

Data Processing Description

Nature and Purpose of Processing. ComputerTalk will process Customer Data as necessary to perform the Services under the Cloud Services Agreement, as further described in the applicable documentation, and follow the Customer's instructions through its use of the Services.

Duration of Processing. Subject to the terms of the Data Processing Agreement, ComputerTalk will process Customer Data for the duration of the Cloud Services Agreement, unless otherwise agreed in writing by the parties.

Categories of Data Subjects. The Customer may submit Customer Data to the Services, the scope of which is determined and controlled solely by the Customer. Such data may include, but is not limited to, Personal Data relating to the following categories of Data Subjects:

- Prospects, customers, business partners, and vendors of the Customer (who are natural persons)
- Employees or contact persons of the customer's prospects, customers, business partners, and vendors
- Employees, agents, advisors, and freelancers of the Customer (who are natural persons)
- Customer users authorized by the Customer to use the Services
- Other categories of data subjects, as configured or customized by the Customer

Type of Personal Data. The Customer may submit Customer Data to the Services, the extent of which is determined and controlled solely by the Customer, and which may include, but is not limited to, the following categories of Personal Data:

- Contact information (e.g., full name, business or personal address, phone number, email address)
- Connection data (e.g., IP address, device ID)
- Contact records for voice, chat, email, or other media channels as directed by the Customer
- Demographic information (e.g., gender, date of birth, country)
- Professional or employment-related information (e.g., company affiliation, department, role)
- Any other personal data that the Customer chooses to include within the Services following their configuration or use of the platform