

Data Input

Data Processing

Deletion Timeline

Admin / Logistics

Provide Services

Service Related / Other

Customer

Register accounts

Users generate data (including files and recordings)

Passively generated data from Service use

Contract

Cisco will not access this unless shared by the Customer

Contract

Data can be viewed, modified, deleted by user preference or Customer policy

User can share their content in accordance with Customer's data policy

Customer can view host, usage, and configuration information

Authenticate and authorize access to account

Notify Customers about features and updates

Display directory data and avatar to other Webex users

Provide the Service and optional components (e.g. recording meetings)

Billing and customer relationship management

Provide Customer support

Diagnosis of technical issues and troubleshooting

Content delivery networks and cloud infrastructure services

Step-by-step tour and guidance on using Webex Meetings online site

No retention Days Weeks Months Years By request

Deleted once the Service is terminated

Avatars are deleted from local cache after 2 weeks

Billing data and UUID are deleted after 7 years

Deleted at Customer's or user's discretion

User generated data is retained for 60 days after termination

Deleted after 13 months

Deleted 15 days after the meeting

Subprocessor

Personal Data Processing

User Information

Name, Email Address, Password, Browser, Phone Number (Optional), Mailing Address (Optional), Avatar (Optional), User Information included in the Customer's Active Directory (if synced), Unique User ID (UUID) (a pseudonymized 128-bit number assigned to compute nodes on a network)

User-Generated Information

Meeting Recordings (if enabled by Customer), Transcriptions of Meeting Recordings (optional, only applicable if enabled by you), Uploaded Files (for Webex Webinars and Training only), Whiteboard Content (optional, only applicable if enabled by you)

Host & Usage Information

IP Address, User Agent Identifier, Hardware Type, Operating System Type and Version, Client Version, IP Addresses Along the Network Path, MAC Address of Your Client (As Applicable), Service Version, Actions Taken, Geographic Region (i.e., Country Code), Meeting Session Information (e.g., date and time, frequency, average and actual duration, quantity, quality, network activity, and network connectivity), Number of Meetings, Number of Screen-Sharing and NonScreen-Sharing Sessions, Number of Participants, Screen Resolution, Join Method; Performance, Troubleshooting, and Diagnostics Information; Meeting Host Information, Host Name and Email Address, Meeting Site URL, Meeting Start/End Time, Meeting Title, Call Attendee Information (including Email Addresses, IP Address, Username, Phone Numbers, Room Device Information), Information submitted through attendee registration form (Optional)

Access Key

Icons on the right show who has access
Details of access are listed in the datasheet

What's being done

User Customer Cisco Subprocessor Partner

Columns show category of purpose
Rows show who processes data
Text inside indicates purpose

Data Center Locations

The Service leverages its own data centers to deliver the Service globally.

- Cisco Data Centers:**
- Amsterdam
 - Bangalore
 - California
 - Frankfurt
 - London
 - Montreal
 - New York
 - North Carolina
 - Singapore
 - Sydney
 - Texas
 - Tokyo
 - Toronto
 - Virginia
- Internet Point of Presence (iPop)* Locations:**
- Amsterdam
 - California
 - Illinois
 - New Jersey
 - Sydney
 - Texas
- * Data routed through iPOP locations remains encrypted and is not stored in that location.

