation, retention, and deletion of the Customer's Personal Data, as well as other Processing activities according to the configuration.</p>	
	Purpose of Processing activities	Duration
	<p>Activation and implementation of the Services and modifications to the Services.</p> <p>Delivery, operation, and management of the Services.</p> <p>Incident management and support.</p>	For the duration necessary to provide the Service plus 6 months
	According to the options chosen: not applicable	
	Provide reporting (examples: usage, quality of service and other reports requested by the customer)	According to the Service Description or the Customer's instructions
	Portals, i.e. Providing access to portals, online tools and other Customer-specific applications managed by Orange for the provisioning of its Services.	As long as necessary for the provision of services
Categories of Customer Personal Data processed	<p>Contact data : first name, last name, email address, postal address and business telephone number, position held with the Customer, etc.</p> <p>Usage data : information related to the usage, insofar as it involves physical persons, which Orange collects through services provided to Customers, etc.</p> <p>Support data : information on the service ticket of the Customer's representative or the user (including questions and comments) etc.</p> <p>Identification data : first name, last name, special mention (e.g. Miss, Mister, Doctor, etc.), username or comparable identifier, password...</p> <p>Technical data : IP address, connection data...</p>	
Categories of concerned persons	Employees of the Customer and its affiliates or any third party authorized by the Customer	

Authorized subsequent Sub-contractors	<p>Affiliates of Orange Business inside the EU and outside the EU processing Customer Personal Data for the purposes of the Agreement</p> <ul style="list-style-type: none"> • Orange Cyberdefense SAS (France) <p>For the customers subscribed to Business Europe support :</p> <ul style="list-style-type: none"> • Orange Business Services SA (France) • Orange SA (France) • Equant Egypt for Communications S.A.E (Egypt) - performs level 1 support exclusively. Level 1 team has access to contact, usage and support data as defined above <p>For the customers not subscribed to Business Europe support :</p> <ul style="list-style-type: none"> • Orange Business Services SA (France) • Orange SA (France) • Equant Egypt for Communications S.A.E (Egypt)
	<p>Orange Business Services providers inside and outside the EU processing Customer Personal Data for the purposes of the Contract</p> <ul style="list-style-type: none"> • N/A