

# Categories of Personal Data

To keep our data protection notice concise and easy to understand, we have developed this document to give customers additional information about the categories of personal data that we process relating to you in order to supply services to customers.

We have made every effort to ensure that this information is as complete as possible. The addition of new products or services can result in other categories of data, or other specific types of data, being processed that relate to identifiable people.

## What is “Personal Data”?

Personal Data is defined as data that relates either directly or indirectly to a living individual. Data which is not directly linked to living individual can still be personal data if it is possible for a company to make that link indirectly by combining data from different data sets.

## Retail Customer Accounts

If you are a retail customer of MagnetPlus (i.e. we provide your telephone or broadband services directly to you), we process the following categories of personal data to supply services, support services, and issue bills to you.

Category of Data	Definition	Example Data Elements
Identifying Data	Data that we or others can use to identify you directly	<ul style="list-style-type: none"><li>• Name</li><li>• Email address (if it includes your name)</li><li>• User login credentials (for MagnetPlus portal)</li><li>• Telephone number</li></ul>
Contact Data	Data we or others can use to contact you	<ul style="list-style-type: none"><li>• Email address</li><li>• Phone number</li><li>• Postal Address</li></ul>
Installation Data	Data about the location of your telephone or broadband installation	<ul style="list-style-type: none"><li>• Installation Address</li><li>• Services Provided</li></ul>
Billing Data	Data about the billing for your telephone service	<ul style="list-style-type: none"><li>• MagnetPlus Account Number</li><li>• Universal Account Number (UAN)</li></ul>

## Wholesale Customer Accounts

If your telephone or broadband service is supplied to you by another telecommunications company who has contracted with us to supply services on a wholesale basis, we process the following categories of personal data to supply services to you and provide support to those services.

Category of Data	Definition	Example Data Elements
Contact Data	Data we or others can use to contact you	<ul style="list-style-type: none"><li>• Contact Name</li><li>• Email address</li><li>• Contact Phone number</li><li>• Postal Address</li></ul>
Installation Data	Data about the location of your telephone or broadband installation	<ul style="list-style-type: none"><li>• Installation Address</li><li>• Services Provided</li></ul>

Billing Data	Data about the billing for your telephone service	<ul style="list-style-type: none"> <li>• MagnetPlus Account Number</li> <li>• Universal Account Number (UAN)</li> </ul>
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## Fixed Line Telephone Services

When you use a fixed line (land line) telephone service, the following categories of data are recorded. This data can be combined with data that can directly identify you, so it can be considered as personal data in those contexts.

Category of Data	Definition	Example Data Elements
Call Data Record	Metadata about calls made to or from a customer. It does not include content of the communication.	<ul style="list-style-type: none"> <li>• Phone number of person making call</li> <li>• Phone number of person called</li> <li>• Start time of call</li> <li>• Call duration</li> <li>• Phone number to be billed for call</li> <li>• Additional digits dialed to route a call</li> <li>• Record of whether call was successful</li> <li>• Type of call (voice, SMS)</li> </ul>

## Broadband Services

When you use a broadband service, the following categories of data are recorded. This data can be combined with data that can directly identify you, so it can be considered as personal data in those contexts.

Category of Data	Definition	Example Data Elements
Device Identifying Data	Data obtained from devices which may enable the identification of devices	MAC Address Operating System Device Make /Model
Network Data	Data and metadata associated with the transmission of communications data across a network	Origin IP Address Target IP Address URLs accessed Network Activity Log

## Business to Business Cyber Security Services

When a business subscribes to our Cyber Security Services, the following categories of data are processed. In certain circumstances it is possible that this could be linked to an identifiable individual by combining this data with other data. Raising a support request will result in us processing a combination of this data. Monitoring of devices and internet traffic for malicious activity will also require us to process combinations of these categories of data.

<b>Category of Data</b>	<b>Definition</b>	<b>Example Data Elements</b>
Device Identifying Data	Data obtained from devices which may enable the identification of devices	MAC Address Operating System Device Make /Model
Network Data	Data and metadata associated with the transmission of communications data across a network	Origin IP Address Target IP Address URLs accessed Network Activity Log
System Data	Data and metadata relating to file systems on devices connected to the network	System logs File system content
Identifying Data	Data that we or others can use to identify you directly	Name Email address (if it includes your name) User login credentials User aliases Telephone number
Contact Data	Data we or others can use to contact you	Email address Phone number Work address