Poly Studio V Family Privacy Guide

SUMMARY

This guide provides users and administrators with information about how the named product collects, shares, and uses data.

Legal information

Copyright and license

© 2024, HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Trademark credits

All third-party trademarks are the property of their respective owners.

Privacy policy

HP complies with applicable data privacy and protection laws and regulations. HP products and services process customer data in a manner consistent with the HP Privacy Policy. Please refer to HP Privacy Statement.

Open source software used in this product

This product contains open source software. You may receive the open source software from HP up to three (3) years after the distribution date of the applicable product or software at a charge not greater than the cost to HP of shipping or distributing the software to you. To receive software information, as well as the open source software code used in this product, contact HP by email at ipgoopensourceinfo@hp.com.

Table of contents

1 Before You Begin 1

Related Poly and Partner Resources 1

2 Purposes of Processing Personal Data 2

3 How Administrators Are Informed of Any Security Anomalies (Including Data Breaches) 3

4 Privacy-Related Options 4

Retrieve Log Files 4

Register the System with the Poly Lens Provisioning Service 4

De-register the System from the Poly Lens Provisioning Service 4

5 How Data Subject Rights Are Supported 5

Right to Access 5

Right to Be Informed 5

Right to Erasure 5

Right to Data Portability 6

Right to Rectification 6

Right to Object to Processing 6

Right to Restrict Processing 6

6 How Personal Data Is Deleted 7

Factory Restore the Poly Studio V52 7

Factory Restore the Poly Studio V72 7

7 Getting help 9

HP Inc. addresses 9

Document information 9

1 Before You Begin

This Privacy Guide provides information regarding the implementation of Privacy by Design for Poly Studio V Family premium USB video bars.

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

Related Poly and Partner Resources

Poly is now a part of HP. The joining of Poly and HP paves the way for us to create the hybrid work experiences of the future. Information about Poly products is now transitioning from the Poly Support site to the HP Support site.

Visit the following sites for information related to this product.

- HP Support is the entry point to online product, service, and solution support information. Find product-specific information such as **Troubleshooting** information, **Setup & User Guides**, **Product Specifications**, **Warranty & Repair** information, support videos, and knowledge base articles on the product page. You can also download software for desktop and mobile platforms from **Software & Drivers** and access additional services from the **Account & Registration** page.
- The Poly Documentation 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 HP Community provides additional tips and solutions from other HP product users.
- The Poly Partner Network is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.
- Poly Services help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.
- With Poly+ you get exclusive premium features, insights and management tools necessary to keep employee devices up, running, and ready for action.
- Poly Lens enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management. You can also download current software for your products directly from the Poly Lens portal.

2 Purposes of Processing Personal Data

Category	Type of Personal Data	Purpose of Processing	Interface Type
Device Administration	• Device name • Device IP address • Device MAC address • Device Serial number	• Configure device access • Troubleshooting device issues • View device information	• Poly Lens Cloud provisioning (if configured) • Poly Clariti Manager (if configured)

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

Security Anomaly Type	Where to Check	Recommended Frequency to Check
System crash	Device LEDs indicate reboot process. Error appears in the system log file.	Check log file just after reboot.

If the device is configured to send data to Lens Cloud Provisioning, refer to the Lens Documentation for information on how to identify security anomalies.

If the device is configured to send data to Poly Clariti Manager, see the Poly Clariti Manager Privacy Guide for information on how to identify security anomalies.

4 Privacy-Related Options

Retrieve Log Files

You can use the web interface to download log files to a location on your computer

Wake the system before retrieving log files.

NOTE: The date and time of the system log entries for Poly Studio V systems are shown in GMT.

1. Access the web interface by opening a web browser and entering the IP address of the Poly Studio V system using the format https://IPaddress (for example, https://10.11.12.13), and go to **Diagnostics > Logs**.
2. Select **Download system logs**. A dialog window opens for you to specify how you want to open or save the .tgz file.

Register the System with the Poly Lens Provisioning Service

Provision your system with Poly Lens to easily configure and manage your systems.

For information on how to provision your system with Poly Lens, see the Poly Lens Help Documentation.

1. In the system web interface, go to **Servers** > **Provisioning Server**.
2. Select **Enable Provisioning**.
3. In the **Authentication Type** field, select **Basic**.
4. **Optional:** If your system didn't detect a provisioning server, complete the following fields (contact your network administrator for help):

Setting	Description
Server Address	Address of the system running the provisioning service.
User Name	User ID for registering with the provisioning service.
Password	Password for registering with the provisioning service.

5. Select **Save**.
6. Verify that **Registration Status** changes from **Pending** to **Registered**.

   It might take a minute or two for the status to change.

De-register the System from the Poly Lens Provisioning Service

Delete your device from the Poly Lens inventory to de-register it. .

For more information see the Poly Lens Help Documentation.

5 How Data Subject Rights Are Supported

The following information shows how data subject rights are supported.

