



PRIVACY GUIDE

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Polycom EagleEye Director II Camera



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Before You Begin

Topics:

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

This guide contains details about configurable privacy options and how personal data is processed.

Related Documentation

You can view the following types of Polycom EagleEye Director II camera related documents on [Polycom Support](#):

- Setup Sheet — The document is included in the system package and describes the contents of your package, how to assemble the system and accessories, and how to connect the system to the network.
- Regulatory Notice — Describes safety and legal considerations for using Polycom products.

Getting Help

For more information about installing, configuring, and administering 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

Polycom EagleEye Director II camera log files can be retrieved by web UI.

Polycom EagleEye Director II camera device name, target IP address, Trio IP address, serial number, MAC address, IP address, username, password can be viewed by web UI.

Polycom EagleEye Director II camera device name, serial number, IP address can be viewed by EEDII app.

Polycom EagleEye Director II camera device name, username, password can be rectified by web UI.

Note: For details about how to install and use the Windows app, see the *Polycom EagleEye Director II Administrator's Guide*.

Privacy-Related Options

Option Name	Location in the System
Device Configuration	Web UI menu: <ul style="list-style-type: none">System DetailGeneral Settings > Device Name EEDII Windows PC App: <ul style="list-style-type: none">Status > Available Devices
Download Logs	Diagnostics > Logs (in web UI)
User Credentials (web UI login)	Change Password (in web UI)
User Credentials (network authentication)	Network Settings > Ethernet (in web UI)
User Credentials (WiFi authentication)	Network Settings > WiFi (in web UI)

Related Links

[Right to Data Portability](#) on page 5

[Right to Rectification](#) on page 5

How Data Subject Rights Are Supported

Topics:

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

The following information shows how data subject rights are supported.

Right to Be Informed

What customer personal data is collected?

See the table in the topic *Purposes for Processing Personal Data*.

How is customer personal data used?

See the table in the topic *Purposes for Processing Personal Data*.

How long is customer personal data kept?

Customer personal data is kept until a factory reset is performed.

See the topic *How Personal Data is Deleted*.

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

If customer personal data is made available when working with Polycom support, this data may be shared with Polycom's engineering team, which may include third parties or contractors.

How to notify a data subject of a data breach or security anomalies?

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

Related Links

[How Administrators are Informed of Any Security Anomalies \(Including Data Breaches\)](#) on page 9

[How Personal Data is Deleted](#) on page 10

[Purposes for Processing Personal Data](#) on page 8

Right to Access

A data subject has the right to view and/or obtain a copy of his or her own personal data.

View System Details

Device name, target IP address, Trio IP address, serial number and MAC address all are showed on web UI, administrator can check them on web page.

Procedure

1. Connect your Polycom EagleEye Director II camera to computer with network.
2. Open EEDII App and scan camera IP by blue tooth interface.
3. Log into EEDII web UI.
4. Go to **System Detail**, and device information is displayed in a table.

Related Links

[Right to Rectification](#) on page 5

Right to Data Portability

A data subject has the right to receive a copy of device log file in a commonly-used, machine-readable format. Log files can be downloaded in plain text format, but the files don't contain any user name and password information.

Related Links

[Privacy-Related Options](#) on page 3

Download Log Files

You can download the Polycom EagleEye Director II camera log files to assist in troubleshooting.

Procedure

1. Connect your Polycom EagleEye Director II camera to computer with network.
2. Open EEDII App and scan camera IP by blue tooth interface.
3. Log into EEDII web UI.
4. Go to **Diagnostics > Logs**.
5. Click **Download** and select a local directory to save the log files in plain text format.

Right to Erasure

A data subject has the right to remove all his or her own personal data.

For details on how to erase customer personal data from the system, see the topic *How Personal Data is Deleted*.

Related Links

[How Personal Data is Deleted](#) on page 10

Right to Rectification

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

Personal data specific to device configuration can be edited or updated by the device administrator. See the topic *Privacy-Related Options*.

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

Related Links

[Privacy-Related Options](#) on page 3

Related Links

[View System Details](#) on page 5

Log into Polycom EagleEye Director II Web UI

You must enter an admin password to log into the web UI.

