

MITEL WORKFLOW STUDIOS - CUSTOMER DATA RETENTION

This Data Retentionⁱ Schedule explains how long Mitel keeps your information.

TABLE A: ACTIVE CUSTOMER RETENTION PERIOD

Workflow Content	Duration	Can a customer delete records at will?
Customer Data e.g. contact details (name, address, phone number, email); call details information (i.e. caller ID, name, time, duration, call routing /menu selections); transcripts etc.	30 days	No
All data collected through the execution of a workflow including data extracted from third party integrations	30 days	No
Configuration Data e.g. Integrations including API keys and credentials	Retained until deleted by user or account is deleted.	Yes
Logs (anonymized and masked)	Retained indefinitely	No

TABLE B: STORAGE LOCATIONS

	Region	Storage Location
WORKFLOW STORAGE LOCATIONS	Europe / European Economic Area (EEA)	Europe
	United States	United States
	Canada	United States
	Australia / New Zealand	Australia

ⁱ Workflow contents are processed in accordance with the Mitel's Terms of Service available at <https://www.mitel.com/legal/mitel-cloud-services-terms-and-conditions>. Customer Data is processed and stored within the region where the Customer account is created. Locations set out herein are default locations but are not absolute. Upon termination of services, subject to any legal, regulatory and/or operational requirements, Mitel will delete all workflow configuration data within 90 days of termination. Customer acknowledges and agrees that Mitel may make changes to this Data Retention Schedule from time to time.