



Subprocessor List Updates: FAQ

For support-related inquiries, please contact your RingCentral account manager or visit [RingCentral Support](#).

Please see the [Google Automated Speech Recognition \(ASR\) Service Addendum](#) for questions specific to Google

What is a subprocessor?

A subprocessor is a third party engaged by RingCentral to process data on RingCentral's behalf for the purpose of fulfilling RingCentral obligations as a data processor. Subprocessors operate according to RingCentral instructions and are bound by specific data protection terms.

Why did I get an email about updates to the RingCentral Subprocessor List?

RingCentral is required by applicable law to provide updates to customers when there are changes to our subprocessor list.

How do updates to the RingCentral Subprocessor List impact me or my organization?

Services provided by RingCentral will continue without changes.

Do I need to take any action when I receive a legal notice of an update to the RingCentral Subprocessor List?

No. The legal notices are provided for your information as required by law and require no action on your part or on behalf of your organization.

Do RingCentral subprocessors have access to our RingCentral account?

RingCentral relies on subprocessors for different purposes of data processing, including but not limited to managing in-app notifications, voicemail transcription services, and data center hosting. Subprocessors operate according to RingCentral instructions and are bound by specific data protection terms.

How can I easily locate what has changed in the RingCentral Subprocessor List?



In the subprocessor list, a table titled *Recent Changes* summarizes changes made for each update. Please refer to this section to understand what changes were made.

Are data storage and cross border data transfers conducted in compliance with GDPR and other applicable privacy laws ?

Yes. For information about RingCentral data transfers and compliance with the law, please visit our [Trust Center](#).

Where can I locate a complete list of RingCentral subprocessors?

Please visit the [RingCentral Subprocessor List](#) for a complete list of subprocessors by RingCentral service.

I unsubscribed from RingCentral emails. Why did I get this email?

Notification of an update to our subprocessor list is a legal notice and we are required by law to inform our customers of such changes.

I no longer use RingCentral, why am I still receiving email communications?

Although you may no longer be a current RingCentral user, you may still be listed as the system administrator or account primary in our systems. Please contact your RingCentral account manager to update your account settings.

Where can I go for further questions?

Please review the resources posted on our [Trust Center](#) if you have additional questions.

Please note that the information in this document on legal or technical subject matters is for general awareness only and does not constitute legal or professional advice, or warranty of compliance with applicable laws. The content of this document may be subject to change.



RingCentral Subprocessor List FAQ - Addendum

FAQ for Google Automated Speech Recognition (ASR) for Voice to Text Transcription

When was Google Automated Speech Recognition (ASR) implemented in RingCentral products?

Google ASR is not yet implemented. The legal notice sent was to inform you that this subprocessor will be added to the relevant products, as listed elsewhere in this Addendum.

Does RingCentral vet third-party service providers?

Yes. RingCentral has a third-party risk management process to review and evaluate all third-party service providers.

What legal terms are in place with Google?

RingCentral enters into agreements with all our subprocessors including a Data Processing Addendum (DPA) and Business Associate Agreement (BAA). We have entered into these agreements with Google.

Which service(s) does this affect?

Google ASR will be used for the following products:

RingCentral MVP
RingCentral Video Pro
RingCentral Engage Voice
RingCX
RingCentral Unify Office
RingCentral Avaya Cloud Office
RingCentral Rainbow Office



What data goes to Google?

When a user chooses to turn on live transcription or closed captions, customer content data for that conversation will be shared with Google.

Which RingCentral features use Google ASR?

Speech to text transcription is used in RingCentral MVP and RingCX. During video and phone calls the service is enabled when a user turns on closed captions or live transcription.

Is the data shared with Google encrypted?

Yes, the data shared with Google is encrypted.

What are the data storage locations?

There are four data storage locations: US, Canada, United Kingdom, and Germany.

Is any data for this feature sent outside of the US?

For accounts located within the US, the data will be sent to a Google US region.

Does this apply to all speech to text features such as voicemail transcripts?

No. Google ASR will be used only for live transcription and closed captions.

Can we opt out of having this applied to our account?

Unfortunately, this option is not available. However, if you choose not to enable closed captions or live transcription during video and phone calls, the service is not used.