



Offer Disclosure

Webex Contact Center Service

This Offer Disclosure provides detailed information about data handling practices, security controls, and AI features specific to this Cisco Offer. It complements the [General Disclosures](#), which outline Cisco's overarching approach to handling Customer Systems Information and Customer Content, and the [Cisco Online Privacy Statement](#), which offers a more in-depth explanation of how Cisco manages personal data. Together, these documents provide transparency by addressing data handling at both a high level and an Offer specific level, helping you understand how Cisco protects and processes information across its Offers.

Capitalized words not otherwise defined in this Offer Disclosure have the meanings set forth in the Cisco General Terms or General Disclosures. To the extent this document differs from the Cisco Online Privacy Statement or General Disclosures, this document will take precedence regarding Offer specific information. If there is a difference in the translated, non-English versions of this document, the US-English version will take precedence.

Cisco will review and update this disclosure on an annual basis, or as needed, to reflect material changes in the processing of Customer Systems Information or Customer Content. For updates, subscribe via the "subscribe" link in the upper right corner of the [Trust Portal](#).

1. Overview

Cisco Webex Contact Center (the "Service") is a cloud-based contact center solution made available by Cisco or its resale partners ("Partners") to companies ("Customer", "you", "your") who purchase it for use by their authorized users ("Administrators"), their contact center agents ("Agents") and people who access contact centers enabled by the Service ("Users").

The Service integrates with various Cisco products, including Webex Calling Dedicated Instance, Webex Connect, Webex WFO, Webex Campaign, and Webex Control Hub. Please see the applicable Disclosure Documents for details regarding processing of personal data by the Cisco product receiving and sending personal data from and to the Service.

Note, the Service may also be integrated with third-party products that the customer purchased from third parties (including purchases through Cisco's Solutions Plus resale program). Cisco is not responsible for customer data once it leaves the Service for a non-Cisco product. Protection of data within the applicable third-party system is governed by the contract(s) and policies of the applicable third party.

2. Data Handling

2a. Collection, Purpose & Retention

Cisco believes in transparency when it comes to how Cisco handles Customer Content and Customer Systems Information. This disclosure provides details about the types of data Cisco collects, specific data elements involved, the purposes for which they are used, and how long Cisco retains them for this Cisco Offer.

Table 1: Customer Content

Data Category	Data Elements (Examples)	Purposes	Retention Period
Host and Usage Information	Personal Data: - End User Phone Numbers and associated Call - Detail Records ("CDRs")	- Understand how the Service is used - Billing - Diagnose technical issues - Conduct analytics and statistical analysis in aggregate form to improve the technical performance of the Service - Respond to Customer support requests - Enforcing compliance with our terms of use and other policies in connection with legal claims, compliance, regulatory and investigatory purposes. - Marketing communication (with consent)	When you are an active customer: 1 year Upon termination/expiration: 1 year
Agent and User Generated Data	Personal Data: - Voice Communication Recordings and Transcripts - Agent Call Associated Data (CAD) - Non-voice communications data (email, instant messages and chat histories) - Uploaded customer-provided content	- Provide the Service and maintain quality control - Provide customized prompts - Provide data processing services for voice recordings and/or transcription - Agent CAD information based on business requirements	When you are an active customer: - Voice communication recordings and transcriptions per customer's configured settings. - Chat, email, SMS and social media digital channel transcripts: 6 months via Cisco/IMI Engage and an additional 18 months upon request.

	• Uploaded Media Files • Survey responses Non-Personal Data • Survey Name • Question Text		• Historical reporting data: 36 months Upon termination/expiration: • Deleted within 60 days.
Webex-Generated Content	Personal Data: • AI Generated Content (optional, only applicable if AI Agent, AI Assistant, Webex WFO features are enabled by you).	• Provide the Service	When you are an active customer: • AI-Generated content with AI Agent and AI Assistant per customer's configured settings. Upon termination/expiration: • Deleted within 60 days

Table 2: Customer Systems Information

Data Category	Data Elements (Examples)	Purposes	Retention Period
Administrative Data	Personal Data: • SIP IP Address • Name and aliases • Email Address • Phone Number • User ID • Company Contact Name Non-Personal Data: • Authentication Token Password • Designation Cookies • SIP IP Address • Organization ID • Company Name • Company Physical Address • Company • Time-Zone	• Provision the Service • Provide operational support • Communicate with you on the status and availability of the Service • Enroll you in the Service • Authenticate and authorize access to the Service • Understand how the Service is used • Make improvements to the Service • Route calls and multimedia services	When you are an active customer: • 1 year Upon termination/expiration: • 1 year
Host and Usage Information	Personal Data: • Agent Identifier • Automatic Number Identification Information • Multimedia traffic data with associated identifiers (including sender, recipients, date, time and duration) • Geolocation Non-Personal Data:	• Understand how the Service is used • Billing • Diagnose technical issues • Conduct analytics and statistical analysis in aggregate form to improve the technical performance of the Service • Respond to Customer support requests • Enforcing compliance with our terms of use and other policies in connection with	When you are an active customer: • 1 year Upon termination/expiration: • 1 year

