

Personal Data processing

MultiCloud Ready

Nature of the Processing activities	<p>Customer Personal Data are processed to provide the Service in accordance with the Service Description or as further instructed by Customer.</p> <p>Processing operations include collection, consultation, transfer, storage, and deletion of Customer Personal Data, as well as other Processing activities in accordance with the configuration and options of the Service, such as recording, organization, modification, combination, pseudonymisation or anonymisation.</p>	
Subject matter of the Processing activities	Duration	
<p>Activating, implementing and managing the Service. Incident management and support, including changes.</p>	<p>For the necessary period to provide the Service plus 12 months.</p>	
In accordance with the Service Description and the options selected:		
<p>Reporting, i.e. reports on billing, usage, quality of service and other reports if and as required by the Customer.</p>	<p>As per Service Description or Customer instructions</p>	
<p>Portals, i.e. providing access and use of portals, on-line tools and other applications managed by Orange as part of the provision of its services.</p>	<p>As long as necessary for the provision of the Service</p>	
<p>For Cloud storage, Contact Center and “as a service” features, i.e. hosting Customer Personal Data on a dedicated or shared storage infrastructure.</p>	<p>As per Customer instructions</p>	
Types of Customer Personal Data to be Processed	<p>Contact Data: first name, last name, email address, business address and telephone numbers, job role within the Customer.</p> <p>Support Data: Customer representative or end user service ticket information (including feedback, comments or questions) and if applicable, Customer representative or end user telephone recordings for incident.</p> <p>Identity Data: first name, last name, honorific (e.g. Ms, Mr. Dr.,...), username or similar identifier</p>	

	<p>Technical Data: internet protocol (IP) address, login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, as well as other technology on the devices natural persons use to access areas of Orange portals, or other technical data generated through the use of the service.</p> <p><u>For Cloud Services, Contact Center and “as a service” features:</u></p> <p>Hosted Data: any categories of Personal Data that may be recorded or stored (such as voicemails, call recordings, files) by Customer and which is hosted on the infrastructure provided by Orange. According to the data hosted by Customer, it may include special categories of Personal Data.</p>
Categories of Data Subjects	<p>Employees of Customer and of its affiliates.</p> <p>If applicable, other individuals using the Service or whose Personal Data are collected via the Service.</p> <p>For Hosted Data, any category of Data Subjects as determined by the Customer.</p>
Authorised Sub-Processors	<p>Orange Business Affiliates and suppliers in the EU and outside of the EU Processing Customer Personal Data for the purpose of this Service and communicated separately to Customer.</p>

	Affiliates and suppliers in the EU		Affiliates and suppliers outside of the EU	
	Name	Country	Name	Country
Orange Business Affiliates			Orange Business MSC Gurgaon Orange Business MSC Le Caire Orange Business MSC Maurice	India Egypt Mauricius
External suppliers	Amazon Web Services EMEA SARL Microsoft (France) Google Ireland Limited	Luxembourg France Ireland		