OpenScape Business

Whitepaper
Processing of Personal Data

Version 1.4

About this Document

This document is intended to assist in answering questions related to OpenScape Business and compliance with EU-GDPR requirements or compliance with national data protection laws. It describes which personal data is collected, processed and transferred by OpenScape Business and for what purpose this data is accessed.

The document describes the main functions of OpenScape Business. It makes no claim to completeness. For clarification of unaddressed topics or detailed questions, the user documentation of the used devices / clients and the OpenScape Business Administration Manual must be used.

The descriptions in this document refer to OpenScape Business V2R5

In the course of technical development, changes to the present description may arise at any time.

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Document History

Date	Version	Changes / Comments
2018-01-31	1.0	Initial creation
2018-02-10	1.1	Corrections
2017-02-28	1.2	Enhancement Chapter: Data Retention
2017-03-22	1.3	Enhancement Chapter 1.1 Personal Data
2017-04-22	1.4	Enhancement: Retention of CDR; Minor corrections

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1. Introduction

From May 25, 2018, the provisions of the European General Data Protection Regulation (GDPR) must be applied in the countries of the European Community. The GDPR replaces in all EU countries the hitherto very different national regulations with regard to data protection. Due to the so-called opening clause for own national regulations small differences in the legal conversion in the individual EU countries are possible.

The objectives of the GDPR are the protection of the fundamental rights and freedoms of natural persons and in particular their right to protection of personal data and the free movement of personal data.

These objectives are to be achieved by the principles of processing of personal data as defined in Art. 5 GDPR.

The GDPR and its national implementation affect all companies / organizations within the EU who collect and process personal data.

The implementation / compliance of the GDPR requires a revision of existing data protection concepts or their re-creation by most companies.

With regard to data protection, the GDPR demands a holistic view of the processes within an organization / company, the technical components used and their interaction. It formulates some technical requirements for the collection and processing of personal data, but relativizes these with regard to the implementation costs and the resulting risk in the event of unauthorized access or data loss, etc.

1.1. Definitions for the Purpose of GDPR

1.1.1. Personal Data

'Personal data' means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

Examples of personal data:

Surname, first name, date of birth and age, place of birth, home address, e-mail address in the form of name.firstname@company.com , telephone number, social security number, tax identification number, health insurance number, identity card number, student ID number, bank account numbers, credit information, account balances, online -Data (IP address, location data, Advertising Identifier, etc.), patient data, gender, skin, hair and eye color, stature, dress size e.t.c..

For particularly sensitive data, the EU GDPR prescribes a separate handling with regard to the collection and processing. These data include:

- Racial and ethnic origin
- Political attitude
- Religious and ideological beliefs
- Union membership
- Data on health or sexuality
- Genetic and biometric data to uniquely identify a natural person

Examples of non-personal data:

Company registration number, e-mail address in the form info@company.com , anonymized data.

1.1.2. Processing

'Processing' means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction;

2. Processing of Personal Data in OpenScape Business

OpenScape Business is a communications solution ranging from high-performance telephony to the comprehensive unified communications (UC) application.

OpenScape Business uses personal data in addition to pure telephone numbers in order to offer users the desired scope of service on the telephones and Unified Communication Clients.

The use of personal data is optional but not mandatory for the overall function of OpenScape Business. If no personal data is used, functions such as dialing from phonebook or caller identification are not possible.

Personal data is collected by various tools and processes in the OpenScape Business System or in the connected clients and phone devices. Data is either stored in the system or in the client or phone devices. The collected data is used for the OpenScape Business functions.

OpenScape Business differentiates between data processing during system setup and configuration and data processing during operation in general.

During system configuration, personal data can only be collected and stored by an authorized system administrator

During operation of OpenScape Business, personal data can be captured and stored either by the base system and by the embedded applications or by the subscribers in their telephone or the users of the UC clients.

3. Data Aquisition by the System Administrator (Master Data)

The system administrator records personal data using the OpenScape Business Assistant (WBM) or Manager E administration tools. The configuration distinguishes between:

- Basic system configuration
- Configuration of the UC-Smart application (optional)
- Configuration of the UC-Suite application (optional)

Furthermore, the system administrator can either populate manually the Speed Dials Lists or the Global Directory with personal data or can import mass data from other sources into the directories.

3.1. Basic System Configuration

Personal data are collected in the basic system configuration when setting up:

- Subscribers
- Central speed dial destinations (system directory)
- Global contact directory

The data is acquired by the system administrator via the OpenScape Business Assistant with the "Expert" profile. A customer administrator can also administer the central speed dial destinations via the OpenScape Business Assistant with the role "Basic".

Configuration basic system	Titel	Name	First name	Last name	Display name	Company	Department	Site / Country	Postal/ZIP code	City	Postal address	Subscriber number	DID number	Assistant	External	External 2	Privat	Privat 2	Business	Business 2	Fax Business	Email	XMPP ID
Subscriber configuration			■	■	■							■	■										
Central Speed Dials		■										■			■								
Global Directory	■		■	■	■		■	■		■		■	■	■	■	■	■	■	■	■	■	■	■	■

Figure 1 Personal data in the basic system configuration

Data Storage

The data of the basic configuration is stored in the internal database of OpenScape Business. A different number of data records can be stored in the global address book, depending on the existing storage medium.

- Max. 30,000 (SDHC card)
- Max 100,000 (disk)

Data Access / Data Use

The subscriber configuration data is used for caller identification and phonebook function on the telephone devices. The embedded UC applications UC-Suite / UC-Smart use this data as the basis for their own user directories.

Central speed dial destinations are used for caller identification and phonebook function on the telephone devices.

The Global Directory data is used for caller identification and phonebook function on the telephone devices or on the UC Smart Clients.

Subsequent systems / applications, phones and clients access the data.

Systems / Applications:

- OpenScape Business Call Processing
  - Use of personal data for caller identification and search of system devices.
- UC-Smart
  - Use of the subscriber data for the UC-Smart basic configuration
  - Use of personal data for caller identification and for the search function of UC-Smart clients.
- UC-Suite
  - Use of the subscriber data for the UC-Suite basic configuration
  - Use of personal data for caller identification and for the search function of the UC-Suite clients.

Phones:

- All system telephones
  - Search in the system phonebook
- DeskPhone CP 400/600
  - Caller identification
  - Search in directories

PC / Mobile Clients:

- n/a

Data Export

The contents of the basic configuration including the personal data can be exported by the system administrator via the OpenScape Business Assistant or via "Manager E".

Data Transmission

During operation, OpenScape Business transfers the personal data recorded in the basic configuration to the connected devices and clients in order to implement the desired functions. OpenScape Business uses different interfaces and protocols depending on the device / client.

System Phones:

- OpenStage HFA; OpenScape; Desk Phone IP HFA and OpenScape Desk Phone CP HFA
  - LAN interface with Cornet-TS protocol, optionally encrypted
- OpenStage TDM;
  - UP_{0E} interface with Cornet-TS protocol unencrypted

SPE = signaling & payload encryption

Backup / Restore

The personal data of the basic configuration are part of the OpenScape Business Backup and can be restored from the backup if required.

Data Retention / Modification / Deletion

The personal data entered in the basic configuration by the system administrator is retained until the system administrator changes or deletes the data via the administration tools.

3.2. UC-Smart Configuration

In the UC Smart application configuration, the system administrator collects personal data when setting up UC-Smart users. The data is collected via the OpenScape Business Assistant with the "Expert" profile. The UC-Smart configuration accesses the subscriber data that already exists in the base system, which are completed by the system administrator with additional data.

