

Customer Data Deletion Request

I confirm I have the required authority, on behalf of the data controller, to make this request to permanently delete the following data within the data sets specified below pursuant to a data subject right request made to the data controller. **Please note: certain data may not be requested for deletion. Once the data has been deleted it will not be recoverable.**

Customer ID:	Support Case Ref:
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Company Name:

Company Address:
Post Code:

Please specify the relevant datasets relating to the deletion request using the following list

Virtual Office/M6		
General Data Type	Specific Data	Please tick if required for this request?
User Information	Individual extension user information (names, emails)	
User Information	Individual User Contact Information/Directory	
Usage Information	Messaging metadata	
Content	Voicemails/voicemail transcriptions	
Content	Call recordings with call recording feature	
Content	Messaging content	
Virtual Contact Centre		
General Data Type	Specific Data	Please tick if required for this request?
User Information	Individual contact center user information (names, emails)	
Usage Information	Proactive chat (between contact center agents and website visitors) - Metadata, not the text content of the chats themselves	
Usage Information	Emails (between contact center agents and leads or	

	customers) - Metadata, not the text content of the emails themselves	
Usage Information	IVR routing and selections	
Usage Information	Inbound call metadata	
Usage Information	Outbound dialer metadata	
Usage Information	Availability (logged out, on break, active, working but not available for interactions)	
Usage Information	Internal chat (metadata only)	
Usage Information	VCC Analytics (logs and resulting statistics around usage of VCC analytics product)	
Content	Recordings of customer agent and customer end user phone calls	

Please set out specific details of the deletion request:

Date data subject request lodged:

Date data subject request due:

Request Date:

Name:

Job Title:

Signature:

Note: Please respond with this information within 48 hours and answer with as much detail as possible. 8x8 shall review the completed form and confirm whether the request can be supported. If there is insufficient or missing information, 8x8 will return the form to you to update and this may delay the process. Once confirmed, 8x8 shall use commercially reasonable efforts to respond with 14 days, unless the request is complex or unusually numerous (for which we will let you know). Please also note, such requests (if supportable) may carry an administrative charge should they require a substantial amount of time and/or effort. We will discuss any charge with you prior to commencing the request.