



PRIVACY GUIDE

| April 2019 | 3725-64220-001A

Polycom[®] Device Management Service for Service Providers



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Before You Begin

Topics:

- [Related Documentation](#)
- [Getting Help](#)

The Polycom® Device Management Service for Service Providers Privacy Guide provides information on how Polycom products utilize customer data and how customers can configure Polycom Device Management Service for Service Providers (PDMS-SP) systems to process personal data.

Related Documentation

You can view the following types of documents on each product page on [Polycom Support](#):

- Administrator Guide — This guide provides detailed information about setting up your network and configuring features.

Getting Help

For more information about installing, configuring, and administering Polycom products, refer to the [Polycom Documentation Library](#) or **Documents & Software** at [Polycom Support](#).

Polycom and Partner Resources

To find all Polycom partner solutions, see [Strategic Global Partner Solutions](#).

The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, simply create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

Privacy-Related Options

The following options for PDMS-SP which may affect the privacy options and supporting requirements.

Privacy-Related Options

Option Name	Location in the System
Call Data	PDMS-SP collects and processes data from connected devices on behalf of service provider customers. Collected device data can include network address, status and configuration, logs, packet captures, and call quality statistics.
Logs	PDMS-SP servers log accesses to the service.
Manage Permissions	All management of information related to user accounts and profiles can be performed through the PDMS-SP web portal. A user whose PDMS-SP account has been granted the Domain Admin role can view, edit or delete other PDMS-SP user accounts within the organization from the PDMS-SP web portal by navigating to PDMS-SP Portal > Manage Permissions .
Manage Devices	Any PDMS-SP user with Base Profiles Full Access permissions enabled, can view, edit or download device profiles and information through the PDMS-SP web portal by navigating to PDMS-SP Portal > Manage Devices .

How Data Subject Rights Are Supported

Topics:

- [Right to Be Informed](#)
- [Right to Access](#)
- [Right to Rectification](#)
- [Right to Erasure](#)
- [Right to Data Portability](#)
- [Right to Object to Processing](#)
- [Right to Restrict Processing](#)

Right to Be Informed

What personal data is collected?

For Obi devices, see the *Purposes of processing* table in the *Polycom Device Management Service for Service Providers Security and Privacy White Paper* [here](#). UCS phones can upload call statistics, local network address and syslog records.

How is personal data used?

See the *Purposes of processing* table in the *Polycom Device Management Service for Service Providers Security and Privacy White Paper* [here](#).

How long is personal data kept?

Any personal data made available when working with Polycom support, specific to a support incident, is retained until the information is requested to be removed by the customer.

For details about personal data processed by PDMS-SP, see the *Data deletion & retention* in the *Polycom Device Management Service for Service Providers Security and Privacy White Paper* [here](#).

Is personal data shared with any third parties and if so, who?

If personal data is made available when working with Polycom support, this data may be shared with Polycom's engineering team (which may include 3rd parties / contractors).

For details about personal data processed by PDMS-SP, see *Third-party providers (sub-processors)* in the *Polycom Device Management Service for Service Providers Security and Privacy White Paper* [here](#).

How can a data subject be notified of a data breach?

Data subjects have a right to be notified when their data has been processed without authorization. The product administrator can monitor and identify when certain security anomalies have occurred. See the topic *How admin can be informed of any security anomalies (including data breach)*.

Right to Access

A user whose PDMS-SP account has been granted the **Domain Admin** role can view other PDMS-SP user accounts within their organization's tenant from the PDMS-SP web portal by navigating to **Manage Permissions**.

The service supports on-demand remote capture of syslog and PCAP from devices, as a service support feature. The captured syslog and PCAP files can be downloaded by service provider support personnel.

Any PDMS-SP user with the appropriate role access can view or download (CSV format) device profiles and information through the PDMS-SP web portal by navigating to **Manage Devices**.

Device logs and packet captures can be fetched from the phone itself or downloaded from the PDMS-SP web portal via individual device pages, accessible through **Manage Devices** menu.

