

## MiTeam Meetings Role, Access, and Data Retention Details

### What is MiTeam Meetings?

MiTeam Meetings is a multi-party video meeting solution designed for users who want to improve work efficiency and enhance workplace communication with seamless transitions between voice, video, and chat capabilities<sup>1</sup>. It enables users to access features such as:

- Collaborate: Perform audio, video, and web sharing
- Chat: Hold chat sessions and receive chat notifications within a meeting
- File Sharing: Store and share files
- Recordings: Record collaboration sessions

### Roles

**Registered user** – a licensed MiTeam Meetings user (that is, a user who has been provisioned for MiTeam Meetings services by an account administrator of the entity that subscribes to MiTeam Meetings)

**Guest** – an unlicensed MiTeam Meetings user (that is, a participant who has not been provisioned for the MiTeam Meetings service or is not currently logged in to the service.)

**Organizer** – the registered user who creates the meeting.

**Invited Participant** - A registered user who has been invited to attend a meeting by an organizer.

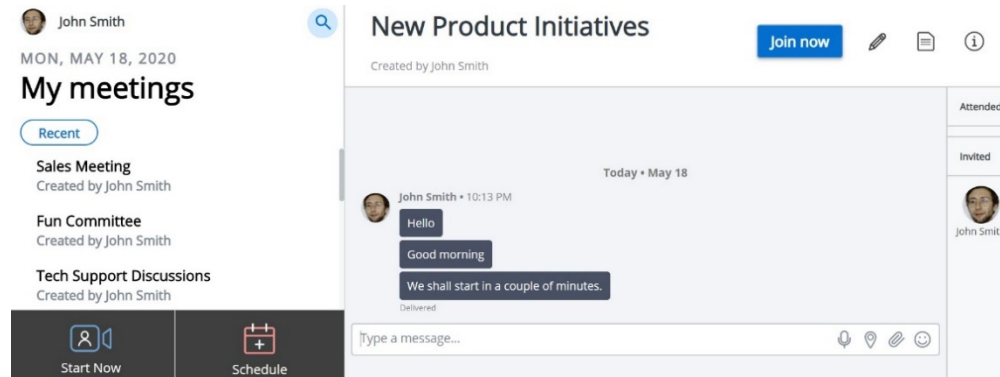
**Attended Participant** - A registered user or guest who has attended a meeting.

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<sup>1</sup> Meetings (and all chat messages, and files in a meeting) and Audit Logs are processed in accordance with the subscribing organization's MiCloud Services – Global Terms of Service. Mitel's standard terms are available at <https://www.mitel.com/en-ca/legal/mitel-cloud-services-terms-and-conditions>

## Meeting Lifecycle

MiTeam meetings comprise a virtual collaboration space (the “meeting space”) and 0 or more live audio, video and/or screen sharing collaboration sessions (“live sessions”), which can be recorded. Both the meeting space and the live session have a unique URL.



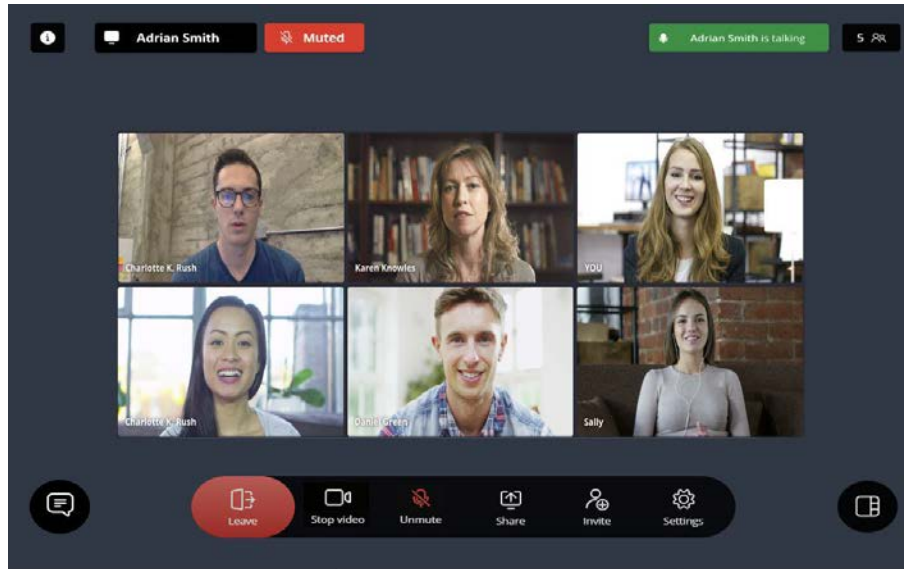
*Figure 1 Meeting Space*

A meeting space consists of a meeting name, participants, a chat conversation, files, and recordings from live sessions. Each meeting space is identified by a unique sequence of nine or more digits (“access code”).