	- Log / Billing Files - Login URL - Cookies - Alert Message Data - Time Zone - Domain Name - Survey Question ID - Survey Response Time Stamp - Survey Response Duration	- legal claims, compliance, regulatory and investigatory purposes. - Marketing communication (with consent)	
Events Data	Non-Personal Data: Logs	- Troubleshooting - Auditing - Monitoring - Analysis - Reporting	When you are an active customer: 36 months or per customer's configured settings. Upon termination/expiration: 1 year
Telemetry Data	Non-Personal Data: - Measurements - Readings - Status updates - Performance metrics - Environmental conditions	- Monitoring - Analysis - Reporting	When you are an active customer: 1 year Upon termination/expiration: 1 year
Configuration Data	Personal Data: - User Settings Non-Personal Data: - Settings - Hardware Settings - Software Configuration - Network Settings	Configure Functionality	When you are an active customer: 60 days Upon termination/expiration: 60 days

2b. Storage and Processing

Data Centers. Cisco uses its own data centers as well as third-party infrastructure providers to deliver this Cisco Offer's capabilities globally.

Table 3: Data Centers

Cisco Data Center Locations (Voice Access Points)	Infrastructure Provider Locations
Amsterdam, Netherlands	AWS US
Calgary & Vancouver & Toronto, Canada	AWS United Kingdom
London & Manchester UK	AWS Germany
New York & Los Angeles & San Jose & Dallas USA	AWS Australia

Tokyo & Osaka Japan	AWS Canada
Sydney & Melbourne Australia	AWS Japan
Frankfurt, Germany	AWS South Africa
Singapore, Singapore	AWS UAE
Pune & Hyderabad, India	AWS Singapore
Capetown, South Africa	AWS Brazil
Dubai, UAE	AWS India
Sao Paulo, Brazil	

Note: When you purchase a subscription, Cisco creates, processes, and stores your information in the United States regardless of the subsequent provisioning of your accounts in a chosen regional cloud. All data is encrypted in transit.

For this Cisco Offer, Webex data residency provides Customer administrators (or their Partner administrators on the Customer's behalf) the ability to choose where their organization's personal data is stored. During the setup process, the authorized administrator selects the organization's country of residence. The system will map the selected country to the closest or logical Webex Contact Center Cloud-Hosted Application Processing Location (as listed above), which is where the organization's personal data will be located. The mapping between the selected country and the Webex Contact Center Cloud-Hosted Application Processing Locations can be found here: <https://help.webex.com/en-us/article/n0p6xa1/Data-Locality-in-Webex-Contact-Center>.

To facilitate certain operations and aspects of the Service, certain exceptions to Webex data residency exist; specifically, cross-border transfers of personal data may still occur when (a) a user engages in collaboration with users outside of their region; (b) a user requests technical support, including through Cisco TAC (in which case the information that a user provides within the initial TAC request may be transferred outside the region); (c) a user enables certain optional functionalities; (d) a user registers on any Cisco platform (for example, through www.webex.com or www.cisco.com) or through any Cisco service to learn more about Cisco products or events; (f) a Customer provides ordering information (business contact information); or (f) a user enables cell phone "push" notifications (in which case the cell phone provider associated with iOS or Android functionality may transfer data outside of the region).

Service Providers. Cisco may share Customer Systems Information and Customer Content with a trusted ecosystem of suppliers. In each instance, each participant has agreed to confidentiality

terms, compliance with applicable law, and adherence to information security, privacy, and other data processing requirements with Cisco that are consistent with Cisco’s commitments to you.

Subcontractors assist with broader data processing services, while subprocessors specifically process Personal Data on Cisco’s behalf to support the functionality of the Cisco Offer. Both are listed below. For updates, subscribe via the “subscribe” link in the upper right corner of the Trust Portal.