The UC-Smart user can change his personal data in his UC-Smart Client via the UC-Smart Assistant with the exception of the subscriber number.

Person relatad data		Contact name					Phone numbers											Email		Account			Miscellaneous	
Configuration UC-Smart		Titel	Name	First name	Last name	Display name	Subscriber number	DID number	Assistant	External	External 2	Privat	Privat 2	Mobil	Business	Business 2	Fax Business	Email	XMPP ID	Login name	Password / PIN	Role	Presence status	Picture
User configuration				■	■		■			■		■		■				■		■	■			■

Figure 2   Personal data in the UC-Smart Configuration

Data Storage

The data of the UC-Smart configuration is stored in the internal database of OpenScape Business.

Data access and use

Subsequent systems / applications, phones and clients access the data.

Systems / Applications:

- UC-Smart Server application
    - Use of the user data for the UC-Smart user login
    - Use of the personal data for the caller identification and for the search function of the UC-Smart Clients.

Phones:

- OpenStage 60/80 HFA
    - User login for myPortal for OpenStage
- DeskPhone CP 400/600
    - User login for UC functions
    - Caller identification
    - Search in directories

PC / Mobile Clients:

- myPortal Smart; myPortal to go
    - Anwender Login
    - Anruferidentifizierung
    - Suche in Verzeichnissen

Data Export

The contents of the UC-Smart configuration incl.the personal data cannot be exported

Data Transmission

During operation, UC-Smart transmits the personal data collected in the UC-Smart in order to realize the requested functions to the UC-Smart devices and clients. Depending on the device / client, UC-Smart uses different interfaces and protocols for this purpose.

System Phones:

- OpenStage 60/80 HFA
  - LAN interface with HTTP protocol unencrypted
- OpenScape DeskPhone CP HFA
  - LAN interface with HTTPS protocol encrypted for UC functions
  - LAN interface with HTTPS / HTTP protocol encrypted for phone book functions

Clients:

- myPortal Smart Client and myPortal to go Client
  - LAN interface with HTTPS protocol. (Optionally also unencrypted via http)

<u>Backup / Restore</u>

The personal data of the UC-Smart configuration is part of the OpenScape Business Backup and can be restored from the backup if required.

<u>Data Retention / Modification / Deletion</u>

The personal data collected by the system administrator in the UC Smart configuration is retained until the system administrator changes or deletes the data via the administration tools of UC Smart.

3.3. UC-Suite Configuration

The system administrator collects personal data in the configuration of the UC-Suite application, when setting up:

- UC Suite Users
- External telephone book

Data is collected via the OpenScape Business Assistant with the "Expert" profile. During the user configuration, the subscriber data already available in the base system are supplemented by further data. Here, the system administrator can specify whether certain data is visible to other UC useres or not.

The UC-Suite user can change his personal data via his UC-Suite client with the exception of the user voicemail and fax number and his XMPP ID if required.

The system administrator enters the data of the external directory either manually by or imports data from other sources via a CSV file.

The myAttendant client user can also manually manage the entries of the external directory. A file import is not possible via the myAttendant client.

Person relatad data	Contact name					Company			Address				Phone numbers														Email		Account			Misc.	
Configuration UC-Suite	Titel	Name	First name	Last name	Display name	Company	Department	Customer ID	Site / Country	Postal/ZIP code	City	Postal address	Subscriber number	DID number	Voicemailnummer	Assistant	External	External 2	Privat	Privat 2	Mobil	Company number	Business	Business 2	Fax Privat	Fax Business	Email	XMPP ID	Login name	Password / PIN	Role	Presence status	Picture
User configuration			■	■			■						■		□	■	■	■	■	■	■					□	■	□	■	■	■	■	■
External directory	■		■	■		■		□			■	■									■	■	■	■		■	■	■				■	■

Figure 3   Personal data in the UC-Suite configuration

<u>Data Storage</u>

The data of the UC-Suite configuration is stored in the internal database of OpenScape Business.

Data Access / Data Use

The system administrator defines the basis for the internal UC-Suite directory with the acquisition of the UC-Suite user configuration,.

The external UC-Suite directory contains contact data that is available for all UC-Suite users. It is used in UC Suite Caller ID, as well as in directory search. The system administrator manages the external directory. He can manually add data or import contact data from other directories via a file.

The user of the myAttendant client can also change, delete or re-enter the data of the external directory individually.

The content of the external offline directory is not managed by the OpenScape Business Administrator or participant. The system administrator only sets up the connection to the external directory.

Subsequent systems / applications, phones and clients access the data:

Systems / Applications:

- UC-Suite Server Application
  - Use of participant data for the UC-Suite user login
  - Use of personal data for caller identification and for the search function of UC-Suite clients.

Phone devices:

- OpenStage 60/80 HFA
  - User login for myPortal for OpenStage
- DeskPhone CP 400/600
  - User login for UC functions
  - caller identification
  - Search in directories

PC / Mobile Clients:

- myPortal for Desktop; myAttendant; myPortal for Outlook; myAgent; myPortal to go
  - user login
  - caller identification
  - Search in directories
- myReports
  - Output of the internal and external UC-Suite directory

Data Export

Some data of the UC-Suite configuration can be exported using the myReports client in the following reports:

- Internal Directory User Details
- External Directory User Details

Person relatad data			Contact name			Company			Phone numbers															Email	
Export UC-Suite configuration through myReports	Titel	Name	First name	Last name	Display name	Company	Department	Customer ID	Subscriber number	DID number	Voicemailnummer	Assistant	External	External 2	Privat	Privat 2	Mobil	Company number	Business	Business 2	Fax Privat	Fax Business	Email	XMPP ID
User configuration			■	■									■	■	■		■					■	■	
External directory			■	■		■									■		■		■	■				

Figure 4 Export of personal data from UC-Suite configuration

Data Transfer:

During operation, UC-Suite transmits the personal data recorded in the UC-Suite configuration to the required UC-Suite clients for the realization of the desired functions. For this purpose, UC-Suite uses different interfaces and protocols depending on the device / client.

System Phones:

- OpenStage 60/80 HFA
    - LAN interface with HTTP protocol unencrypted
- OpenScape DeskPhone CP HFA
    - LAN interface with HTTPS protocol encrypted for UC functions
    - LAN interface with HTTPS / HTTP protocol encrypted for phone book functions

Clients:

- myPortal for Desktop; myAttendant; myPortal for Outlook; myAgent; myPortal to go
    - LAN interface with TCP / IP protocol. (Optionally also encrypted via TLS)
- myPortal to go
    - LAN interface with HTTPS protocol. (Optionally also unencrypted via http)
- myReports
    - LAN interface with TCP / IP protocol. (Optional partially encrypted via TLS)

Backup / Restore

The personal data of the UC-Suite configuration is part of the OpenScape Business Backup and can be restored from the backup if required.

Data Retention / Modification / Deletion

The personal data of a UC Suite user, that are stored in the UC Suite Administration as well as the assigned directories and journals and voicemails are completely deleted by resetting the participant in the UC Suite configuration.

The system administrator defines in the UC Suite configuration, the period (maximum 365 days) when the recorded journal and multimedia data (call recordings, voice mails, faxes, e-mails) data are deleted by the system.

4. Data Collection during Operation (Traffic Data)

For data collection during operation, a distinction is made between the collections during operation by:

- OpenScape Business Basic System
- Embedded applications such as:
    - Smart Voicemail application
    - UC-Smart application
    - UC Suite application
- Users of:
    - telephone device
    - client
- Basic system and applications for diagnostic purposes

4.1. OpenScape Business Basic System

During operation, OpenScape Business can collect connection-related data and link it with personal data. This link is made at:

- Collection of Call Data Records (CDR)
- Subscriber-specific caller lists in the system
- Caller Lists in the terminals
- Journals of the UC applications
- Connection data collection in the contact center

4.1.1. Call Data Records (CDR)

The call data records contain data about all incoming or outgoing calls routed via trunks without payload data. Internal calls between the subscribers are not logged by the system in the call data records.