If the device is configured to send data to Poly Lens Cloud provisioning or Poly Clariti Manager, refer to the corresponding documentation for information on how to support these rights.

Right to Access

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

For details about how to access personal data sent to Poly Clariti Manager, see the User Data Collection section of the Poly Clariti Manager Administrator Guide.

Personal data about specific participants in conferences can be viewed or downloaded via the CDR.

To see details of the usage data sent to Poly, see the Security and Privacy White Paper for Poly Studio V52 and Poly Studio V72.

Right to Be Informed

What personal data is collected?

See Purposes of Processing Personal Data on page 2.

How is personal data used?

See Purposes of Processing Personal Data on page 2.

How long is personal data kept?

All data saved to the system is retained until manually deleted by the administrator.

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 and 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. Please contact your system administrator for the most appropriate method to receive this information.

Right to Erasure

Any customer personal data made available when working with Poly support will be erased by requesting erasure through your Poly support representative.

For details on how to erase customer personal data from the system, see How Personal Data Is Deleted on page 7.

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. Log and audit files can be downloaded in plain text format.

Right to Rectification

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

Personal data specific to device configuration can be edited or updated by the device administrator.

Poly does not 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.

6 How Personal Data Is Deleted

Data Type	Steps to Delete	Deletion Method
Device Administration	Device information can be deleted directly from the device by performing a factory reset. If the device is configured to send data to Poly Lens Cloud provisioning or Poly Clariti Manager, refer to the corresponding Privacy section in the Admin documentation for steps to delete.	Simple delete.

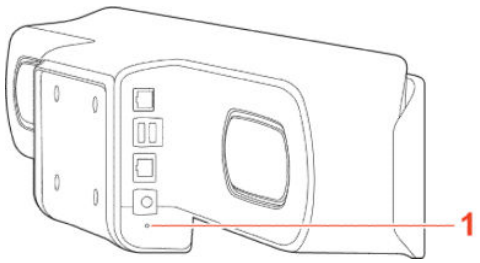
Factory Restore the Poly Studio V52

A factory restore completely erases the system's flash memory and restores it to a stable software version.

The system doesn't save the following data with a factory restore:

- Current software version
- Logs
- User-installed PKI certificates

1. Disconnect the power supply to turn off the system.
2. On the side of the system, insert a straightened paper clip through the factory restore pinhole.



3. While continuing to hold the restore button, reconnect the power supply to turn the system on.
4. When the system LED indicator light turns amber, stop pressing the restore button.

   You can only view the restore progress on a display connected to the secondary monitor HDMI output port.

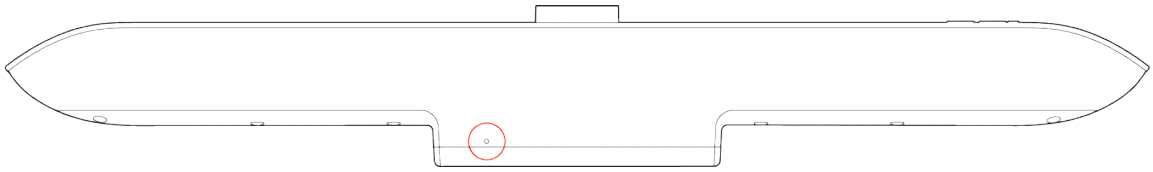
Factory Restore the Poly Studio V72

A factory restore completely erases the system's flash memory and restores it to a stable software version.

The system doesn't save the following data with a factory restore:

- Current software version
- Logs
- User-installed PKI certificates

1. Disconnect the power supply to turn off the system.
2. On the bottom of the system, insert a straightened paper clip through the factory restore pinhole.



3. While continuing to hold the restore button, reconnect the power supply to turn the system on.
4. When the system LED indicator light turns amber, stop pressing the restore button.

   You can only view the restore progress on a display connected to the secondary monitor HDMI output port.

7 Getting help

Poly is now a part of HP. The joining of Poly and HP paves the way for us to create the hybrid work experiences of the future. Information about Poly products has transitioned from the Poly Support site to the HP Support site.

The Poly Documentation Library is continuing to host the installation, configuration/administration, and user guides for Poly products in HTML and PDF format. In addition, the Poly Documentation Library provides Poly customers with information about the transition of Poly content from Poly Support to HP Support.

The HP Community provides additional tips and solutions from other HP product users.

HP Inc. addresses

HP US
HP Inc.
1501 Page Mill Road
Palo Alto 94304, U.S.A.
650-857-1501

HP Germany
HP Deutschland GmbH
HP HQ-TRE
71025 Boeblingen, Germany

HP UK
HP Inc UK Ltd
Regulatory Enquiries, Earley West
300 Thames Valley Park Drive
Reading, RG6 1PT
United Kingdom

Document information

Model ID: Poly Studio V52 (models: P033, P033NR), Poly Studio V72 (models: PATX-STX-72R, PATX-STX-72R)

Document part number: P10718-001A

Last update: November 2024

Email us at documentation.feedback@hp.com with queries or suggestions related to this document.