Table 4: Subprocessors

Name	Personal Data	Service Type	Cisco Data Center Location
Acqueon (Optional)	Phone Numbers	Acqueon is utilized to make outbound calling campaign management. This service is provided in the region where Customer is provisioned.	Acqueon Data Center locations include the following: USA: Virginia UK: London, England ANZ: Sydney, Australia
Amazon Web Services	Administrative Data; Host and Usage Information; Agent; and User-Generated Data	Data Center and Hosting Provider.	Amazon Web Services Data Center locations include those listed in Section 2b of this Offer Disclosure.
Atlas MongoDB	Administrative Data, Agent and User-Generated Data, Host and Usage Information	Data Storage (Surveys)	Data centers are located in the United States.
Calabrio (Optional)	Voice Communication Recordings; Screen Recordings; and Webex WFO-related content	Quality Management, Work Force Management, Analytics, and Cloud Infrastructure Storage	Calabrio Data Center locations include the following: USA: Ohio, Oregon and Virginia Canada: Montral, Quebec LATAM: Sao Paulo, Brazil EU: Dublin, Ireland UK: London, England ANZ: Sydney, Australia SGP: Singapore
Google (Optional)	Agent and User Generated Data	Google CCAI provides transcription services.	This service is provided in the region where Customer is provisioned. Google Cloud Platform data storage facilities are located here . When a Google CCAI customer creates a project in the GCP portal, that customer may select where certain Customer Data will be stored, and Google will store it there in accordance with the Service Specific Terms found here .

Microsoft Azure Cloud (Optional)	Agent and User Generated Data; and Webex-Generated Content.	Microsoft Azure is used to provide the optional AI Agent and AI Assistant services.	Data Center locations include Australia, Canada, the EU, India, Japan, Singapore, South Africa, Switzerland, UAE, UK, and US.
ElevenLabs (Optional)	Agent and User Generated Data; and Webex-Generated Content.	Text to Speech service for AI Agent and Assistant (US Customers).	Data Center locations are in the United States.
Deepgram (Optional)	Agent and User Generated Data; and Webex-Generated Content.	Speech to Text service for AI Agent and Assistant (US Customers).	Data Center locations are in the United States.
Univonix (Optional)	Administrative Data	Univonix Discovery & Migration tool is used to review exported configuration files from existing on premises contact center configurations, and to translate the exported configuration files into a format compatible with the Service, producing an output ready for upload. The Univonix Discovery & Migration tool is used as a standalone tool during onboarding only.	Univonix Data Center locations include the following: Primary hosting: Netherlands Geo-Redundancy hosting: Germany.
Postgres	Agent and User-Generated Data, Host and Usage Information	Data Storage (Surveys)	Data centers are located in: Australia Canada Germany Japan Singapore United Kingdom United States

2c. Access and Sharing

Customers and their authorized third parties may directly access Data by using standard APIs, to the extent those are described in the API documentation found [here](#), subject to the provisions of [Webex for Developers Terms of Service](#).

Webex Contact Center APIs support both structured and unstructured data sets depending on the particular data set requested from Webex Contact Center. Depending on the standard implemented by the API, structured data sets may use JSON, XML, or other standardized data formats; while

unstructured data sets may be in the form of text, PDF or other unstructured data file formats. For more details, please consult the API documentation referenced above.

Customers may send requests for expanded API or data interface capabilities through their usual Cisco support or account management channels.

Cisco makes certain Customer Systems Information available to Customers and their authorized third parties in a structured, commonly used machine-readable format through the following standardized APIs, consistent with the specifications provided in the Cisco API Guidelines.

- Configuration <https://developer.webex.com/>

Customers may send requests for expanded API or data interface capabilities through their Cisco support or account management channels.

3. Security

3a. Access Control and Encryption

Cisco has implemented reasonable and appropriate technical and organizational measures designed to protect data from accidental loss, unavailability, and unauthorized access, use, alteration, and disclosure.

Table 6: Access & Controls

Data Category	Who Has Access	Purpose of Access	Security Controls
Administrative Data	Administrators and Agents through the Tenant Management Portal Customer through the Tenant Management Portal Partner through the Partner and Tenant Management Portal Partners do not have access to Authentication Tokens or Passwords Cisco	Modify, control, and delete information. Modify, control, and delete in accordance with Customer's personal data policy. Modify, control, and delete in accordance with Partner's personal data policy. Support the Service in accordance with Cisco's data access and security controls process.	Encrypted in transit, and disk encrypted at rest
Host and Usage information	Administrators and Agents through the Tenant Management Portal and Agent Desktop Customer through the Tenant Management Portal Partner through the Partner and Tenant Management Portal Cisco	View Interaction Information and History Analysis to improve user performance and customer satisfaction Analysis to improve user performance and customer satisfaction	Encrypted in transit, and disk encrypted at rest

