

Callegra Data Privacy Fact Sheet

Version 7.1

Overview

The Callegra.UC unified communications voicemail solution (“the Solution”) enables organizations to receive, store, and manage voicemail communications. The Solution processes personal data solely to deliver these services on behalf of the customer.

- **Customer:** Data Controller
 - **Solution Provider:** Data Processor
 - **Subprocessor:** [Google Cloud Platform](#) - supports infrastructure hosting
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Categories of Personal Data

The Solution may process:

- **Contact & Identity Data:** Names, phone numbers, email addresses
- **Communication Content:** Voicemail recordings and optional transcripts
- **Metadata:** Call timestamps, duration, routing information
- **Sensitive Data (Incidental):** May be included in voicemail content but is not intentionally collected

Data Flow (High-Level)

1. Caller leaves voicemail
2. Message is stored and metadata generated
3. Optional transcription is performed
4. Message is accessed by authorized users
5. Data is retained per configuration
6. Data is deleted automatically or manually

Data Retention & Deletion

- Retention periods are configurable (commonly 30–90 days)
- Customers can:
 - Set automated deletion policies
 - Delete data manually (single or bulk)
- Data can be retrieved/exported to support access requests

Privacy & Security (By Design)

- Data minimization (only necessary data processed)
- Role-based access controls
- Encryption in transit and at rest
- Audit logging and monitoring
- Restricted access by default

International Data Transfers

- Data is hosted in customer-selected regions
- Cross-border transfers are protected by appropriate safeguards (e.g., contractual mechanisms)

Customer Responsibilities

Customers are responsible for:

- Determining lawful basis for processing
- Configuring retention and deletion settings
- Responding to data subject requests
- Providing appropriate privacy notices

Key Takeaway

The Solution provides secure, configurable voicemail services with built-in privacy controls, enabling customers to meet global data protection requirements.