A meeting space is created when the organizer schedules a meeting in the calendar or can be created on an ad hoc basis at any time. In the meeting space, the registered user can schedule and join live sessions, discuss topics via chat, share files, and access recordings of live sessions (chats, shared files and recordings are individually and collectively “content”).

Invited participants can collaborate in the meetings space prior to the live session, for example the invited participant may attach documents or seed the chat conversation with initial messages.

Meetings are listed on the home page of the organizer as well as on the home page of invited or attended participants. A registered user can hide meetings so that they no longer appear in the list. The organizer can delete meetings, which deletes all the content associated with the meetings. Hiding a meeting does not delete it.



*Figure 2 Live Session*

All live sessions occur at the same URL. The meeting space URL and live session(s) URLs individually and collectively are referred to as the “meeting URL”. The meeting access code is part of the meeting URL.

Live sessions have a maximum duration of 24 hours.

Content is mirrored between the meeting space and live sessions, where it is available for read/write purposes. Ending a live session does not end or delete the meeting.

Meetings do not have an expiration date. Meetings spaces, including the live session URL (and the live sessions themselves), are deleted only if the organizer deletes the meeting, or the corporate account to which the Organizer belongs is terminated. Content is deleted only as set out below.

## Access to Meeting Space

Any registered user who obtains a meeting URL or has a meeting access code can enter the meeting space or a live session, as the case may be, at any time. In contrast, a guest, who can enter only a live session, is first taken to the waiting room and can enter the live session only after accepted by a registered user who is already in the live session.

## Chat

- All messages are accessible to all registered users via the meeting space and to all registered users and guests during live sessions.
- Unless disabled by the corporate administrator, chat messages can be edited and/or deleted by the sender. The Edit/Delete feature is enabled by default. If another registered user(s) or guest had replied to a message that is being deleted, the original content of the message is still retained in the reply.
- Unless deleted by the sender, chat messages remain in the meeting space until the meeting space is deleted by the organizer.
- Edits are accessible to all participants in the meeting space and the live session.

## Attachments

- All shared files are accessible to all registered users via the meeting space and to all registered users and guests during live sessions.
- Shared files remain in the meeting space until the meeting space is deleted by the organizer.

## Recordings

- Recording can be initiated by any registered user in a live session.
- Only the registered user who initiated the recording can stop the recording.
- When a recording is initiated, all participants are notified including those attending by telephone only. Notifications are presented to new attendees who join a meeting where recording is in progress.
- Recordings are accessible to all registered users via the meeting space and to all registered users and guests during live sessions.
- Any registered user or guest with access to a recording can download the recording for offline viewing and share the downloaded files with others.
- The maximum space available to a registered user in cloud to store the recordings is 5 GB.
- There is not limit on the duration of recordings.
- Effective July 1, 2021, recordings will remain in the meeting space until the earlier of 12 months from the recording date, or the meeting space is deleted by the organizer. Recording made prior to July 1, 2021 will remain in the meeting space until the earlier of 12 months from July 1, 2021 or the meeting space is deleted by the organizer.

## Audit Logs

- For security and regulatory purposes, Mitel may capture the following types of meeting metadata: Initiator's and each participants' name and user name (as applicable), phone number, IP address, and port as applicable, location, conference date, time and duration, chat, chat edit, chat delete date and time, location, network path, details of any files exchanged including file size, file edits and deletes, call recording size, start, stop, and deletion and location of system used.

## Security and Privacy

- For security and privacy purposes, it is recommended:
  - not to re-use meetings unless the meeting is a re-occurring meeting with the same group of participants. The reason is that content is accessible to all participants and if the meeting is re-used for a different purpose and/or with a different group of participants, there may be details in the content that should not be shared across groups. Also new participants will have access to previous recordings.
  - consider deleting the meeting after the live session is over and any attachments/recordings that have been downloaded by the participants.
  - consider deleting recordings, files, and chat messages appropriately to address invitee and attendee changes.
  - assess whether it is appropriate for participants to be able to edit/delete messages and set admin settings accordingly.

## Storage Location<sup>2</sup>

Meetings (and all chats, and files in a meeting) and Audit Logs are stored as follows.

Account Cloud Region	Storage Location
Europe/EEA	Europe/EEA

<sup>2</sup>Location set out herein are default locations but are not absolute.

United States	United States
Canada	United States
Australia	Australia