



UK BCR CONTROLLER SUMMARY

The Verizon Business Group ("**Verizon**") has approved binding corporate rules for Controllers ("**EU BCR-C**"), which are an internationally recognized standard providing adequate protection of personal data in multinational companies. The EU BCR-C were reviewed and approved by data protection authorities across Europe. A copy of Verizon's EU BCR-C is available at <https://www.verizon.com/about/privacy/binding-corporate-rules>

Verizon has entered into the UK BCR Addendum to the approved EU BCR-C. The UK BCR Addendum is a formal legal mechanism which extends the scope of the EU BCR-C to include transfers of personal data from the UK. Together, the EU BCR-C, the UK BCR-C Addendum and this UK BCR-C Summary form Verizon's UK BCR ("**UK BCR-C**"). Further information about the UK BCR addendum process is available on the UK Information Commissioner's Office ("**ICO**") website at <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/international-transfers/guide-to-binding-corporate-rules/a-uk-bcr-addendum/>

The purpose of this UK BCR summary is to provide information to individuals whose personal data is transferred under the UK BCR-C so that they know how their information is processed, what rights they have under the UK BCR-C and how to enforce them.

Contact details for queries about Verizon's UK BCR	Any questions regarding Verizon's UK BCR-C, your rights under the UK BCR-C or any other data protection issues can be directed to Verizon's Senior Director, International Privacy using the following details: <ul style="list-style-type: none">• Email: EMEAdataprotection@verizon.com• Telephone: + 44 (0)118 905 5000• Address: Verizon Legal Department, Reading International Business Park, Basingstoke Road, Reading RG2 6DA
Description of data transfers covered by Verizon's UK BCR	A description of the data transfers covered by Verizon's BCRs (including the UK BCRs) can be found in the "Introduction to this Policy" and "Part I: Background and actions" of the EU BCR-C. In summary: <ul style="list-style-type: none">• The UK BCR-C is legally binding and apply to all Verizon group members that have entered into an intra-group agreement regarding UK Controller Binding Corporate Rules ("Group Members") and their employees where those Group Members process personal information. A list of the companies bound by the BCR-C, including contact details is available here.• Personal information processed by Group Members for their own purposes [or as a processor on behalf of another Group Member] fall within scope of the UK BCR-C.• The UK BCR-C applies to all such personal information processed by Verizon: (i) in the course of customer and supplier management (including end-users of Verizon's products and services), and (ii) which relates to employees and contractors.

- Personal information is collected from the following categories of data subjects under the UK BCR-C: customers, suppliers, employees and contractors and end-users.
- Categories of personal information processed under the BCR include:
 - in relation to **customers**: customer contact names; addresses; contact telephone numbers; email addresses; bank account numbers; directors' details including names, professional addresses and dates of birth; IP addresses; call detail records (CRDs); audio and images in connection with recorded calls including video calls; data collected for customer support; username and passwords; level of responsiveness to marketing; CCTV images from Verizon premises;
 - in relation to **suppliers**: company contact information including names, professional addresses and telephone numbers of company contacts; directors' information including names, professional addresses and dates of birth; audio and images in connection with recorded calls including video calls; CCTV images from Verizon premises;
 - in relation to **employees and contractors**: name; address; date of birth; photograph; marital status; sexual orientation; next of kin; contact telephone number; email address; email and IP traffic; unique identifiers of company-issued devices; audio and images in connection with recorded calls including video calls; CCTV images from Verizon premises; educational history and qualifications; results of background checks; bank account details; national identity and/or social security number; driving licence details; passport details; health information and health records; salary and bonus details; information relating to performance and conduct; pension contributions; membership of benefits schemes including private health schemes; areas of expertise and disciplinary information; and
 - in relation to **end-users**: name; contact information; date of birth; occupation/employment; marketing preferences; vehicle information; survey information and responses and images; IP addresses, phone numbers and call detail records (CDRs).
- Purposes for which personal information is transferred under the UK BCR-C include:
 - Transfers of customer personal information are made for billing; marketing; providing, evaluating and monitoring the quality of products and services; providing training and customer support services; IT development and security.
 - Transfers of supplier personal information are made for the purposes of supplier management, including supply chain accounts and record keeping.
 - Transfers of employee and contractor personal information are made for operational purposes, including: emergency contact; compliance with mandatory reporting obligations and other regulatory requirements; investigations relating