A copy of any personal data made available to Polycom when working with Polycom support is available by requesting it from your Polycom support representative.

Manage the Organization's Users

You can manage the role permissions of the organization.

1. Log in to the PDMS-SP portal.
2. Click **Manage Organizations**.
3. Click on the desired organization.
4. Click **Manage Permissions** to manage the users, user roles, and role permissions of the organization.

Fetch Device Log

You can fetch the content in the phone's log buffer and download the logs for troubleshooting.

1. Log in to the PDMS-SP portal.
2. Click **Manage Devices**.
3. Click the **Device ID** of the device that you want to manage.
4. Click the **Troubleshooting** tab from the right panel.
5. Click **Fetch Device Log**.

The PDMS-SP cloud service portal fetches and stores the most recent logs uploaded by the Polycom VVX phone.

Perform Remote PCAP for Polycom VVX Phones with UC Software

You can perform remote PCAP and download the PCAP file for troubleshooting.

Remote PCAP is only available if the PCAP feature has been enabled in the Polycom VVX phone configuration file.

1. Log in to the PDMS-SP portal.
2. Click **Manage Devices**.
3. Click the **Device ID** of the device that you want to manage.
4. Click the **Troubleshooting** tab from the right panel.
5. Set a timer of capture in **Timeout**. Units are in seconds.

6. Specify the packet filters based on libpcap syntax in **Filter**.
7. Click **Start PCAP** to initiate remote PCAP capture.
8. Click **Stop PCAP** to stop remote PCAP capture.

The system provides a downloadable link of the captured PCAP file.

Record Syslog

You can capture the device syslog from PDMS-SP.

1. Log in to the PDMS-SP portal.
2. Click **Manage Devices**.
3. Click the **Device ID** of the device that you want to manage.
4. Click the **Troubleshooting** tab from the right panel.
5. Click **Record Syslog**.
6. Click **Start Capture**.

System starts to capture the system log from the device. The capture works in the background, even if you leave the page and sign out of the PDMS-SP.

7. Click **Stop Capture** to terminate the capture. Device sends the system log records to PDMS-SP.

Perform Remote PCAP for Polycom OBi Devices

You can perform remote PCAP on the Polycom OBi devices and download the PCAP file for troubleshooting.

1. Log in to the PDMS-SP portal.
2. Click **Manage Devices**.
3. Click the **Device ID** of the device that you want to manage.
4. Click the **Troubleshooting** tab from the right panel.
5. Click **PCAP** to initiate remote PCAP capture.
6. Click **Stop Capturing** to stop remote PCAP capture.

System provides a downloadable link of the captured PCAP file.

Right to Rectification

Logged in users can edit their personal information via the **My Profile** link on the upper right corner of the portal.

Polycom does not manipulate data made available during the support process, so any rectification of inaccuracies of personal data sent to Polycom support must be performed by the customer directly.

Right to Erasure

A user whose PDMS-SP account has been granted the **Domain Admin** role can delete other PDMS-SP user accounts within the organization from the PDMS-SP web portal by navigating to **Manage Permissions** and then selecting **Delete** next to a specific user.

A PDMS-SP user with the role of **Domain Admin** can delete a device profile through the PDMS-SP web portal by navigating to **Manage Devices**.

For all log files and backup data, please see the topic *How personal data is deleted*.

Any personal data made available when working with Polycom support, specific to a support incident, is retained until the information is requested to be removed by the customer.

Right to Data Portability

A PDMS-SP user with the role of **Domain Admin** can download all device profiles through the PDMS-SP web portal by navigating to **Manage Devices**.

Any PDMS-SP user with the appropriate role access can view or download (CSV format) device profiles and information through the PDMS-SP web portal by navigating to **Manage Devices**.

Right to Object to Processing

Not applicable.

Right to Restrict Processing

Not applicable.

Purposes of Processing Personal Data

See the *Purposes for processing personal data in the Polycom Device Management Service for Service Providers Security and Privacy White Paper* [here](#).

