

# PIPEDA Compliance Guide

April 2021

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# RingCentral's services are designed to help you comply with PIPEDA legislation

RingCentral takes all customers' data privacy and security requirements seriously. This includes formal compliance with all respective local and regional regulations. As a leading global communications and collaboration cloud service provider, RingCentral's platform services are designed to help our customers meet their compliance obligations under the Personal Information Protection and Electronic Documents Act (PIPEDA).

PIPEDA is a Canadian federal privacy law that applies to many organizations that conduct business in Canada. Specifically, PIPEDA regulates the collection, use, and disclosure of individuals' personal information. PIPEDA's ten fair information principles form the ground rules for the collection, use, and disclosure of personal information, as well as for providing access to personal information. They give individuals control over how their personal information is handled by private sector organizations. This document describes how various features and functionality of RingCentral services can help our Canadian customers comply with PIPEDA principles.

<b>PIPEDA principle</b>	<b>How RingCentral helps its customers to comply</b>
Accountability	RingCentral's Privacy team keeps RingCentral compliant with privacy laws in Canada and abroad. The team can be contacted directly at <a href="mailto:privacy@ringcentral.com">privacy@ringcentral.com</a> . More information about the team and other means of contact are included in our <a href="#">Privacy Notice</a> .
Identifying purposes	RingCentral processes your data in accordance with the RingCentral <a href="#">Privacy Notice</a> and your contract for the provision of services. Ultimately, though, you—as the customer—are responsible for ensuring that you identify the purposes for which you process personal information.
Consent	In its role as a global cloud service provider, RingCentral processes data on your behalf. You, as the customer, are responsible for ensuring that you obtain any consents as necessary for the processing of personal information that you undertake.
Limiting collection	In its role as a global cloud service provider, RingCentral processes data on your behalf. You, as the customer, are responsible for ensuring that you limit the collection of personal information to what is needed for the purposes for which you are processing this personal information.
Limiting use, disclosure, and retention	RingCentral makes it easy for you to delete or disclose personal information in compliance with your legal obligations. If desired, RingCentral will store your data locally in Canada. RingCentral will retain your data only for the duration of the contract. Some <a href="#">data types</a> will be automatically deleted even sooner than that. You are

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always in full control of your data, and can delete it at any point yourself. Ultimately, though, you—as the customer—are responsible for ensuring that you limit the use and disclosure of personal information only to the purposes for which it was collected. You are also responsible for retaining data for only as long as necessary. Additional information may be found at the RingCentral [Support Portal](#).

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Accuracy

When you use the RingCentral services to collect or store personal information, RingCentral ensures that it is unchanged. RingCentral has put in place various security measures to guarantee integrity of such information. For more details on these security measures, please see the “Safeguards” topic below. Ultimately, though, you—as the customer—are proactively responsible for ensuring that the personal information you collect and use is accurate.

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Safeguards

RingCentral makes it easy for you to meet your compliance obligations on safeguarding data. RingCentral has instituted extensive measures at every level of the system architecture and infrastructure to fully secure the RingCentral platform. These measures have been independently verified by outside parties. RingCentral regularly undergoes SOC 2, ISO 27001, ISO 27017, ISO 27018, and HITRUST audits. Current customers can access these audit reports directly through our [Trust Portal](#). Additionally, public information in the form of white papers on how RingCentral ensures the security of its platform are available in our [Trust Center](#).

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Openness

RingCentral is fully transparent about the ways it handles customer data. Information regarding RingCentral’s policies and processes relating to the management of personal information is listed in our [Privacy Notice](#). The Privacy Notice also includes information on how to contact the specific RingCentral team dedicated to compliance with privacy laws.

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Individual access

RingCentral products enable you, as the customer, to fulfill requests from individuals for personal information. RingCentral provides tools that allow you to handle any individual access requests—your account administrator can easily manage these in the Service Web, which is the Admin Portal for RingCentral Office®. For any further help with such requests, you can also contact the RingCentral Support team through a dedicated [DSAR Portal](#).

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Challenging compliance

RingCentral’s Privacy team keeps RingCentral compliant with privacy laws in Canada and abroad. The team can be reached directly at [privacy@ringcentral.com](mailto:privacy@ringcentral.com). More information about the team and other means of contact are included in our [Privacy Notice](#).

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