



**PRIVACY GUIDE**

Software 2.1 | August 2021 | 3725-86614-001B

## **Workflow Suite & Clariti Workflow Lite**

### **GETTING HELP**

For more information about installing, configuring, and administering Poly/Polycom products or services, go to Polycom Support

Plantronics, Inc. (Poly – formerly Plantronics and Polycom)  
345 Encinal Street  
Santa Cruz, California  
95060

© 2021 Plantronics, Inc. All rights reserved. Poly, the propeller design, and the Poly logo are trademarks of Plantronics, Inc. All other trademarks are the property of their respective owners.

# Contents

---

**Before You Begin** ..... 3

    Related Poly and Partner Resources ..... 3

**Privacy-Related Options** ..... 3

**How Data Subject Rights Are Supported** ..... 3

    Right to Access ..... 4

*How Customer Personal Data is accessed* ..... 4

    Right to Be Informed ..... 4

    Right to Data Portability ..... 5

    Right to Erasure ..... 6

    Right to Rectification ..... 6

    Right to Object to Processing ..... 6

    Right to Restrict Processing ..... 6

**Purposes of Processing Personal Data** ..... 7

**How Administrators Are Informed of Any Security Anomalies (Including Data Breaches)** 7

**How Personal Data Is Deleted** ..... 8

# Before You Begin

---

The Workflow Suite & Clariti Workflow Lite *Privacy Guide* provides information on how this Poly product uses customer data and how customers can configure it to process personal data.

## Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Polycom Support Site](#) is the entry point to online product, service, and solution support information including Licensing & Product Registration, Self-Service, Account Management, Product-Related Legal Notices, and Documents & Software downloads.
- The [Polycom Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Polycom Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Polycom Partner Network](#) is industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Polycom Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

## Privacy-Related Options

---

There are different deployment options for Workflow Suite & Clariti Workflow Lite that may affect the privacy options and supporting requirements. For details, please refer to the administrator's guide:

<https://documents.polycom.com/bundle/wf-ag-lite-current/page/c4995435.html>

For more information relating to security and privacy of data being processed by Workflow Suite & Clariti Workflow Lite, please see:

<https://www.poly.com/content/dam/www/legal/privacy/doc/security-and-privacy-white-paper-for-workflow-suite-and-poly-clariti-workflow-lite-en.pdf>

## How Data Subject Rights Are Supported

---

The following information shows how data subject rights are supported.

## Right to Access

A data subject has the right to view and/or obtain a copy of all personal data for a specific data subject. Personal data about devices, admin or user accounts, or specific participants in conferences can be viewed using the system web interface.

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

### How Customer Personal Data is accessed

| Data Type          | Steps to Display  |
|--------------------|---|
| Users              | <p><b>To display users:</b></p> <ol style="list-style-type: none"> <li>1 Log in to the Workflow Suite or Clariti Workflow Lite with administrator privileges <a href="https://&lt;workflowIPAddress&gt;/admin">https://&lt;workflowIPAddress&gt;/admin</a></li> <li>2 Select <b>Users &gt; local users</b>.</li> <li>3 User list is then displayed.</li> </ol>  |
| Configuration file | <p><b>To download user configuration file:</b></p> <ol style="list-style-type: none"> <li>1 Log in with administrator rights to the Windows server hosting the Workflow Suite or Clariti Workflow Lite.</li> <li>2 Go to: <code>C:\ProgramData\Polycom\WorkflowServer\config</code>.</li> <li>3 File <code>localusers.js</code> stores the encrypted user information.</li> </ol>   |
| System log files   | <p>You can view or download logs. The view feature shows the last 500 lines from the administrator interface. The downloaded log files have the privacy information encrypted.</p> <p><b>To view logs:</b></p> <ol style="list-style-type: none"> <li>1 Log in to the Workflow Suite or Clariti Workflow Lite with administrator privileges <a href="https://&lt;workflowIPAddress&gt;/admin">https://&lt;workflowIPAddress&gt;/admin</a></li> <li>2 Select <code>admin-logs</code>.</li> <li>3 Select the download logs button in right corner.</li> <li>4 This action packages the logs in a <code>.zip</code> file and downloads it to your PC.</li> </ol> |

## Right to Be Informed

### What personal data is collected?

See [Purposes of Processing Personal Data](#).

### How is personal data used?

See [Purposes of Processing Personal Data](#).

### How long is personal data kept?

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

Conference history is stored for 3 months. Older information is automatically cleaned.

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

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

### 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 Poly support team is able to monitor and identify when certain security anomalies have occurred.

## Right to Data Portability

A data subject has the right to receive a copy of all personal data in a commonly used, machine-readable format.

The system log files can be exported in zip format.

### Log files

System log files    Logs can be viewed or downloaded. The view feature shows the last 500 lines from the administrator interface. The downloaded log files have the privacy information encrypted.

#### To view logs:

- 1 Log in to the Workflow Suite or Clariti Workflow Lite with administrator privileges  
<https://<workflowIPAddress>/admin>
- 2 Select *admin-logs*.
- 3 Select the **Download logs** button in right corner.
- 4 This sends the logs in a *ZIP* file and downloads it to your PC.
- 5 Open a support ticket with Poly to request the log to be decrypted.
- 6 Poly sends you the decrypted logs.