Person relatad data																											
				Type	Date	Timestamp	Group name	Source- / Dest. number	Last name	First name	Company	Priority	Inbound / Outbound	Duration	Pages	Incoming / Outgoing	Status	Domain (internal / external)	Call info / remarks	Line number	Subscriber number	Ringing IDuration	Call Duration	Units / Costs	Private code	Used MSN	Access code	LCR Route
Recording during operation																											
CDR Base system					■	■		■					■							■	■	■	■	■	■	■	■	■

Figure 5 Personnel Data in the call data records

In the call data records, no further personal data is recorded, apart from the internal subscriber number. The system administrator can influence the collection of call data records as follows:

- Switch acquisition on / off system-wide
- Switch on or off detection of the connection duration

- Suppress the last four digits of the destination numbers during export / output
- Activate or deactivate the recording of upcoming connections
- Enable or disable the recording of outgoing calls without a connection
- Alternative recording of the LCR number on outgoing call or the dialed number on incoming call

Storage

The collected call data records are stored in the OpenScape Business System.

Data Acess / Data Use

Direct access to the call data records stored in the system is not possible.

The telephone subscriber will be shown the cost of his call on the display of his system terminal. In addition, he can query his accumulated call costs in total at his terminal.

At the first two terminal devices, the connection costs can also be queried and displayed for other subscribers.

Data Export

The collected call data records stored in the system can be exported as a file via the OpenScape Business Assistant interface for processing in external applications.

Data Transmission:

The connection data can be transmitted via HTTPS (encrypted) as a file to an internal or external storage location or an application.

On the other hand, there is the possibility to transfer each data record in the instant in which it is generated via a TCP / IP socket connection to an internal or external computer. For this case:

- The call data record is not stored in OpenScape Business and cannot be transferred as a file via HTTPS.
- The TCP / IP connection for transmission is not encrypted.

Backup / Restore

The call data records are part of the OpenScape Business backup and can be restored from the backup if required.

Data Retention / Modification / Deletion

Call data records stored in the system are deleted under the following conditions:

- Exceeding the max. number of stored records (currently 20,000).
  In this case, the system overwrites the oldest records. (Ring buffer).
- Evoking the delete request via HTTPS by an external application.
  For example, through the included "Call Charge Manager"

The system administrator cannot use his system administration tools (WBM or Manager E) to selectively delete or delete call data records.

4.1.2. Caller lists in the System

OpenScape Business offers per OpenScape Business X system 650 and per OpenScape Business S system 1.300 subscriber specific caller lists.

Calls that have not been answered by the subscriber are provided with a time stamp (time and date) and transferred to a chronologically sorted list. Only calls that include a phone number or name will be recorded. If a subscriber calls repeatedly, only the time stamp of the entry is updated and a call counter for this caller is incremented.

Person related data	System devices TDM							System devices HFA										Unify SIP devices												
Recording in operation	OpenStage T							OpenStage HFA					OpenScape		OpenScape				OpenStage SIP						OpenScape		OpenScape			
Call lists / Journals / Conversations															200												200			
	10	15	20	30	40	60	80	15	20	40	60	80	35G	55G	205	400	600	5	15	20	40	60	80	35G	55G	205	400	600		
In system															■															
Name		■	■	■	■	■	■	■	■	■			■		■															
Caller number		■	■	■	■	■	■	■	■	■			■		■															
# of Calls		■	■	■	■	■	■	■	■	■			■		■															
Date / Time		■	■	■	■	■	■	■	■	■			■		■															

Figure 6   Personal data in the system-managed call logs

The system administrator can switch the caller list in the system on or off according to the participant flag "Caller list output". If the flag is activated, the caller list in the phone is activated for the subscriber (only phones with display).

In addition, the administrator can use the parameter "Caller list, mode" to specify the type of recording of internal and external calls in the caller list system-wide.

Data Storage

The caller lists are stored in the database of the system

Data Access / Data Use

Access to and management of the caller lists stored in the system is done by subscribers from their system telephone. (see **Fehler! Verweisquelle konnte nicht gefunden werden.**).

The personal data is used to present the call list function in the system telephones

Data Export

The system-controlled call lists cannot be exported

Data Transmission :

The transmission of the data for the caller list via the subscriber interfaces from the system to the telephone device.

These can optionally be encrypted depending on the telephone device and the configuration.

Backup / Restore

The caller lists are part of the system backup.

Data Retention / Modification / Deletion

Data in the subscrber specific caller list can be deleted by the subscriber via the telephone user interface. The system administrator cannot delete or modify specific list or entries within the lists.

The system controlled caller lists of subscriber are deleted, if the subscribers are deleted by the system administrator in the basic system configuration.

4.1.3. Caller Lists in Telephone Devices

Depending on the telephone device used, call lists, journals or conversations are stored directly in the telephone device. These may include personal information.

Person related data	System devices TDM							System devices HFA										Unify SIP devices												
Recording in operation	OpenStage T							OpenStage HFA					OpenScape		OpenScape				OpenStage SIP						OpenScape		OpenScape			
Call lists / Journals / Conversations															200												200			
	10	15	20	30	40	60	80	15	20	40	60	80	35G	55G	205	400	600	5	15	20	40	60	80	35G	55G	205	400	600		
In device																														
Last name											■	■	■		■	■					■	■	■	■	■	■	■	■		
First name											■	■	■		■	■					■	■	■	■	■	■	■	■		
Caller number											■	■	■		■	■					■	■	■	■	■	■	■	■		
# of Calls											■	■	■		■	■					■	■	■	■	■	■	■	■		
Date / Time											■	■	■		■	■					■	■	■	■	■	■	■	■		

Figure 7   Personal data in caller lists of telephone devices

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The call logs stored in the Unify telephone devices of the current product portfolio are shown in Figure 7 dargestellt. For unlisted Unify telephone device or for phone devices of other manufacturers, it is to be seen from the respective operating administration manuals whether and what data is stored in the device.

Data Storage

The caller lists are stored in the devices

Data Access / Data Use

Access to and management of the caller lists stored in the devices are made by subscribers from their telephone or via the phone manager or via a web server if the terminals support it.

Data Export

Whether and how the entries stored in the telephone can be exported can be found in the respective operating instructions

Data Transmission :

There is no transmission of the stored entries in the caller list between the system and the telephone.

Backup / Restore

The telephone book entries individually stored in the terminals are not part of the system backup. Whether the entries can be saved in telephone specific backups can be found in the respective operating instructions.

Data Retention / Modification / Deletion

The system administrator cannot delete or change specific lists or entries in the caller lists with his administration tools. The caller lists of a subscriber remain in the telephones even if the system administrator deletes the subscribers in the basic system configuration of OpenScape Business.

Whether and how data in the subscriber-specific caller list can be changed or deleted by an operating procedure on the telephone or by a corresponding tool depends on the telephone used. For details, refer to the respective operating instructions of the telephone.

4.2. Data acquisition by the Smart Voicemail Application

The Smart Voicemail application must be set up in OpenScape Business by the system administrator for a subscriber. Once set up, the Smart Voicemail application can pick up calls for the subscriber and record the information left by the caller. A voicemail record includes:

- Voice message
- Caller number (if transmitted)
- timestamp (date / time)
- Flag for categorization (new / played, etc.)

