



CLOUDLINK CHAT - CUSTOMER DATA RETENTION SCHEDULE

This Data Retention Scheduleⁱ explains how long Mitel keeps your information.

TABLE A: DEFINITIONS

| Terms/Acronym | Definition |
|---------------|-----------------------------|
| CDR | Communication Detail Record |
| EEA | European Economic Area |
| IP | Internet Protocol |
| IM | Instant Message |

TABLE B: ACTIVE CUSTOMER CDR RETENTION PERIOD AND LOCATION

| | Region | Retention Period | Storage Location |
|---|---------------|------------------|------------------|
| IM CDR (i.e. Initiator's and recipient's name & username & IP and port, location, IM date and time) | EEA | 6 months | EEA |
| | United States | 6 months | United States |
| | Canada | 6 months | United States |
| | Australia | 6 months | Australia |

TABLE C: ACTIVE CUSTOMER CONTENT RETENTION PERIOD

| Content Type | Duration | Is data archiving available as an added value service? | Can customer delete records at will? ⁱⁱ |
|--------------------|-----------|--|--|
| IM Message Content | 18 months | No | Yes |
| Shared files | 18 months | No | Yes |

TABLE D: CUSTOMER CONTENT STORAGE LOCATIONS

| CUSTOMER DATA STORAGE LOCATIONS | Region | Storage Location |
|---------------------------------------|---------------------------------------|------------------|
| | Europe / European Economic Area (EEA) | Europe |
| | United States | United States |
| | Canada | United States |
| | Australia / New Zealand | Australia |

ⁱ Customer Content are processed in accordance with the **MiCloud Services – Global Terms of Service** available at <https://www.mitel.com/en-ca/legal/mitel-cloud-services-terms-and-conditions>. Locations set out herein are default locations but are not absolute. CDRs and content associated with a deleted user profile are not immediately deleted and remain subject to this **Data Retention Schedule**. All retention periods and early Customer deletion abilities are subject to any legal, regulatory and/or operational requirements Mitel may have to retain the CDR or Customer Content. Upon termination of services, subject to any legal, regulatory and/or operational requirements Mitel may have, Mitel will delete all customer CDRs and Content within 90 days of termination. Customer acknowledges and agrees that Mitel may make changes to this **Data Retention Schedule** from time to time.

ⁱⁱ Bulk delete is only available upon account termination.

Effective Date: 9th September, 2024