How Administrators are Informed of Any Security Anomalies (Including Data Breaches)

How Administrators are Informed of Any Security Anomalies

Security Anomaly Type	Where to Check	Recommended Frequency to Check
Security related service and platform events	PDMS-SP security related service and platform alarms and alerts can only be viewed by Polycom support.	<ul style="list-style-type: none">▪ Contact Polycom support to request information about security related events.▪ The activity logs can also provide an indication of a breach in the case of the misuse of an authorized user's account.

How Personal Data is Deleted

Topics:

- [Factory Reset a Polycom VVX Phone with UC Software](#)
- [Factory Reset a Polycom OBi Device](#)
- [Factory Reset Multiple Devices](#)

How Customer Personal Data is Deleted

Data Type	Steps to Delete	Deletion Method
Account Information	A user whose PDMS-SP account has been granted the Domain Admin role can delete other PDMS-SP user accounts within the organization from the PDMS-SP web portal by navigating to Manage Permissions the selecting Delete for a specific user.	Manual - simple delete
Device Information	A PDMS-SP user with the role of Domain Admin can delete a device profile through the PDMS-SP web portal by navigating to Manage Devices .	Manual - simple delete
Activity Log Files	<ul style="list-style-type: none">▪ All PDMS-SP activity log files are retained for 28 days after which they are automatically deleted by the system.▪ All PCS activity log files are retained for 7 days after which they are automatically deleted by the system.	Automatic - simple delete
Data Backups	Customer personal data is automatically backed up daily. <ul style="list-style-type: none">▪ All PDMS-SP backups are retained for 7 days after which they are automatically deleted by the system.▪ All PCS backups are retained for 30 days after which they are deleted by the system.	Automatic - simple delete

Factory Reset a Polycom VVX Phone with UC Software

You can factory reset a Polycom VVX phone with UC Software from the PDMS-SP portal.

Resetting the phone removes all configuration and stored settings, including the address of the provisioning server and the configured PDMS-SP account onboarding tag.

Warning: After you factory reset the device, the device loses contact with PDMS-SP until you reconfigure and reconnect it to PDMS-SP. If your service doesn't include a Zero Touch deployment strategy such as Polycom Zero Touch Provisioning (ZTP) or DHCP option 66, the phone can't automatically return to service. The end user or a support technician may have to manually configure the device on-site to recover.

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1. Log in to the PDMS-SP portal.
 2. Click **Manage Devices**.
 3. Click the **Device ID** of the device that you want to manage.
 4. Click the **Management** tab in the right panel.
 5. Click **Reset Device** to factory reset the device.

Factory Reset a Polycom OBi Device

You can factory reset a Polycom OBi device (Polycom OBi adapter or Polycom OBi IP phone) from the PDMS-SP portal.

Resetting the device removes all configuration and settings from the device. You can reset cloud configuration or local configuration for Polycom OBi devices.

Note: When you factory reset the device, the device may or may not reinitiate connectivity with PDMS-SP and obtain its configuration depending on the ZT status.

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1. Log in to the PDMS-SP portal.
 2. Click **Manage Devices**.
 3. Click the **Device ID** of the device that you want to manage.
 4. Click the **Configuration** tab in the right panel.
 5. Select one of the following reset options:

Reset Option	Description
Reset Local Configuration	Factory reset the device's local configuration.
Reset Cloud Configuration	Factory reset the device's cloud configuration.

Factory Reset Multiple Devices

You can factory reset multiple devices from the PDMS-SP portal.

You must use a .csv file to process the list of MAC addresses you want to factory reset. You can get the .csv template from **Tools > Reset Devices > mac/obino list**.

1. Log in to the PDMS-SP portal.
2. Go to **Tools > Reset Devices**.
3. Click **Choose File** to select the device list .csv file.
4. Select one of the following reset options:

Reset Option	Description
Reset Local Configuration	Factory reset only the local configuration of the devices in the device list file.
Reset Configuration (Cloud & Local)	Factory reset both the local and cloud configuration of the devices in the devices list file.

5. Click **Reset**.

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