

MICROSOFT TEAMS

Purpose of processing

Microsoft processes the personal data in Microsoft Teams to deliver the agreed-upon services defined in the Online Services Terms and ultimately for the purposes determined by C&I obtaining the service. Microsoft Teams, as a cloud-based service, processes various types of personal data as part of delivering the service.

Source of data:

This personal data includes:

- meetings and conversations chats, voicemail, shared files, recordings and transcriptions.
- Profile Data that is shared within C&I. Examples include your E-mail address, profile picture, and phone number.
- Call History A detailed history of the phone calls you make, which allows you to go back and review your own call records.
- Call Quality data Details of meetings and call data are available to your system administrators. This allows your administrators to diagnose issues related to poor call quality and service usage.
- Support/Feedback data Information related to troubleshooting tickets or feedback submission to Microsoft.
- Diagnostic and service data Diagnostic data related to service usage. This personal data allows Microsoft to deliver the service (troubleshoot, secure and update the product and monitor performance) as well as perform some internal business operations, such as:
 - o Determine revenue
 - o Develop metrics
 - o Determine service usage
 - o Conduct product and capacity planning

Categories of recipient

- Patient
- Health professionals

Categories of Personal Data

Personal and special category data

Legal basis of processing

For GDPR purposes Camden and Islington NHS Foundation Trust's lawful basis for processing is Article 6(1)e '...exercise of official authority...' and Article 6(1)(b) – '...for the performance of a contract to which the data subject is party...' and also Article 6(1)(c) – where processing is necessary for compliance with a legal obligation to which the controller is subject.

Who we share your information with

Microsoft will not disclose personal data except:

1. as the customer directs (including as required to complete phone calls);
2. as described in the Online Service Terms
3. as required by law.

Our processors

C&I is the controller for the data provided to Microsoft, as set forth in the [Online Services Terms](#), and determine legal bases of processing. Microsoft, in turn, processes the data on the customers' instructions, as a processor.

Where does Teams transfer and store personal data?

Personal data is stored in UK.