The system configurations can be exported in *.zip* format.

## Configuration files

System log files You can view or download log. The view feature shows the last 500 lines from the administrator interface. The downloaded log files have the privacy information encrypted.

### *To view logs:*

- 1 Log in to the Workflow Suite or Clariti Workflow Lite with administrator privileges  
<https://<workflowIPAddress>/admin>
- 2 Select configuration download from the dashboard from page.
- 3 This downloads the configuration in a .zip file to your PC.

## Right to Erasure

A data subject has the right to remove all personal data.

For details on how to erase customer personal data from the system, see [How Personal Data Is Deleted](#).

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

## Right to Rectification

A data subject has the right to make corrections to inaccurate or incomplete personal data.

The Workflow Suite & Clariti Workflow Lite processes data from Microsoft Exchange and passes this to the video endpoint to display as a **Select to join** button. If the personal data needs rectification, it should be rectified on the system of origin for the data. In this case, Microsoft Exchange environment will pass the rectified data to the Clariti Workflow Lite.

Personal data about specific participants in conferences cannot be edited or updated because the information derives from the device of origin.

Poly doesn't manipulate data made available during the support process, so any rectification of inaccuracies of personal data must be performed by the customer directly.

## Right to Object to Processing

Not applicable.

## Right to Restrict Processing

Not applicable.

# Purposes of Processing Personal Data

---

## Purposes for Processing Personal Data

For these details, see <https://www.poly.com/content/dam/www/legal/privacy/doc/security-and-privacy-white-paper-for-workflow-suite-and-poly-clariti-workflow-lite-en.pdf>.

# 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 |
|---|--|--------------------------------|
| All access, user, and conference activities | Log files record user activities and all login attempts (successful and unsuccessful). | Daily                          |

---

**Note:** Security anomalies are available only to the Poly support team.

---

# How Personal Data Is Deleted

## How Customer Personal Data Is Deleted

| Data Type | Steps to Delete   | Deletion Method                        |
|-----------|---|--|
| Users     | <p>Users are deleted by performing a comprehensive application removal.</p> <p><b>To remove the Workflow Suite or Clariti Workflow Lite application and delete the localusers.js file:</b></p> <ol style="list-style-type: none"> <li>1. Log into the Windows server hosting the Workflow Suite or Clariti Workflow Lite.</li> <li>2. Select <b>Start &gt; Settings &gt; Add/Remove applications</b>.</li> <li>3. Select the Workflow Suite or Clariti Workflow Lite and select <b>Remove</b>.</li> <li>4. In the dialog box, select <b>Remove</b> to confirm the removal and select <b>OK</b>. This restarts the server.</li> <li>5. When the application is removed and server rebooted, log in again to the same server.</li> <li>6. Go to <i>C:\ProgramData\Polycom\WorkflowServer\config</i>.</li> <li>7. Delete the <i>localusers.js</i> file.</li> <li>8. Go to the recycle bin on the desktop and right click the empty recycle bin icon.</li> </ol> <p><b>To delete users:</b></p> <ol style="list-style-type: none"> <li>1 Log in to the Workflow Suite or Clariti Workflow Lite with administrator privileges <a href="https://&lt;workflowIPAddress&gt;/admin">https://&lt;workflowIPAddress&gt;/admin</a></li> <li>2 Select <b>Users &gt; Local users</b>.</li> <li>3 Select the red bin icon next to the user you wish to remove.</li> <li>4 Select <b>Yes</b> you wish to confirm the deletion of the user.</li> <li>5 Select <b>Log out</b> in the top-right corner.</li> </ol> | <p>Simple delete from file system.</p> |



---

|                  |   |                                     |
|------------------|---|-------------------------------------|
| System log files | <p>The system deletes log files automatically (oldest first) when the file size reaches 200 MB. The number of archivable log files is configurable by the administrator.</p> <p><b>To delete log files:</b></p> <ol style="list-style-type: none"><li>1 Login with administrator rights to the Windows server hosting the Workflow Suite or Clariti Workflow Lite.</li><li>2 Go to <i>C:\ProgramData\Polycom\WorkflowServer\logs</i>.</li><li>3 Delete all the <i>App.log</i> files.</li><li>4 Go to the recycle bin and right-click the empty recycle bin.</li></ol> <p><b>To reduce the number of log files stored:</b></p> <ol style="list-style-type: none"><li>1 Log in to the Workflow Suite or Clariti Workflow Lite with administrator privileges <a href="https://&lt;workflowIPAddress&gt;/admin">https://&lt;workflowIPAddress&gt;/admin</a></li><li>2 Select <b>Admin &gt; System</b>.</li><li>3 Under <b>Logs</b> heading, change the setting <b>Maximum number of log files</b> to the desired number (default is 5).</li><li>4 Select <b>Save</b>.</li></ol> | <p>Files delete with overwrite.</p> |
|------------------|---|-------------------------------------|

---