Data Storage

The recorded messages are stored together with the meta information about the call as a file in the file system of the storage medium.

Data Access / Data Use

The subscriber can access the Smart Voicemail application and listen to or manage his voice messages via his telephone terminal or his myPortal @work / myPortal to go client. The myPortal@work / myPortal to go Client displays the voice messages together with the caller's metadata and contact details, as long as they can be determined using the information stored in the system

Data Export

An explicit export of the recorded voice messages is not implemented.

Data Transmission

The transmission of the voice and signaling data for the voice messages is done via the system interfaces to the telephone device or client. The transmission can optionally be encrypted depending on the telephone device or client and the system, configuration.

Alternatively, the Smart Voicemail application can send a voice message as an e-mail with file attachment (WAV file) to the participant.

Backup / Restore

The voice messages stored in OpenScape Business are part of the system backup.

Data Retention / Modification / Deletion

Voicemail messages can be specifically deleted from the voicemail subscriber's voicemails via the user interface of the telephone or the myPortal @work / myPortal to go client.

The system administrator cannot selectively delete voicemails with his administration tools. Removing a participant's voicemail box from the system configuration will erase all subscriber voicemail messages.

4.3. Data acquisition by the UC-Smart Application

The UC-Smart application records a call journal for each UC-Smart user. The journal contains the call data for all incoming and outgoing calls of the subscriber enriched with information about the caller / called party as long as this data is available in the directories of UC-Smart.

In addition to the call journal, UC-Smart can also log the chat history of a UC-Smart participant.

Person related data Recording in operation	Type	Date	Timestamp	Group name	Source-/Dest. number	Last name	First name	Company	Priority	Inbound / Outbound	Duration	Pages	Status	Domain (internal / external)	Call info / remarks	Line number	Subscriber number	Ringing lDuration	Call Duration	Units / Costs	Private code	Used MSN	Access code	LCR Route
UC Smart																								
Call journal		■	■		■	■	■			■	■		■		■									
Chat history		■	■		■	■	■			■														

Figure 8   UC-Smart – Personal data in the call journal and chat history

The collection of journal data and chat history is activated by setting up the UC-Smart participant in the configuration of the system. Data collection cannot be restricted or disabled by the system administrator or the user.

Data Storage

The journal entries are stored in the database of the system. After a maximum of 100 entries, the oldest data is overwritten. The same applies to the storage of the chat history.

Data Access / Data Use

The journal and chat data are retrieved from the system by the user's myPortal @work / myPortal to go client and are displayed in the client as required.

Data Export

Participant journal data and chat history cannot be exported selectively.

Data Transmission:

The transfer to the myPortal @work Client is encrypted via HTTPS. Optionally, the transmission can also be unencrypted via HTTP.

Backup / Restore

The UC-Smart journal data and the chat history are part of the system backup.

Data Retention / Modification / Deletion

The personal data of a UC Smart participant recorded in the system administration as well as the directories and journals assigned to the participant can be deleted by the UC-Smart user via his myPortal @work Client either from a certain date on or completely.

The system administrator has no options via the system administration tools to selectively or completely delete the journal and chat data of a UC Smart participant recorded by UC Smart.

Deleting a UC Smart device from the base configuration of the system also clears its associated all UC Smart data.

4.4. Data Acquisition by the UC-Suite Application

The UC-Suite application keeps a call journal for each configured UC-Suite participant and optionally a voicemail, fax and e-mail journal.

- In the call journal of the UC-Suite user all internal and external calls and call attempts of the user including the source or destination numbers are logged. In addition, the journal entries are provided with timestamps as well as call status metadata. The call journal contains only the connection data of all incoming and outgoing calls enriched with data from the internal or external directories and the note whether there is a record of the content to talk. Call records are initiated by the UC-Suite participant only.
- In the Voicemail Journal, the connection data of all received and stored voicemails, enriched with data from the internal or external directories, is logged along with the classification criteria.
- The Fax Journal contains all faxes received and sent by users, along with ordering criteria and reference to the fax content.
- In the e-mail journal, the receive / send data is stored to all e-mails received and sent by users, along with order criteria and reference to the e-mail content.

Person related data Recording in operation	Type	Date	Timestamp	Group name	Source-/Dest. number	Last name	First name	Company	Priority	Inbound/Outbound	Duration	Pages	Status	Domain (internal/external)	Call info/remarks	Line number	Subscriber number	Ringing Duration	Call Duration	Units/Costs	Private code	Used MSN	Access code	LCR Route
UC Suite																								
Journals																								
Calls		■	■		■	■	■	■		■	■		■	■	■									
Voicemail	■	■	■	■	■	■	■	■	■	■														
Fax		■	■	■	■	■	■	■				■	■											

Figure 9   UC-Suite – Personal Data in the Journals

UC-Suite determines the current telephone status and presence status of the configured UC users and merges them in the UC-Suite client, among others when displaying the favorites and the internal phonebook.

Person related data Recording in operation	Office	Meeting	Sick	Break	Out of office	Vacation	Lunch	Home	Do not disturb	
UC Suite										
Presence	■	■	■	■	■	■	■	■	■	

Figure 10 UC-Suite – Presence Status Information

The journaling of the UC-Suite is active with the setup of a UC-Suite participant. It cannot be restricted or disabled by the system administrator or the user.

The detection of the presence status of a UC-Suite participant is activated with the setup of the participant. The UC-Suite user can block or release the transmission of his presence status via his UC-Suite client.

The recording of the phone status of a UC-Suite participant is activated with the setup of the participant in the UC-Suite. Acquisition is always active and cannot be blocked by the system administrator or the participant. The user can use his UC-Suite Client to block or release the transmission of the call number of the called or calling party to other UC-Suite users.

Instant messaging messages (chat) are only managed via the UC-Suite clients. The chat history is not logged by the UC-Suite application.

<u>Data Storage</u>

The journal data of the UC-Suite is stored in the database of the system. The contents of voice mail messages, fax transmissions and e-mails are each stored as a file in the file system of OpenScape Business and referenced via the database.

The presence status currently activated by the UC-Suite user is stored in the database including history.

The current telephone status of a UC-Suite user is always determined dynamically and not saved.

Instant Messaging messages (chat) of a UC-Suite user are only managed via his UC-Suite client. The chat history is not logged or saved by the UC-Suite application.

Data Access / Data Use

The collected journal data and the stored presence status are used by the UC-Suite clients:

- myPortal for Desktop / myAttendant
- myPortal for Outlook
- myAgent
- myReports

as well as by

- myPortal to go
- myPortal @work

to realize subsequent functions.

- Call, voicemail, fax and e-mail journal
- Favorites bar with current presence and telephone status
- Internal user directory with current presence and telephone status

The myReports client can access the journal and presence status data of all UC-Suite users stored in the database in order to create predefined reports and statistics.

Data Export

The UC-Suite user can export the data of his call journal in a file to his client PC If set up by the system administrator,.

By means of the optional UC-Suite myReports Client, the stored connection data of the call journal, the voicemail journal and the fax journal can be output or exported as a file, provided that this data has not previously been deleted by the UC-Suite user.

The myReports client can additionally generate reports and evaluations about the presence status of the UC-Suite participants.

Data Transmission :

The data transfer in the LAN between the UC-Suite application and the UC-Suite clients takes place via a proprietary protocol, which can optionally be encrypted.

The transfer between the system and the myPortal @work / myPortal to Go Client is encrypted using HTTPS (optionally also unencrypted via HTTP).

Backup / Restore

The journal and presence status data are part of the system backup.

