

MITEL HYBRID CLOUD FOR ZOOM CUSTOMER DATA RETENTION

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

TABLE A: ACTIVE CUSTOMER RETENTION PERIOD

Content Type	Examples	Default Duration
Use Records	Audit logs (i.e., logs related to access, modification, or deletion of Customer Content)	For the duration of the contract.
Provisioning Information	First name, last name, username, IP address, phone number, phone extension, and e-mail address.	While user is provisioned.
Customer Content	Voicemails, chat transcripts, documents, presence information, call detail records, etc. uploaded from the PBX to the Zoom client.	Mitel does not store Customer Content. However, in order to provide the service, Mitel may process and cache Customer Content temporarily on CloudLink for up to 7 days.

TABLE B: STORAGE LOCATION

Storage Location ⁱ	Region	Storage Location
	EEA	EEA
	United States	United States
	Canada	United States
	Australia	Australia
	New Zealand	Australia

ⁱ Mitel may store Customer Content globally; however subject to the terms of service, Customer Content may be stored in the primary deployment location.