



# Personal Data Transfer Impact Assessment: FAQ

RingCentral is a US-based company that provides cloud-based communications and collaboration solutions (“Services”). RingCentral, Inc. is a leading provider of unified communications (message, video, phone), customer engagement, and contact center solutions for businesses worldwide. As part of the Services, RingCentral processes personal data for purposes that include providing and maintaining the Services, analytics, billing, support, and compliance with applicable laws. RingCentral is a global company that transfers and remotely accesses certain personal data outside of the European Economic Area (“EEA”).

In response to *Schrems II*, and taking into account the EU Commission Standard Contractual Clauses implementing decision 2021/914 (“SCCs 2021/914”), and the European Data Protection Board (“EDPB”) recommendations regarding supplemental transfer tools, RingCentral has performed a review of its data transfers. While our customers will need to carry out their own data transfer risk assessments, RingCentral has prepared informational documentation, including the below FAQs, regarding our data transfers and remote access, as resources for our customers.

RingCentral relies on the SCCs 2021/914 for the transfer of personal data from the EEA and Switzerland. For transfers of personal data from the United Kingdom, RingCentral relies on the EU Commission Standard Contractual Clauses 2010/87/EU of 5 February 2010 (“SCCs 2010/87”). Customers may execute the Customer Data Transfer Agreement based on the SCCs 2021/914 and/or the SCCs 2010/87, as applicable, available on the Trust Center.

This FAQ is designed to provide information for customers on RingCentral's data transfers and the measures that RingCentral has put in place with respect to those transfers and is not provided as legal advice.

## Transfers and Access

### **Where does RingCentral process personal data?**

RingCentral relies on European data centers for some of its data processing to ensure minimum latency. We store customer content, such as video recordings, messaging, and voicemail in the EEA.

RingCentral transfers certain personal data out of the EEA to the United States, where we process such personal data in order for us to operate, maintain, and support our business. The US is the only third country to which RingCentral moves EEA personal data. Data stored in the EEA and in the US may be accessed remotely from other third countries including Russia, Ukraine, Mexico, the Philippines, India, and China.

### **Has RingCentral performed a risk assessment of the data transfers and access?**

RingCentral has performed a data transfer risk assessment for all the countries to which we transfer or from which we access personal data from the EEA. This FAQ focuses on the transfers to the United States as this is where EEA data is stored. For an assessment of data access from the other third countries, existing customers can find a copy through the [Trust Portal](#), and prospective customers and others can email [Transparency@RingCentral.com](mailto:Transparency@RingCentral.com).

### **Who are RingCentral's sub-processors and where are they located?**

Please see RingCentral's list of [sub-processors](#), which includes information regarding their location, applicable products and services, and processing function.

### **Is the EEA personal data moved to the US subject to any onward transfers?**

RingCentral may transfer personal data to RingCentral's sub-processors and affiliates, none of which conduct onward transfers to any country not identified above.

## What personal data do RingCentral services collect?

RingCentral services collect and may transfer the following personal data:

- Identification information for anyone, including customers' employees who use the services at the request of and in connection with the business of the customer, including telephone number (fixed and mobile) and email address.
- Call detail records, including numbers of the calling and the receiving party, start date and time of the call, and duration of the call.
- For services such as RingCentral Contact Center, RingCentral Engage Digital and/or RingCentral Engage Voice, and RingCentral Engage Digital communities:
  - Identification information for end users such as full name, contact information (address, telephone number (fixed and mobile), email address, fax number), employment information (job title), and company name.
  - Identification information of customer's employees or authorized users or other third-party contributors, including name and email address.
  - Content published on communication channels connected to the services, including public information on social media channels connected to the service.
  - Content published on the online sharing space, including any public posts and private messages.
- Any other customer personal data that the customer, its authorized users, or third parties involved in the communications choose in their sole discretion to include in the content of the communications that are sent and received using the services.
- MAC address, unique device ID, device type, operating system type and version, client version, type of camera, microphone or speakers, connection type and related information;
- User feedback ratings, internal feature usage analytics, usage logs, cookie identifiers;
- Traffic data about the communications that take place through our platform (such as chat, video conferencing), network monitoring data;
- Call detail records produced by a telephone call or other telecommunications transactions. The record contains various attributes of the call, such as time, duration, completion status, source number, and destination number;
- Fraud data such as blacklist history and security logs;
- Metadata such as session logs and join and leave time of participants;
- Log data including IP address, Internet Service Provider, browser type, referring/exit pages, operating system, date/time stamp, and/or clickstream data; and
- Publicly available data from customer accounts.