Data Retention / Modification / Deletion

The UC-Suite client user can delete the entries and user data in his individual journals.

The personal data of a UC Suite user, that are stored in the UC Suite administration as well as the assigned directories and journals and voicemails are completely deleted by resetting the participant in the UC Suite configuration.

The system administrator defines in the UC Suite configuration, the period (maximum 365 days) when the recorded journal, and multimedia data (call recordings, voice mails, faxes, e-mails) data are deleted by the system.

4.5. Data Acquisition by the UC-Suite Contact Center

The UC-Suite Contact Center collects advanced call, fax, and email communication data and associates it with the personal data of UC-Suite users using the agent or supervisor roles in the contact center. In addition to the advanced connection data, the logon and availability statuses of the contact center agents are also recorded.

Advanced connection data will only be collected for those calls and fax connections that arrive over the designated contact center call and fax numbers. Direct-dial calls to agents and internal calls are not subject to advanced data collection.

For emails, only emails in the contact center that have been received or sent via an email account set up specifically for the UC-Suite contact center on an email server are recorded.

UC-Suite Contact Center employees who use the myAgent client have the option of recording individual calls. The call content is stored together with the connection data in OpenScape Business and can be displayed by the contact center employees via the myAgent client if required.

The data collected by the UC-Suite Contact Center can be evaluated by the CC Supervisor / CC Administrator either in real time or historically via the myAgent Client.

The MyReports client provides the contact center supervisor / administrator with the option of evaluating via predefined report templates and exporting contact center reports as files for processing in other applications.

The contact center supervisor has access to the configuration of the UC-Suite and can view, enter or change personal data about UC-Suite participants. (see also chapter3.3).

Further information on the contact center can be found in the operating instructions and the document "OpenScape Business Contact Center Whitepaper" (see chapter **Fehler! Verweisquelle konnte nicht gefunden werden.**).

Data Storage

The extended call data recordings, voice recordings, faxes and e-mails as well as the availability status of the agents in the contact center are stored in the database of OpenScape Business. The storage duration in the database can be set by the System Administrator (maximum 365 days).

Data Access / Data Use

The call data records and availability status data collected in the contact center can only be accessed by the myAgent or myReports client. There is no direct access to the contact center data in the database.

myAgent is the client for contact center agents and supervisors. He may include personal information in the following functions:

- Display of contact center calls in the queues
- Display of the calls history
- Display of agent assignment with availability status of the agent
- Transfer buttons with presence and phone status of all UC-Suite users
- Telephone functions Call History

The myReports client displays personal data in the following reports to the contact center supervisor or the myReports administrator:

- Contact center call and agent related reports
- UC-Suite call-related reports (call, voicemail and fax journals)
- UC-Suite external and internal directory
- Etc.

Data Export

A data export of the contact center data for processing in other applications is only possible as a report file that is defined via the myReports client. Direct export of call data records and availability data collected by the contact center is not supported.

Data Transmission:

A proprietary protocol is used, which can optionally be encrypted for the data transmission between OpenScape Business and the myAgent and myReports client.

Historical reports defined via myAgent or myReports are created by OpenScape Business (UC-Suite Server) and transmitted via the proprietary protocol to the myAgent / MyReports clients for visualization.

OpenScape Business uses the SMTP protocol , if the e-mail transmission has been defined via myReports.. The SMB protocol is used for optional storage of a report as a file on a network storage.

Backup / Restore

Die extended call data records, voice recordings, faxes and e-mails as well as the availability status of the agents are part of the system backup.

4.6. Data acquisition by the user

OpenScape Business subscribers have the opportunity to acquire and maintain individual data, which may also contain personal data of other persons.

The options depend on the telephone device or UC client used:

- Telephone device
    - User-specific speed dial destinations
    - Personal phone book / directory
- myPortal @ work in UC Smart Client
    - Personal directory
- UC Suite clients
    - myPortal for Desktop / Outlook; myAttendant; myAgent; myPortal to go
        - Personal directory
        - Call recordings
    - myAttendant
        - External directory

4.6.1. Telephone user

A telephone subscriber can store individual telephone numbers from his telephone device. Depending on the device, these are stored either in the OpenScape Business System or directly in the device.

4.6.1.1. Call number storage in the system
The system can store up to 10 call number entries per subscriber with up to max. 25 digits plus directional code.

A link to personal data in the system takes place only in the event that a speed dial destination of the system for which a name entry exists is programmed as destination. In this case, the name of the destination is displayed on system devices with "Self-Labeling Keys".

4.6.1.2. Destination call number storage in the telephone device
The telephone devices connected to OpenScape Business allow the subscriber to store individual speed dial destinations in the device. This option depends on the device used. The data stored in the terminals is not stored in OpenScape Business.

4.6.1.3. Subscriber-specific phonebook / directory in the telephone device

Depending on the device used, an OpenScape Business subscriber can also manage a personal directory in his device.

Person related data / Acquisition by subscriber: Personal phone book	System devices TDM OpenStage T							System devices HFA OpenStage HFA					OpenScape Desk Phone IP		OpenScape Desk Phone CP			Unify SIP devices OpenStage SIP						OpenScape Desk Phone IP		OpenScape Desk Phone CP		
	10	15	20	30	40	60	80	15	20	40	60	80	35G	55G	200/205	400	600	5	15	20	40	60	80	35G	55G	200/205	400	600
In device																												
Last name		■	■	■	■	■	■	■	■	■	■		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
First name		■	■	■	■	■	■	■	■	■	■		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Business 1		■	■	■	■	■	■	■	■	■	■		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Business 2						■	■			■	■			■		■	■				■	■			■		■	■
Mobil						■	■			■	■			■		■	■				■	■			■		■	■
Privat						■	■			■	■			■		■	■				■	■			■		■	■
Company																■	■										■	■
Picture						■	■			■	■			■		■	■				■	■			■		■	■
Address 1						■	■			■	■			■		■	■				■	■			■		■	■
Address 2																■	■										■	■
Function						■	■			■	■			■		■	■				■	■			■		■	■
E-Mail																■	■										■	■

Figure 11 Telephone device – Personal directory

Data Storage

The data recorded in the telephone devices is not stored in OpenScape Business.

Data Access / Data Use

The user manual of the device has to be consulted to determine if and how the access to the data stored in the telephone device is possible.

Data Export

Whether a data export is supported by the device can be found in the operating instructions of the device.

Data Transmission :

The user manual of the device has to be consulted to determine if and how a data transfer of personal data is supported by the device.

Backup / Restore

Whether and how data backup can be performed by the device and how data can be restored can be found in the operating instructions of the device.

4.6.2. UC-Smart User

4.6.2.1. Personal Directory

UC Smart client users have the possibility to manage a personal directory via the client:

Person related data / Acquisition by user: Personal directory	Contact name					Company			Address					Phone numbers														Email	
	Titel	Name	First name	Last name	Display name	Company	Department	Customer ID	Site / Country	Postal/ZIP code	City	Postal address	Bundesland	Subscriber number	DID number	Voicemailnummer	Assistant	External	External 2	Privat	Privat 2	Mobil	Company number	Business	Business 2	Fax Privat	Fax Business	Email	XMPP ID
UC Smart Client			■	■																■		■		■				■	

Figure 12 UC-Smart – Data in the personal directory

A UC-Smart client user can either enter data manually into his personal directory or import his personal Outlook contacts using the UC-Smart Assistant or the "myContacts" Outlook AddOn.

Data Storage

Die erfassten Daten werden in der OpenScape Business Datenbank gespeichert

Data Access / Data Use

The personal directory is managed individually by the UC-Smart user. The data is used by UC-Smart for caller identification and dialing from the directory.

