



Poly TC10 Privacy Guide

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Before You Begin

This Privacy Guide provides information regarding the implementation of Privacy by Design for the Poly TC10.

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

Related Poly and Partner Resources

See the following sites for information related to this product.

- [Poly Support](#) is the entry point to online product, service, and solution support information. Find product-specific information such as Knowledge Base articles, Support Videos, Guide & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.
- 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 [Poly 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 [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.

Privacy-Related Options

Download Log Files for the Poly TC10

You can download log files to assist in troubleshooting.

Task

- 1 If the Poly TC10 is paired to a video codec, go to the system web interface of the codec.
- 2 To download the system logs, go to **Diagnostics > Logs > Download**.

Logs may also be available through third party management platforms like ZDM.

Purposes of Processing Personal Data

Category	Type of Personal Data	Purpose of Processing	Interface Type
Device Administration	<ul style="list-style-type: none">• Device name• Device IP address• Device MAC address• Device Serial number	<ul style="list-style-type: none">• Configure device access• Troubleshooting device issues• View device information	<ul style="list-style-type: none">• Device Display• Connected Video system

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.

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 of their own personal data.

To access data, download the logs or view the information on the device display.

Right to Be Informed

What personal data is collected?

See [Purposes of Processing Personal Data](#) on page 4.

How is personal data is used?

See [Purposes of Processing Personal Data](#) on page 4.

How long is personal data kept?

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

See [Purposes of Processing Personal Data](#) on page 4 and [How Personal Data Is Deleted](#) on page 6.

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.

See [How Personal Data Is Deleted](#) on page 6 and [How Administrators Are Informed of Any Security Anomalies \(Including Data Breaches\)](#) on page 4.

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 files can be downloaded in plain text format.

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 6.

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.

How Personal Data Is Deleted

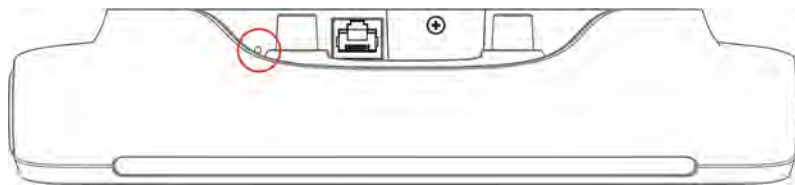
Data Type	Steps to Delete	Deletion Method
Device Administration	Device information is deleted when the system is reset to factory default configuration. Perform a pinhole factory reset or restore default configuration using the UI.	Reset to factory default configuration.

Factory Reset the Poly TC10

You can reset the TC10 to its factory settings. This process refreshes the device by deleting its configurations except the current version of software.

Task

- 1 For wall- or glass-mounted devices, dismount it, and remove any wall mounting brackets. For a desk-mounted device, remove the TC10 stand. For more information, see the relevant Quick Start Guide.
- 2 Disconnect the LAN cable from the Poly TC10 to power it off.
- 3 On the back of the Poly TC10, insert a pin or straightened paper clip through the factory reset button pinhole.



- 4 Press and hold the reset button, and reconnect the LAN cable to power the Poly TC10 on.
Don't power off the Poly TC10 until it finishes the factory reset process.
The TC10 resets to factory default settings and loses all configuration and logs.

Factory Restore the Poly TC10 in the UI

You can restore the TC10 to its default settings in the device UI. This process refreshes the device by deleting its configurations except the current version of software.

If paired to a codec, unpair the device before factory restore.

Task

- 1 In the device local interface, go to **Settings > Reset > Reset**.
- 2 To confirm, select **Reset**.
The Poly TC10 resets all configurations to factory defaults, and clears all saved settings and logs. The most recently installed version of software remains on the device.