## Transfers to the United States

US government agencies and law enforcement may request data stored in the US. RingCentral is legally obligated to comply with lawful requests. RingCentral publishes as much information regarding government requests for customer data as legally permitted in our annual [Transparency Report](#).

### **FISA 702**

As an electronic communication service provider, RingCentral is subject to legally valid requests from US government agencies under Section 702 of FISA. FISA authorizes government agencies to obtain foreign intelligence information to and from non-US persons located outside of the US.

### **What is foreign intelligence information?**

Foreign intelligence information is limited to information necessary to protect the US, including intelligence necessary to protect the US against actual or potential attacks, sabotage, international terrorism, or clandestine intelligence activities by a foreign power, the proliferation of weapons of mass destruction, or information that is necessary to protect the US national defense or the conduct of US foreign affairs.

FISA 702 requests are limited to foreign intelligence information coming to or from a targeted individual. The requests cannot include information about a targeted individual.

### **Is public authority access under FISA subject to prior approval? If so, who approves?**

Generally, the Foreign Intelligence Surveillance Court ("FISC") must approve a FISA 702 request. To obtain a FISC order, government agencies must submit a certification attesting that the request does not target US citizens or individuals in the US, that it minimizes the information sought, and that it seeks foreign intelligence information.

In exigent circumstances, the Attorney General and Director of National Intelligence may authorize the collection of data prior to obtaining a FISC order. Such authorization must comply with query, minimization, and targeting procedures that are adopted by the Attorney General and are subject to review by the FISC.

### **Is there oversight over FISA 702 procedures and requests for information?**

The FISC, US Department of Justice, Office of the Director of National Intelligence, inspector generals of applicable US government agencies, and the US Congress are actively involved in ensuring that individuals are properly targeted under FISA 702. The government is required to record the reasoning for which each person was targeted and to provide a connection between the foreign intelligence purpose and the individual being targeted. Each applicable intelligence agency annually reviews its procedures for targeting based on the required recordkeeping and must provide reports to the FISC, the Attorney General, the Director of National Intelligence, and the US Congress.

Each intelligence agency is required to ensure that FISA requests comply with legal standards and must report material noncompliance to the US Congress. In addition, at least once every six months, the US Department of Justice and Office of the Director of National Intelligence must assess whether the government is compliant with the legal standards and report their findings to the FISC and the US Congress.

### **Do individuals who have had data accessed have any remedy for any breach of laws?**

FISA provides a private right of action to seek compensatory damages, punitive damages, and attorney's fees against individuals who violated FISA 702. The Electronic Communications Privacy Act provides a separate private right of action for wilful violations of certain FISA provisions. The Administrative Procedure Act also allows for challenges to unlawful government access to personal data, including under FISA, for an order enjoining access.

### **Is RingCentral subject to EO 12333?**

RingCentral does not provide any assistance to government agencies that collect information pursuant to EO 12333, and EO 12333 does not impose any obligations on RingCentral. RingCentral encrypts personal data in transit over a public network and does not affirmatively cooperate with any activities under EO 12333.

### **Are there limitations to EO 12333, and do they apply to non-US residents and citizens?**

EO 12333 limits the amount of time data collected about US persons can be retained and used. Presidential Policy Directive 28 ("PPD-28"), effective since 2014, directs that limitations in EO 12333 apply to foreigners on an equal basis as they apply to US persons.