Data Export

It is not possible to export the personal directory of a UC-Smart Client. The synchronization function of myContacts works unidirectional from Outlook to UC-Smart.

Data Transmission :

The transfer of the personal directory between the system and the UC-Smart Client takes place via HTTPS protocol, optionally the transmission can also be done unsecured via HTTP.

Backup / Restore

The data of the personal UC-Smart directory is part of the system backup.

4.6.3. UC-Suite Client User

A UC-Suite client user can use his client to manage a personal directory and record individual calls as well as play back the recorded calls, manage them or forward the record as an e-mail attachment.

In addition, a myAttendant user has the option of managing the external UC-Suite directory and, if authorized by other UC users, to listen to or read the voicemails and faxes of these UC users.

4.6.3.1. Personal Directory

UC Suite Client users can create and manage personal directories in:

- myPortal for Desktop
- myAttendant
- myAgent

The myPortal for Outlook Client uses the user's local Outlook contacts as a personal directory.

				Contact name					Company			Address					Phone numbers															Email	
Person related data Acquisition by user: Personal directory				Titel	Name	First name	Last name	Display name	Company	Department	Customer ID	Site / Country	Postal/ZIP code	City	Postal address	Bundesland	Subscriber number	DID number	Voicemailnummer	Assistant	External	External 2	Privat	Privat 2	Mobil	Company number	Business	Business 2	Fax Privat	Fax Business		Email	XMPP ID
UC Suite Client				■		■	■		■			■	■	■	■	■	■			■			■	■	■		■	■	■	■		■	■

Figure 13 UC-Suite – Data in the personal directory

The user can fill the personal directory either manually via the input mask or via CSV file import.

Data Storage

The acquired personal directory data is stored in the system (not in the client) for each participant.

Data Access / Data Use

The personal directory is managed individually by the UC-Suite user.

Data Export

The UC-Suite client user can export the contents of his personal directory into a file on his client PC.

Data Transmission :

The personal directory between the system and the UC-Suite client is transferred via a proprietary protocol, which can optionally be encrypted with TLS.

Backup / Restore

The personal directory data is part of the system backup.

4.6.3.2. Call Recordings

UC-Suite client users can use their client to initiate the recording of individual calls or conferences through the UC-Suite application.

The system administrator defines in the system configuration centrally for all participants whether the recording of conversations / conferences is possible or not.

Data Storage

The calls recorded by the subscriber are stored as a file in the file system of the system and are referenced by the call journal to the data stored in the database of the system.

Recorded calls are deleted by the system after a time that can be set by the system administrator.

Data Access / Data Use

The recorded calls can only be managed via the client of the UC user and played back on the client PC or on the assigned telephone of the UC-Suite user.

Data Export

Export of recorded calls is not supported by OpenScape Business.

Data Transmission :

The UC-Suite client user can forward recorded calls from his call journal as an e-mail attachment.

Backup / Restore

The recorded conversations are part of the system backup.

4.6.3.3. MyAttendant User

In addition to the personal directory, the myAttendant user can also maintain the data in the external directory of the UC-Suite.

He is also able to listen to voicemail messages from another user and to read fax content from another UC user, if the user has authorized him to do so in his client.

4.7. Data acquisition for diagnostic purposes

OpenScape Business and the integrated applications provide diagnostic mechanisms that store log and trace files in the system. These files may also contain personally identifiable information.

The acquisition of base trace and log data is active after factory commissioning.

The system administrator is able to use the OpenScape Business Assistant (WBM) to change the detection depth of traces / logs as directed by the system development, as well as to activate or deactivate further traces / logs.

Data Storage

The collected data is stored at different places depending on the origin. This can be:

- Memory on a peripheral module
- Memory on the motherboard
- Mass data storage of the mainboard

- Mass data storage of the UC Booster card or the UC Booster server

Data Access / Data Use

Access to traces and logs is only possible for the system administrator or the system development. Traces and logs are used for system diagnostics in the event of an error.

Data Export

The export of trace log files can only be done by the system administrator or by the system development via the administration access of the system.

Data Transmission :

Traces / logs are transferred either via the OpenScape Business Assistant via HTTPS or via TLS encrypted SSH access to the operating system.

Backup / Restore

A backup / restore of the trace and log files is not provided.

5. Display of Personal Data on the Telephone Devices and Clients

The personal data collected in OpenScape Business serves to support the user in his business processes. For this purpose, the data is displayed on the telephone devices / clients of the OpenScape Business System for the realization of certain functions. Depending on the data and the functions, the visibility of the data can either be limited or completely prevented by the system administrator or by the user himself.

Personal data can generally be displayed in the subsequent functions of the telephone devices or the clients.

- Caller Identification
- Call charges query
- Caller list
- Phone book
- Speed dial key
- Key module / busy lamp field
- Attendant button
- Contact directory
- Journal
- Favorites bar
- Contact Center agent assignment
- Contact Center call list

5.1. Telephone Devices

At the telephone devices with display personal data are displayed depending on the equipment of the devices:

- Caller Identification
    - o Telephone number, name first name from internal / external directories
- Call charges query
- Caller list
- Phone book
- Speed dial key with labeling field
- Key module / busy lamp field with labeling field

5.2. UC-Smart Client

The myPortal Smart / myPortal @work Client will display personal data pending at

- Caller Identification
- Directories
    - o Internal directory
      The internal directory contains the data of the participants set up by the system administrator.
    - o System Directory
      The system directory contains the data of the speed dial destinations set up by the system administrator.

Global directory
The Global Directory is created and managed by the System Administrator in OpenScape Business.
○ Personal directory
- Journals / Conversations
- Favorites bar

5.3. UC-Suite Client

Personal data is displayed on the UC Suite Clients by the following functions:

- Caller Identification
- Contacts - Directories
- Favorites bar
- Attendant buttons
- Journal
- Contact Center agent assignment
- Contact Center call list

The UC-Suite client user can influence the display of the following data with other UC users.

- Visibility of own presence status
- Visibility of his "private" numbers in the internal directory
- Visibility of the "Called or Calling Party Number" for other UC users in the call state

5.3.1. myPortal for Desktop

Person related data Displayed by: MyPortal for Desktop	Miscellaneous						Contact name				Company		Address			Phone numbers											Email				
	Date	Uhrzeit	Telefonstatus	Quell Directory	Präsenz Status	Rückkehr Zeit	Titel	Name	First name	Last name	Company	Department	Site / Country	City	Postal address	Subscriber number	DID number	Assistant	external 1	external 2	Privat 1	Privat 2	Mobil	Business 1	Business 2	Fax Business	Email	XMPP ID	Client Status	Picture	Standort
Dialled number history									■	■						■															
Caller identification	■	■	■						■	■						■															
Directory																															
personal									■	■	■										■		■	■	■	■	■	■			
internal			■		■	■			■	■		■	■			■	■	■	■	■			■			■	■	■			■
Mouse over			■		■	■			■	■		■				■														■	■
external									■	■	■			■	■						■		■	■	■	■	■	■			
Search result				■	■	■	■		■	■	■			■	■	■	■	■			■	■	■	■	■	■	■	■			
Mouse over			■		■	■			■	■		■				■														■	■
Favorites																															
internal user			■		■	■			■	■						■														■	
external user				■					■	■						■															
Mouse over			■		■	■			■	■		■				■														■	■

Figure 14 myPortal for Desktop – Display of personal data - Directories, Favorites etc.

