



AVAYA

AVAYA AND THE NEW PRIVACY LANDSCAPE

INTRODUCTION

In May 2018, the new General Data Protection Regulation (GDPR) will become effective, signaling a new era in how companies handle and protect personal data. Avaya has extensive experience in protecting personal data and helping its customers meet their legal obligations with regards to personal data. In this document we summarize what Avaya is doing to comply with GDPR and to enable its customers to comply with GDPR.



What is GDPR?

GDPR is the new, harmonized statutory framework for data protection in the European Union. It becomes effective on May 25, 2018 and applies to all EU Member States. Data processing activities that are related to European Union data subjects are in scope. GDPR sets out what rights individuals have over their personal data and how they can exercise those rights.

General Avaya Stance

Protecting the personal data of all of our stakeholders is and will continue to be a top priority for Avaya. We are committed to building on our experience to help you comply with GDPR through leading-edge technology solutions that enhance privacy as well as cloud solutions that deliver both security and privacy.

Avaya has a history of providing robust and secure products and services to its customers all over the world. This includes governments, other public authorities and organizations such as financial institutions that must meet the highest standards of security.



What is Avaya doing to help you be compliant with GDPR?

Avaya has worked on a number of different areas to enable you to be GDPR-compliant when relying on Avaya solutions. Here are the most relevant:

- a. **Contractual Commitment to Privacy**
- b. **Security of Processing**
- c. **Data Protection by Design and Default**
- d. **Fulfillment of Data Subject Rights**
- e. **International Transfers**

a. **Contractual Commitment to Privacy**

We stand behind you. In February 2018 Avaya will roll out brand-new GDPR compliant Data Processing Agreements and offer them to all customers and resellers covered by GDPR. These agreements fulfill all legal requirements under GDPR and give you the necessary contractual rights so that you are in control of the data entrusted to Avaya to process. Information about these agreements will be available on our homepage soon but

you can also contact your local Avaya Sales Representative or dataprivacy@avaya.com if you have any questions.

b. **Security of Processing**

Information security is a top priority for Avaya, just as it is for you. Avaya has highly-skilled professionals to help ensure processing of information and personal data under our custody and responsibility is protected, whether related to Avaya's remote maintenance solutions, our cloud offerings or to any other solutions where Avaya processes data.

c. **Data Protection by Design and Default**

Avaya's portfolio of on premises and cloud-based solutions have embedded technology features that enable you to meet privacy by design and default requirements. Furthermore, we are here to advise you on the individual settings of your system and to work with your team to make sure you are able to use our solutions in the most privacy-enhancing ways.

d. **Fulfillment of Data Subject Rights: We will help you be compliant**

GDPR contains several data subject rights (e.g., the right to erasure or correction) that can be addressed once personal data is located. When Avaya acts as a data processor on your behalf, we will help you to comply with any legitimate data subject rights requests. Please direct any such requests to dataprivacy@avaya.com.

e. **International Transfers**

Avaya is a multinational organization able to provide world class support 24/7. To do this Avaya uses various locations around the world. This geographic diversity means personal data is processed from various international locations. Reflecting our commitment to data protection principles, Avaya has requested and obtained the approval of the European Data Protection authorities for our Binding Corporate Rules, both as a processor and as a controller of personal data. This approval speaks for Avaya's uniform and advanced data handling practices regardless of whether your data is processed in the European Union or outside it.



FURTHER QUESTIONS?

Let us know if you have any questions with respect to Avaya and GDPR or need support for your data handling activities. Please contact your local Avaya representative or reach out to dataprivacy@avaya.com directly and we will address all your questions and support your individual needs.

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