In addition, PPD-28 limits the use of signals intelligence collected in bulk in order to protect privacy and civil liberties of all persons regardless of nationality or residence. Bulk signals are permitted only under six limited purposes of detecting and countering: 1) espionage and other threats and activities directed by foreign powers or intelligence services against the US and its interests; 2) threats to the US and its interests from terrorism; 3) threats to the US from the development, possession, proliferation, or use of weapons of mass destruction; (4) cybersecurity threats; (5) threats to US or allied Armed Forces or other US or allied personnel; and (6) transnational criminal threats, including illicit finance and sanctions evasion related to the other purposes named in this section. This list is reviewed annually. PPD-28 also sets forth safeguards for the method of collection through signals intelligence including data minimization, dissemination, retention, security and access, data quality, and oversight.

The National Intelligence Priorities Framework is established by the Director of National Intelligence to ensure that targeting and collection, including under EO 12333, are proportional to specific national intelligence priorities.

### **Does RingCentral receive requests for bulk data (i.e., data that is not customer specific)?**

As of September 2021, RingCentral has not received any requests for bulk data and does not assist the US government in obtaining bulk data pursuant to EO 12333.

### **What is the United States' position regarding data transfers from the EEA to the United States?**

The US government<sup>1</sup> released a white paper<sup>2</sup> with information on US privacy safeguards relevant to standard contractual clauses and other EU legal bases for EU-US data transfers after *Schrems II*. The white paper provides three key points:

1. "Most U.S. companies do not deal in data that is of any interest to U.S. intelligence agencies, and have no grounds to believe they do. They are not engaged in data transfers that present the type of risks to privacy that appear to have concerned the ECJ in *Schrems II*."
2. The U.S. government frequently shares intelligence information with EU Member States, including data disclosed by companies in response to FISA 702 orders, to counter threats such as terrorism, weapons proliferation, and hostile foreign cyber activity. Sharing of FISA 702 information undoubtedly serves important EU public interests by protecting the governments and people of the Member States.

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<sup>1</sup> Department of Commerce, Department of Justice, and Office of the Director of National Intelligence

<sup>2</sup> [https://iapp.org/media/pdf/resource\\_center/information\\_on\\_us\\_privacy\\_safeguards\\_relevant\\_to\\_sccs\\_other\\_eu\\_legal\\_bases\\_for\\_eu\\_us\\_data\\_transfers\\_after\\_schremsii.PDF](https://iapp.org/media/pdf/resource_center/information_on_us_privacy_safeguards_relevant_to_sccs_other_eu_legal_bases_for_eu_us_data_transfers_after_schremsii.PDF)

3. There is a wealth of public information about privacy protections in U.S. law concerning government access to data for national security purposes, including information not recorded in Decision 2016/1250<sup>3</sup>, new developments that have occurred since 2016, and information the ECJ neither considered nor addressed. Companies may wish to take this information into account in any assessment of U.S. law post-*Schrems II*.<sup>4</sup>

The US government concludes that, in addition to these safeguards discussed in *Schrems II* and the white paper:

“[t]here are numerous other privacy safeguards in this area of U.S. law, not discussed by the ECJ in its review of Commission Decision 2016/1250 in *Schrems II*, that ensure that U.S. intelligence agencies’ access to data is based on clear and accessible legal rules, proportionate access to data for legitimate purposes, supervision of compliance with those rules through independent and multi-layered oversight, and effective remedies for violations of rights.”<sup>5</sup>

The white paper contains additional publicly available resources for consideration, which we invite our customers to review.

## Government Access and RingCentral

### **How does RingCentral respond to government access requests for personal data, and has RingCentral received requests from US public authorities to access transferred personal data?**

The RingCentral Legal Department reviews all government requests for data to ensure they are legitimate and proportionate. RingCentral will not respond to any government access requests that could infringe on the privacy rights of a customer not subject to the request. RingCentral will notify our customers or partners of any request for data to enable them to respond to the request directly, unless legally prohibited from doing so by law or a valid nondisclosure order.

If we are prohibited from notifying our customers of the data request, we will use all reasonable lawful efforts to invalidate or waive the nondisclosure obligation and will communicate as much information as permitted to the customer as soon as possible. RingCentral will review the legality of each request for data, and specifically whether the party making the request has a valid legal right to make such a request. RingCentral will

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<sup>3</sup> This is the decision on which the ECJ based its conclusions in *Schrems II*.