OpenScape Business – Whitepaper Processing of Personal Data

5.3.2. myPortal for Outlook

Person related data Displayed by: myPortal for Outlook	Miscellaneous						Contact name				Company		Address			Phone numbers											Email				
	Date	Uhrzeit	Telefonstatus	Quell Directory	Präsenz Status	Rückkehr Zeit	Titel	Name	First name	Last name	Company	Department	Site / Country	City	Postal address	Subscriber number	DID number	Assistant	external 1	external 2	Privat 1	Privat 2	Mobil	Business 1	Business 2	Fax Business	Email	XMPP ID	Client Status	Picture	Standort
My Portal for Desk / Outlook																															
Dialled number history									■	■						■															
Caller identification	■	■	■						■	■						■															
Directory																															
Outlook Kontakte							□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□				
internal			■		■	■			■	■	■	■				■		■	■	■	■		■		■	■	■	■			■
Mouse over			■		■	■			■	■		■				■													■	■	
external									■	■	■						■	■			■		■	■	■	■	■	■			
Search result			■	■	■	■	■		■	■	■					■	■	■	■		■	■	■	■	■	■	■	■			
Mouse over			■		■	■			■	■		■				■													■	■	
Favorites																															
internal user			■		■	■			■	■						■														■	
external user				■					■	■						■															
Mouse over			■		■	■			■	■		■				■													■	■	

Figure 15 myPortal for Outlook – Display of personal data - Directories, Favorites etc.

The myPortal for Outlook Client uses the user's local Outlook contacts as a personal directory.

5.3.3. myAttendant

Person related data Displayed by: my Attendant	Miscellaneous									Contact name				Compa		Address			Phone numbers											Email				
	Anruf ID	Anruf für (Nr, Name)	Anrufprio	Date	Uhrzeit	Telefonstatus	Quell Directory	Präsenz Status	Rückkehr Zeit	Titel	Name	First name	Last name	Company	Department	Site / Country	City	Postal address	Subscriber number	DID number	Assistant	external 1	external 2	Privat 1	Privat 2	Mobil	Business 1	Business 2	Fax Business	Email	XMPP ID	Client Status	Picture	Standort
Dialled number history												■	■						■															
Directory																																		
personal												■	■	■											■		■	■	■	■	■			
internal						■		■	■			■	■	■	■				■		■	■	■	■		■		■	■	■	■			■
Mouse over						■		■	■			■	■		■				■													■	■	
external												■	■	■										■		■	■	■	■	■	■			
Search result						■	■	■	■	■		■	■	■					■	■	■	■		■	■	■	■	■	■	■	■			
Mouse over						■		■	■			■	■		■				■													■	■	
Fenster																																		
Caller identification	■	■									■	■		■					■															
Aktive Calls	■	■					■				■	■		■					■															
Gehaltene Calls	■				■	■	■				■	■		■					■															
Vermittlungs Schaltfläch						■	■	■			■								■															
Pop Up			■		■		■		■		■	■	■						■															

Figure 16 myAttendant – Display of personal data - Directories, Favorites etc.

The myAttendant client does not offer any favorites instead it uses individually assignable buttons.

In addition to a separate window with information about the caller, the myAttendant client can also display call-related personal data in the windows of active and held connections.

Person related Data Displayed by: myPortal for Desktop myPortal for Outlook myAttendant	AnrufType (VM / Reco)	Priority	Call ID	Group / Fax Group	scheduled time	Date	Time	Duration	Status	Progress	# of pages	Calling line ID	Caller/called number	Last name	First name	Company	Direction (inc. /outg.)	Domaine (inbound/out	Call Info	Notes
Call journal	■					■	■	■	■			■		■	■	■	■	■	■	
Scheduled Calls					■								■	■	■	■				■
Voicemail journal	■	■		■		■	■	■				■		■	■					
Fax Journal																				
received				■		■	■				■	■		■	■	■				
sent				■		■						■		■	■	■				
sending				■		■			■	■	■	■		■	■	■				

Figure 17 myPortal for Desktop / Outlook, myAttendant – Display of personal data - Journals

5.4. UC-Suite Contact Center

5.4.1. myAgent Client

Personal information is displayed on the myAgent client

- Caller Identification
- Directories
- Agent assignment
- Contact Center queued calls
- Attendant buttons / Busy lamp field

In principle, a UC-Suite user in the role "Agent", only sees the information about the calls of the groups (queues) to which he has been assigned by the supervisor by means of his myAgent client. In addition, he can only see the availability status of agents assigned to the same groups as himself. He cannot create historical reports in the contact center.

A UC-Suite participant in the Supervisor or Administrator role can see the availability of all agents and all calls in all contact center groups. In addition, he is able to make agent assignments to groups and create predefined historical reports.

Person related data Displayed by: myAgent	Call ID	Call prio	Telefone status	Source directory	Availlibility	Queue	Notes for caller	Callback calls/called r	Presence Status	Return time	Titel	Name	First name	Last name	Company	Department	Customer ID	Site / Country	City	Postal address	Subscriber number	DID number	Assistant	external 1	external 2	Privat 1	Privat 2	Mobil	Business 1	Business 2	Fax Business	Email	XMPP ID	Client Status	Picture	Location
Dialled number history													■	■							■															
Anruf Pop Up Fenster	■						■	■	■		■		■	■	■		■				■															
Directory																																				
internal			■										■	■	■		■				■		■	■	■	■		■	■	■	■					■
Mouse over			■										■	■	■						■														■	■
external													■	■	■			■	■					■	■	■	■	■	■		■	■	■			
Search result				■			■	■					■	■	■			■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■			
Mouse over							■	■	■				■	■							■														■	■
Attendant button			■		■						■										■															
Pop Up		■	■						■												■															
Agent binding					■																■															

Figure 18 myAgent – Display of personal data - Directories – Agent assignments

Person related Data Displayed by: myAgent	Calls historie	Call segment history	Type	Call ID	Date	Time	Agent / Call Status	Queue	Position in queue	Time in queue	Talk time	Ringing time	Calling line ID	Title	Last name	First name	Company	Customer ID	Status	Indicator scheduled	Wrap up	Callback calls/called number
Contact Center Calls			■				■	■	■	■	■	■	■		■	■	■					
Callsrliste			■	■	■	■	■	■		■	■	■	■		■	■	■	■	■	■	■	
Call history	■	■	■	■	■	■	■	■			■		■						■			■

Figure 19 myAgent – Display of personal data - Contact Center Call List, Call History

5.4.2. myReports Client

The MyReports client provides the contact center supervisor / administrator with the option of evaluating via predefined report templates and exporting contact center evaluations as files for processing in other applications.

The myReports client can also be used without a contact center function to create UC-related reports. For this he offers his own, password-protected administrator role.

In principle, types of evaluations are available in myReports

- Contact center call and agent related reports
- UC-Suite call-related reports (call, voicemail and fax journals)
- UC-Suite external and internal directory
- Fax u. Voicemail Journals
- Etc.

Further information on the evaluation and presentation of data by myReports can be found in the document "OpenScape Business MyReports, Report Description".

6. Transmission of Personal Data (Data on Move)

Person-related data is transmitted on the one hand between the OpenScape Business System and the connected telephone devices and clients and on the other hand as an option to external applications.

Further information on securing the transmission paths and the transmission protocols used etc. can be found in the OpenScape Business Security Checklist. (see chapter **Fehler! Verweisquelle konnte nicht gefunden werden.**)

6.1. Transmission between Telephone Device / Client and System

Personal data can be transferred to implement the OpenScape Business functions between telephone devices and application clients. Here, the caller identification, the search in the telephone book or data directories of the system as well as the telephone status or presence status of a user is to be seen as a priority.