		Support and improvement of the Service	
Agent and User Generated Information	Agents through the Tenant Management Portal Customer and Administrators through the Tenant Management Portal Partner through the Partner and Tenant Management Portal Cisco	Access and view historical data. Modify, control, and delete in accordance with Customer's personal data policy Modify, control, and delete in accordance with Partner's personal data policy While Cisco operates the Service, Cisco will not access this data unless it is shared with Cisco by the Customer and will only access in accordance with Cisco's data access and security controls process.	Encrypted in transit, and disk encrypted at rest
Webex-Generated Content	Agents through the Tenant Management Portal Customer and Administrators through the Tenant Management Portal Partner through the Partner and Tenant Management Portal Cisco	Access and view historical data. Modify, control, and delete in accordance with Customer's personal data policy Modify, control, and delete in accordance with Partner's personal data policy While Cisco operates the Service, Cisco will not access this data unless it is shared with Cisco by the Customer and will only access in accordance with Cisco's data access and security controls process.	Encrypted in transit, and disk encrypted at rest
Events Data	Cisco	Troubleshooting and support	Encrypted in transit, and disk encrypted at rest
Configuration Data	Customer and Administrators through the Tenant Management Portal Cisco	Org and user setup	Encrypted in transit, and disk encrypted at rest
Telemetry Data	Cisco	Troubleshooting and support	Encrypted in transit, and disk encrypted at rest

3b. Reports & Resources

In addition to complying with internal standards, Cisco maintains third-party validations and certifications to demonstrate its commitment to robust information security and privacy. The General Disclosures describe Cisco's enterprise-wide certifications. The following additional resources and certifications apply specifically to this Offer:

- [Trust Package for Cisco Webex Contact Center](#)
 - o PCI-DSS v 4.0.1 Certification
 - o ISO 27001

- o ISO 27017
- o ISO 27018
- o ISO 27701
- o ISO 22301
- o SOC 2 Type II
- o HIPAA
- o C5
- o CSA-Star
- o EU Cloud Code of Conduct Adherence by SCOPE Europe
 - For more information about the EU Cloud Code of Conduct see: Cisco Webex EU Cloud Code of Conduct and the Verification of Declaration of Adherence.
- o French Health Data Hosting (Hébergeurs de Données de Santé - HDS) Certification
 - The HDS certification (found on the Cisco Trust Portal) applies to the Service provisioned in the European Economic Area (EEA). Webex Contact Center Service adheres to the HDS requirements by providing robust infrastructure and dedicated storage within the EEA. In order to comply with version 2.0 of the HDS referential data residency requirements, HDS customers must select a region within the EEA for data storage to meet the standard. Further evaluation of the customer's own requirements and manual configuration of the product is at the customer's discretion.

4. Artificial Intelligence

Cisco prioritizes trust and transparency, including when it comes to development and deployment of AI. Cisco does not process or use Customer Content described in this Offer Description to train any Offer AI models without your authorization. To “train” in this context includes to evaluate, improve, fine-tune, or develop any Offer AI models. This disclosure provides an overview of the generative and agentic AI features included in this Cisco Offer:

Table 7: Generative and Agentic AI

Feature	AI Transparency Technical Note
Contact Center: Agent Answers and Suggested Responses	https://trustportal.cisco.com/c/r/ctp/trust-portal.html?doctype=AI%20Transparency&prodserv=Cisco%20Webex%20Contact%20Center%20Service#/19784895250237237
Contact Center: Agent Burnout Detection	https://trustportal.cisco.com/c/r/ctp/trust-portal.html?doctype=AI%20Transparency&prodserv=Cisco%20Webex%20Contact%20Center%20Service#/19984831532725334
Contact Center: Auto CSAT	https://trustportal.cisco.com/c/r/ctp/trust-portal.html?doctype=AI%20Transparency&prodserv=Cisco%20Webex%20Contact%20Center%20Service#/19123111911450847

Contact Center: Call Summaries and Handoff to Agent	https://trustportal.cisco.com/c/r/ctp/trust-portal.html?doctype=AI%20Transparency&prodserv=Cisco%20Webex%20Contact%20Center%20Service#/19496680491489903
Contact Center: Topic Analysis	https://trustportal.cisco.com/c/r/ctp/trust-portal.html?doctype=AI%20Transparency&prodserv=Cisco%20Webex%20Contact%20Center%20Service#/19529591075591898
Contact Center: Webex Workforce Optimization Enhancements	https://trustportal.cisco.com/c/r/ctp/trust-portal.html?doctype=AI%20Transparency&prodserv=Cisco%20Webex%20Contact%20Center%20Service#/19128350572093407
Webex AI Agent	https://trustportal.cisco.com/c/r/ctp/trust-portal.html?doctype=AI%20Transparency&prodserv=Cisco%20Webex%20Contact%20Center%20Service#/19445370048945010