<sup>4</sup> White paper, p. 1-2

<sup>5</sup> White paper, p. 22

exhaust all available remedies to challenge the request if, after a careful assessment, it concludes that there are grounds under applicable laws to do so.

RingCentral will refuse to provide information in response to any request in which it identifies inconsistencies or inaccuracies. We will provide the narrowest possible set of information permissible when responding to a request based on a reasonable interpretation of the request. RingCentral will reject requests that have been improperly served or requests that we deem to be incomplete, overly broad or vague, or unduly burdensome.

### **Does RingCentral have any backdoors that may allow government access?**

The RingCentral services do not contain any feature or defect that allows for surreptitious unauthorized access to customer data, except for access points for law enforcement as required by law.

### **Does RingCentral publish a Transparency Report?**

RingCentral provides an annual [Transparency Report](#) that describes how we respond to customer data requests submitted by law enforcement and government agencies around the world. The report covers the total number of global government requests and identifies the number of requests that resulted in the disclosure of data, the requesting country, and the categories of data that we provided to authorities.

## **Security**

### **What security measures are in place to protect customers' data?**

- **Encryption:** RingCentral encrypts customer data in transit with AES-256 and at rest using disk encryption. RingCentral uses enterprise-grade security protocols to provide additional security for IP phone calls including Transport Layer Security (TLS) authentication 1.2 and Secure Real-Time Transport Protocol (SRTP) encryption. In addition, all internet-facing portals have https (e.g., <https://service.ringcentral.com>); all non-voice customer data is TLS encrypted; and hard phones use digital certificates to establish secure connections to download their provisioning data.
- **Audit logging:** RingCentral ensures generation of audit logs for all systems, devices, or applications associated with the access, processing, storage, communication, and/or transmission of personal data.



- **User authentication:** RingCentral ensures that its users have individual accounts for unique traceability; shared accounts are not typically permitted. User passwords are configured to align with NIST guidance. RingCentral requires multi-factor authentication or two-factor authentication.
- **Customer account control:** RingCentral provides customers with the ability to view and manage their account policies including the below:
  - Role-based access controls can be customized, or customers can use one of our standard, ready-to-use roles.
  - Audit trails to track configuration changes, login attempts, phone number changes, admin/employee settings, and permissions.
  - Single Sign-on (SSO): customer admins can define policies to enforce unique controls for each individual SSO application.
- **Toll fraud mitigation control:** RingCentral prevents toll fraud through access control, detection controls, and usage throttling and gives customers granular control over who gets to make international calls and to where.
- **Multi-tenancy model:** Our multi-tenant maintains a high degree of security to ensure that one customer's data is never available to another customer. We use a multi-tenant architecture and dynamic database views to form application layer boundaries between customer instances.

Please see RingCentral's [Security Addendum](#) for more information.

## RingCentral's Safeguards

### Does RingCentral offer additional safeguards?

Please see our [Trust Center](#) for more information regarding our privacy and security.

We offer supplemental contractual measures through our Customer Data Transfer Agreement, which is based on the EU Commission's Standard Contractual Clauses including:

- Notification of third-party requests for disclosure of personal data and commitment to challenge such request where there are valid grounds for doing so
- No backdoor access

RingCentral offers technical and organizational security measures as further discussed above.

## **Does RingCentral adopt any international standards and best practices?**

RingCentral is certified to be compliant with SOC 2 and ISO 27001 security standards. RingCentral's ISO 27001 certificate is available [here](#). RingCentral can share its SOC 2 report under a Non-Disclosure Agreement.

RingCentral conducts audits against ISO 27001, 27017, 27018, SOC 2 Type 2 including S2T2+FINRA controls, S2T2+HIPAA controls, HITRUST, and BSI C5:2020.

## **How does RingCentral handle data subject access requests?**

RingCentral has established a [Data Subject Request Center](#) and a process to review and respond to all data subject requests.

## **Who do I contact for additional questions?**

For more information, please email [privacy@ringcentral.com](mailto:privacy@ringcentral.com).

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