



RingCentral AI Receptionist Privacy Datasheet

At RingCentral, we take the protection of personal data seriously and have created this document to describe how RingCentral processes personal data when providing RingCentral AI Receptionist (the “Service” or “RingCentral AIR”). The purpose of this document is to help our customers and partners understand how the Service complies with privacy requirements and to provide. This document should be read in combination with the [RingEX Service Privacy Datasheet](#).

Note that RingCentral processes personal data both as a controller and as a processor. The processing activities performed by RingCentral acting as controller are subject to the [RingCentral Privacy Notice](#). Additional information related to RingCentral acting as controller is provided in [RingCentral as a Data Controller](#).

The processing activities performed by RingCentral acting as processor on behalf of its customers are governed by the [RingCentral Data Processing Addendum](#) incorporated into the RingCentral Master Service Agreement.

Service Description

RingCentral AIR is an add-on product to RingEX designed to handle incoming calls in a conversational way and to route the calls intelligently across any business line - front desk, sales, support, and/or field offices.

Data Subjects

Customer system administrators activate RingCentral AIR and can add or remove lines to which the Service responds. The primary data subject category is the party calling into a voice number for which RingCentral AIR has been enabled (“AIR Guest”).

Personal Data Collection

RingCentral AIR collects data primarily about individuals (AIR Guests) who call into a RingEX voice line for which RingCentral AIR has been enabled. When RingCentral AIR is enabled, every call is recorded and transcribed and RingCentral AIR provides an AI-generated response back to the AIR Guest. RingCentral AIR searches through customer-uploaded knowledge-base articles or websites to provide responses back to the AIR Guest.

The personal data attributes processed by RingCentral AIR in addition to the data processed by RingEX are the recordings of the call and possibly personal data contained in knowledge-base articles or websites. Please see RingEX privacy datasheet for more information about what personal data may be collected as part of the RingEX service.



Categories of personal data processed by RingCentral AIR as well as the AI inputs and outputs are listed in the table in Annex I.

Special Categories of Personal Data Processed by the Service

The Service is not designed to process or use voiceprints or other biometric data.

The Service is not designed to recognize and/or classify data as:

- Special categories of data or sensitive data (as defined in the GDPR or in other applicable data protection laws)
- Personal data concerning children or minors
- Data related to criminal convictions and offenses

Insofar as customers process special categories of personal data, customers undertake to process these categories of personal data lawfully, and in particular to rely on a valid legal basis in accordance with applicable data protection laws.

Use of Artificial Intelligence

RingCentral AIR leverages third-party AI services to provide certain features of the Service, including speech-to-text transcription and AI-generated responses. For example, during a recorded call, RingCentral AIR uses speech-to-text technology to turn audio into text, and the text is provided to a third-party AI system which searches the text to generate a natural language response, then such response is turned from text back to speech which is presented to the caller. Customers can customize the greeting presented to AIR Guests to include, as deemed relevant by Customers, a notification that AIR Guests are interacting with AI.

RingCentral does not use customer personal data to train its models. RingCentral does not allow third parties to use customer personal data to train their AI models. Where available (including through the subprocessor), RingCentral implements a zero data retention policy, whereby the requests and responses are not persisted to any logging mechanism and exist only in memory in order to serve the request.

Please see the [RingCentral Subprocessor List](#) for more information on the third parties and see the [RingCentral AI Transparency Whitepaper](#) for more information about RingCentral's approach to trustworthy AI.

Restricted Administrative Access by RingCentral

RingCentral employs strict access control mechanisms which limit access to personal data to only trained and authorized RingCentral and subprocessor personnel who have a business need to access said data in order to enable RingCentral to perform its obligations towards customers. Such controls include multi-factor authentication (MFA), which is implemented for administrative access to the production environment, and Identity Access Management (IAM), which tightly controls access to RingCentral production environments.



How RingCentral Service Data Processing Fits with Data Protection Laws

Data Subject Rights

The Service provides technical means to enable Users to take appropriate actions to update or delete their accounts. Users may also exercise their data subject right by emailing privacy@ringcentral.com.

Subprocessors

RingCentral uses other RingCentral affiliates and third party service providers to assist in delivering the Service. RingCentral contracts only with third-party service providers that provide equivalent levels of data protection and security as provided by RingCentral.

For a current list of our subprocessors, please see the [RingCentral Subprocessor List](#).

Data Deletion and Retention

User personal data will be processed for the duration of the term of the Service, or as otherwise required by law or agreed with the customers. Upon termination an account will be disabled on the last day of the billing cycle. Once the account is disabled, the account will be deleted within 30 days, unless otherwise agreed with our customer.

Location of Data Storage

RingCentral stores personal data as part of the Services located in the following countries.

Customer account location*	Service account data	Usage data	Customer-generated content
United States	United States	United States	United States
United Kingdom	United States and United Kingdom or Germany	United States and United Kingdom or Germany	United Kingdom or Germany
Europe	United States and Germany	United States and Germany	Germany
Canada	United States	United States	United States
Australia	United States and Australia	United States and Australia	Australia

Cross-Border Transfers

RingCentral may transfer and process customer personal data outside the European Economic Area (EEA), Switzerland, or the United Kingdom, to locations where RingCentral, its affiliates or its subprocessors maintain data processing operations. Please see the [RingCentral Personal Data Transfer FAQ](#) for more information.

With respect to transfers out of the EEA, United Kingdom, and Switzerland to the United States, RingCentral has



self-certified to the U.S. Department of Commerce that it adheres to the EU-U.S. Data Privacy Framework Principles (EU-U.S. DPF Principles), the UK Extension to the EU-U.S. DPF (UK Extension), and the Swiss-U.S. Data Privacy Framework Principles (Swiss-U.S. DPF Principles), respectively. Please see RingCentral's [Notice of Certification](#) for more information.

To the extent that RingCentral processes (or causes to be processed) any personal data originating from the EEA, Switzerland, or the United Kingdom in a country that has not been recognized by competent authorities as providing an adequate level of protection for personal data, RingCentral relies on the European Commission's Standard Contractual Clauses, its additional safeguards, and the additional Swiss and UK-specific clauses, to transfer such personal data.

Automated Decision-Making

The Service is not designed to make decisions based solely on automated processing, particularly those that produce legal effects on individuals.

Security Measures

RingCentral is committed to security and has implemented technical, organizational, and contractual safeguards to protect the data of customers. Please see our [Security Addendum](#) and our [Trust Center](#) for information on the commitments we make to our customers about security.

About This Datasheet

The information provided in this Datasheet does not constitute legal or professional advice, warranty of fitness for a particular purpose or compliance with applicable laws. RingCentral reserves the right to update this datasheet from time-to-time.

Annex 1 - Categories of Personal Data Processed by the Service and Purpose of Processing

Categories of personal data processed by RingCentral AI Receptionist as well as the AI inputs and outputs are listed in the table below.

Category of data subject	Category of personal data	AI processing	Purpose of processing
RingCentral AIR administrator	Customer-generated content <ul style="list-style-type: none"> Any information contained in materials submitted by customer administrators for RingCentral AIR responses 	<ul style="list-style-type: none"> Customer materials (input) AI-generated responses (output) 	<ul style="list-style-type: none"> Provide the Service Generate analytics reports as requested by RingCentral AIR administrators Monitor and improve the Service Provide technical support
AIR Guest	Customer-generated content <ul style="list-style-type: none"> Audio recordings Transcripts 	<ul style="list-style-type: none"> Audio recordings (input) Transcripts (output and input) 	<ul style="list-style-type: none"> Provide the Service Monitor and improve the Service Provide technical support