Procedure

1. Connect your Polycom EagleEye Director II camera to computer with network.
2. Open EEDII App and scan camera IP by blue tooth interface.
3. Open web UI and log in home page.
4. Modify default admin password if the user firstly log into web UI, default password is the last 6 characters of device SN.
5. Click **LogIn** to access web UI.

Configure General Settings

You can configure the device name of Polycom EagleEye Director II camera.

Procedure

1. Log into EEDII web UI.
2. Go to **General Settings > Device Name**.
3. Change the name.
4. Click **Save**.

Configure 802.1x Authentication for WiFi

From version 2.0, EEDII camera supports WiFi and Ethernet interface, both them supports 802.1x EAP authentication. Identity and Password must be provided to access network.

Procedure

1. Log into EEDII web UI.
2. Go to **Network Settings > WiFi > Enable WiFi**.
3. Select a SSID which you want to connect.
4. Change the **Identity** and **Password**.
5. Click **Connect**.

Configure 802.1x Authentication for Ethernet

From version 2.0, EEDII camera supports WiFi and Ethernet interface, both them supports 802.1x EAP authentication.

Procedure

1. Log into EEDII web UI.
2. Go to **Network Settings > Ethernet**
3. Enable **802.1X**.

4. Change the **Identity** and **Password**.
5. Click **Save**.

Change Your Password

Customer administrator can change the login password for web UI.

Procedure

1. Log into EEDII web UI.
2. Click **Change Password**.
3. Input current password, new password and confirm the new one.

If customer want to use complex password, it must follow below rules and enable **Password Requirements** in **General Settings** on web UI.

Rule	Value
Minimum character length	15
Require lowercase letters	2
Require uppercase letters	2
Require numbers	2
Require special characters	2

4. Click **Save**.

Right to Restrict Processing

Not applicable.

Right to Object to Processing

Not applicable.

Purposes for Processing Personal Data

Purposes of Processing Personal Data

Category	Type of Personal Data	Purpose of Processing	Interface Type
System Detail	Device name	Device monitoring	Web UI / EEDII app
	IP address		Web UI / EEDII app
	Serial number		Web UI / EEDII app
	MAC address		Web UI
	Trio IP address		Web UI
	Target IP address		Web UI
Diagnostics	Device log	Troubleshooting	Web UI
Networking Setting	User name	802.1x authentication	Web UI
	Password		Web UI

Related Links

[Right to Be Informed](#) on page 4

[How Administrators are Informed of Any Security Anomalies \(Including Data Breaches\)](#) on page 9

[How Personal Data is Deleted](#) on page 10

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
System crash	EagleEye Director II camera shows reboot LED.	Check log file just after reboot.

Related Links

[Right to Be Informed](#) on page 4

[How Personal Data is Deleted](#) on page 10

[Purposes for Processing Personal Data](#) on page 8

How Personal Data is Deleted

Topics:

- [Factory Reset Polycom EagleEye Director II](#)

How Customer Personal Data is Deleted

Data Type	Steps to Delete	Deletion Method
Device Information	<p>Perform factory restore via the pinhole on the EagleEye Director II camera.</p> <p>Device name, username, password, target IP address, Trio IP address are set to default.</p> <hr/> <p>Note: Perform factory restore if you want to restore factory software or reset all settings to factory settings.</p> <hr/>	Simple delete with overwrite

Related Links

[Right to Be Informed](#) on page 4

[How Administrators are Informed of Any Security Anomalies \(Including Data Breaches\)](#) on page 9

[Purposes for Processing Personal Data](#) on page 8

[Right to Erasure](#) on page 5

Factory Reset Polycom EagleEye Director II

You can reset the Polycom EagleEye Director II camera, that will remove all customer configuration and stored settings.

Procedure

1. Power off camera.
2. Press the button in the pinhole which is nearby RJ45 port and power on Polycom EagleEye Director II camera, then amber LED will be blinking.
3. After 5 seconds, release the button in pinhole, and the camera will start to do factory reset.
4. About 5 minutes later, system will restart automatically.

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