The transmission of personal data between the devices and system can be encrypted depending on the device / client used.

6.2. Transmission to external Applications

Personal data can also be transferred to an external application for further processing. The data is transmitted either online via a system interface or offline via a file interface.

6.2.1. Online transmission

- Data that can be transferred online include:
- Connection data for classic call charge evaluation
- Presence status / presence status for display in UC solutions
- Phone status for display in UC / CTI solutions
- Etc.

6.2.2. Offline transmission

The data that can be transferred offline include

- Reports from the contact center
- Classic call data records (CDR)
- Etc.

7. Recovery of Personal Data

OpenScape Business offers an integrated backup / restore function that allows you to quickly restore the system configuration and the personal data contained in the event of an error. For this purpose, the personal data stored in the system configuration as well as a deduction of the system database can be stored in special backup files, saved and, if necessary, restored from these.

8. Personal Data Retention

8.1. System in general

The personal data acquired by the system administrator in OpenScape Business can also be deleted by the system administrator. Personal data acquired by the user himself in the clients and telephone devices, e.g. user picture, shortcuts, personal directory and voicemails can be deleted by users themselves.

The deletion of personal data always refers to the current system configuration or to the current client / telephone device configuration as well as to the current personal directories and journals. Personal data in system backups and archived files are not deleted.

Personal data (e.g., surname, first name) associated with connection data (CDRs) and the call logs or journals of other users during OpenScape Business operation are retained after deleting the user in the other users' journals and the connection data (CDR).

The system administrator can use the administration tool to delete the data entered by the user / user himself in the system and the data collected by the system during operation for the participant. Excluded from this is personal data held directly in a telephone device or in a client. If necessary, these data must be deleted by direct access to the phone device or client.

8.2. Telephone Devices

Personal data that has been recorded in directories, journals and conversations of a telephone device can be deleted by the user via the user interface of the telephone device.

Before exchanging a telephone device, the personal data possibly stored in the telephone device may have to be deleted by re-initializing (reset) the telephone. This can be done by the system administrator or by the user himself depending on the telephone device. Information on this can be found in the respective operating instructions.

8.2.1. Caller lists

When deleting or changing caller lists that are displayed in terminals, a distinction is made in:

- System led caller lists
- Telephone led caller lists

8.2.1.1. System led caller lists

The caller lists can be deleted by the via the telephone user interface. The system administrator cannot delete or change specific lists or entries in the lists.

System-controlled caller lists of subscribers are completely deleted if the subscribers are deleted by the system administrator in the basic system configuration.

8.2.1.2. Telephone led caller lists

Whether and how data in terminal lists managed by telephone devices can be changed or deleted by an operating procedure on the telephone or by a corresponding tool depends on the telephone used. For details, refer to the respective operating instructions of the telephone.

The system administrator cannot delete or change specific lists or entries in the caller lists with his administration tools. The caller lists of a subscriber remain in the telephones even if the system administrator deletes the subscribers in the basic system configuration of OpenScape Business.

8.3. Call Data Records

When deleting call data information, a distinction must be made between the totalizers for subscriber / lines and the call data records collected per connection.

The totalizers can be deleted by the subscriber himself for his extension or by the system administrator for selected or all subscribers / lines. The individual connection data sets are not deleted here.

Call data records stored in the system are deleted under the following conditions:

- Exceeding the max. number of stored records (currently 20,000).
  In this case, the system overwrites the oldest records. (Ring buffer).
- Evoking the delete request via HTTPS by an external application.
  For example, through the included "Call Charge Manager"

The system administrator cannot use his system administration tools (WBM or Manager E) to selectively delete or delete call data records.

8.4. Smart Voicemail

The Smart Voicemail subscriber can selectively or completely delete his voicemails via the user interface of the terminal or the UC Smart / myPortal to go client.

The calls recorded by the Smart Voicemail application can be deleted by the System Administrator by removing the subscriber's Voicemail Box from the system configuration.

8.5. UC Smart

The personal data of a UC Smart participant recorded in the system administration as well as the directories and journals assigned to the participant can be deleted by the UC-Smart user via his myPortal @work Client either from a certain date on or completely.

The system administrator has no options via the system administration tools to selectively or completely delete the journal and chat data of a UC Smart participant recorded by UC Smart.

Deleting a UC Smart device from the base configuration of the system also clears its associated all UC Smart data.

8.6. UC Suite

The UC-Suite client user can delete the entries and user data in his individual journals.

The personal data of a UC Suite user, that are stored in the UC Suite administration as well as the assigned directories and journals and voicemails are completely deleted by resetting the participant in the UC Suite configuration.

The system administrator defines in the UC Suite configuration, the period (maximum 365 days) when the recorded journal and multimedia data (call recordings, voice mails, faxes, e-mails) data are deleted by the system.

In order to delete the basic data (name, first name) of a UC Suite user, the subscriber must be deleted in the basic system configuration the administration portal. Deleting the user via UC Suite Server Administration is not sufficient in this case.

9. References and Sources

Legal texts can be directly viewed or downloaded via Internet access.

OpenScape Business-related documents can be accessed via the Internet via the UNIFY Partner Portal, unless other links are specified

https://www.unify.com/us/partners/partner-portal.aspx?

9.1. Laws

General Data Protection Regulation

German

http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32016R0679&from=en

English

http://eur-lex.europa.eu/legal-content/DE/TXT/PDF/?uri=CELEX:32016R0679&from=en

Bundesdatenschutzgesetz 2017
https://www.bgbl.de/xaver/bgbl/start.xav?startbk=Bundesanzeiger_BGBl#__bgbl__%2F%2F*%5B%40attr_id%3D%27bgbl
117s2097.pdf%27%5D__1517406366632

9.2. OpenScape Business Service- / Administratordocumentation

OpenScape Business V2, Administrator Documentation

OpenScape Business Security Checklist

9.3. OpenScape Business Contact Center Documentation

OpenScape Business Contact Center Whitepaper
http://wiki.unify.com/wiki/OpenScape_Business#Multichannel_Contact_Center

OpenScape Business MyReports, Report Description
http://wiki.unify.com/wiki/OpenScape_Business#Multichannel_Contact_Center

OpenScape Business, myAgent, User Guide

OpenScape Business, myReports, User Guide

9.4. User Guides

9.4.1. UC Clients

OpenScape Business, myPortal Smart, User Guide

OpenScape Business, myPortal for Outlook, User Guide

OpenScape Business, myPortal for Desktop, User Guide

OpenScape Business, myAttendant, User Guide

OpenScape Business, myPortal to go, User Guide

9.4.2. Telephone Devices

OpenScape Desk Phone CP600 HFA (OpenScape Business), User Guide

OpenScape Desk Phone IP 55G HFA V3 (OpenScape Business), User Guide

OpenScape Desk Phone IP 55G SIP V3 (OpenScape Business), User Guide

OpenStage 10 T (OpenScape Business/HiPath 3000), User Guide

OpenStage 15 HFA (OpenScape Office/OpenScape Business/HiPath 3000), User Guide

OpenStage 15 T (OpenScape Business/HiPath 3000), User Guide

OpenStage 20 T (OpenScape Business/HiPath 3000), User Guide

OpenStage 30 T (OpenScape Business/HiPath 3000), User Guide

OpenStage 40 T (HiPath 3000/OpenScape Business), User Guide

OpenStage 60/80 T (OpenScape Business/HiPath 3000), User Guide

9.4.3. Other Clients

OpenScape Business, OpenScape Business Attendant, User Guide

OpenScape Business, Application Launcher, User Guide

OpenScape Business, myPortal for OpenStage, User Guide