	<p>to fraud and disciplinary matters; management of workforce; the operation of internal global employee contact directories; administration; the management of training; payroll and benefit administration; and recruitment and performance and talent management.</p> <ul style="list-style-type: none"> ○ Transfers of end-user personal information are made for the purposes of customer and supplier management including: enabling Group Members to provide services to customers or to benefit from the services provided to Verizon by suppliers. ● The UK BCR-C cover both automated and manual types of processing. 	
<p>List of countries where personal data is transferred to under the UK BCR</p>	<p>The countries where personal data is transferred to under Verizon's UK BCR-C are listed in the "Binding Corporate Rules Participant List". The countries are as follows:</p>	
	<p>Australia Austria Belgium Bermuda Brazil Bulgaria Canada Chile Czech Republic Denmark Finland France Germany Greece Hong Kong Hungary India Ireland Italy Japan Korea</p>	<p>Lithuania Luxembourg Malaysia Mexico Netherlands New Zealand Norway Peru The Philippines Poland Portugal Romania Singapore Slovakia Spain Sweden Switzerland Taiwan Thailand United Kingdom United States of America</p>
<p>The rights of individuals whose personal data is transferred under the UK BCR, including third party</p>	<p>The rights of individuals whose personal data is transferred under Verizon's BCR (including the UK BCR) and how to exercise those rights are as described in the following sections of the EU BCR-C:</p> <ul style="list-style-type: none"> ● Rule 5 : Honouring Individuals' Rights and Appendix 1: Individuals' Rights Procedure 	

<p>beneficiary rights, and the means to exercise those rights</p>	<ul style="list-style-type: none"> • Section C: Third Party Beneficiary Rights
<p>How to complain to Verizon BCR Members</p>	<p>Details of how to complain to Verizon about the BCRs (including the UK BCR) is as set out in Appendix 5: EU Complaint Handling Procedure of the EU BCR-C.</p> <p>As indicated in Appendix 5 of the EU BCRs and specifically in a UK context, all complaints made under the UK BCR-C can be brought:</p> <ul style="list-style-type: none"> • in writing to Verizon's Senior Director, International Privacy at emeadataprotection@verizon.com, or • by writing to Senior Director, International Privacy, Verizon, Legal Department, Reading International Business Park, Basingstoke Road, Reading, RG2 6DA. <p>Where a complaint arises under this UK BCR-C, Verizon's Senior Director, International Privacy will handle all complaints by liaising with relevant business units to investigate the complaint and coordinate a response.</p> <p>Individuals also have the right to complain to:</p> <ul style="list-style-type: none"> • the UK Information Commissioner; and/or • the courts of the UK. <p>These rights will apply whether or not they have first made a complaint to Verizon.</p>
<p>How to complain to the UK Information Commissioner's Office about Verizon's UK BCR</p>	<p>Individuals have the right to make a complaint about Verizon's UK BCR to the ICO – for more information please see https://ico.org.uk/for-the-public/how-to-make-a-data-protection-complaint/</p> <p>Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF Telephone: 0303 123 1113 Textphone: 01625 545860 Monday to Friday, 9am to 4:30pm</p>
<p>How to bring a claim in the UK courts against Verizon UK Limited for redress and, where appropriate, compensation for a breach of the UK BCR Addendum by Verizon UK Limited and any Non-UK BCR Member</p>	<p>The individual court systems provide guidance on how to bring a claim in England and Wales, Scotland and Northern Ireland.</p> <p>Citizens Advice provides information on taking legal action in England and Wales, Scotland and Northern Ireland.</p> <p>Finally, you can find further information at:</p> <ul style="list-style-type: none"> • www.justice.gov.uk (England and Wales) • www.scotcourts.gov.uk (Scotland) • www.courtsni.gov.uk (Northern Ireland)

