Poly Studio USB, Poly Studio P15, and Poly Studio R30 Privacy Guide

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Contents

Before You Begin

This Privacy Guide provides information regarding the implementation of Privacy by Design for the following products:

- Poly Studio USB
- Poly Studio P15
- Poly Studio R30

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 and Crash Files

You can download log and crash files to assist in troubleshooting.

Task

1   Connect your device to your computer, then select the tile from your Polycom Companion or Lens Desktop.
2   Go to **Diagnostics > Logs**.
3   Select **Download** under **Logs** to download the system logs.
4   Select **Download** under **Crash Files** to download the system crash log files.

Configure a Provisioning Server for Your Device

You can configure a provisioning server for your Poly Studio R30 or Poly Studio USB Video Bar through Polycom Companion or Lens Desktop.

Connect your device to a Wi-Fi network before connecting it to a provisioning server.

Ask your network administrator for the provisioning server used in your deployment before you choose the **Server Type**.

Note: If you select **Auto** provisioning mode, make sure that you already have the provisioning server address, username, and password in your DHCP option 66 or 150. For example, `https://username:password@company.com`.

Task

1   Connect your device to your computer, then select your device's tile from your Polycom Companion or Lens Desktop.
2   Go to **Admin Settings > Provisioning Server**.
3   Select **Provisioning Mode** and choose one of the following options:

   - **Disable**: Disables the provisioning mode.
   - **Auto**: Gets the provisioning server URL from your DHCP option 66 or 150.
   - **Manual**: Configure the following parameters:

Parameter	Description
Server Type	Selects one server type from the drop-down menu.
	Selects **Polycom Provisioning Services** for RealPresence Resource Manager or LENS Cloud provisioning.
	Use **HTTPS Server** and **FTPS Server** for your own provisioning server.
Server Address	Specifies the server address.
User name and Password	Specifies the username and password to log in to the provisioning server.

4   Select **Save**.
   You can check the provisioning status in **Status > Provisioning Server**.

   For information about the parameters that RealPresence Resource Manager or LENS Cloud provisioning use to manage your device, see the Parameters Reference Guide for your device, available from the Poly Support Site.

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 • Polycom Companion user name/password	• Configure device access • Troubleshooting device issues • View device information	• Polycom Companion UI and Lens Desktop • Polycom RealPresence Resource Manager (if configured) • LENS Cloud provisioning (if configured)

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 RealPresence Resource Manager, see the [RealPresence Resource Manager Privacy Guide](#) for information on how to identify security anomalies.

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.

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 RealPresence Resource Manager, Polycom Companion, or LENS Cloud provisioning, 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 Polycom RealPresence Resource Manager, see the User Data Collection section of the [Polycom RealPresence Resource Manager Operations Guide](#).

To see details of the usage data sent to Poly, see the [Security and Privacy White Paper for Poly Studio, Poly Studio P15, and Poly Studio R30](#).

Right to Be Informed

What personal data is collected?

See [Purposes of Processing Personal Data](#) on page 5.

How is personal data is used?

See [Purposes of Processing Personal Data](#) on page 5.

How long is personal data kept?

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

For details about how to access personal data sent to Polycom RealPresence Resource Manager, see the User Data Collection section of the [Polycom RealPresence Resource Manager Operations Guide](#).

To see details of the usage data sent to Poly, see the [Security and Privacy White Paper for Poly Studio, Poly Studio P15, and Poly Studio R30](#).

See [Purposes of Processing Personal Data](#) on page 5 and [How Personal Data Is Deleted](#) on page 9.

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 9 and [How Administrators Are Informed of Any Security Anomalies (Including Data Breaches)](#) on page 6.

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. Audit and 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 9.

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 can be deleted via Polycom Companion, via Lens Desktop, or directly from the device by performing a factory reset. If the device is configured to send data to RealPresence Resource Manager or LENS Cloud provisioning, refer to the corresponding Privacy section in the Admin documentation for steps to delete.	Simple delete.

Factory Restore a Poly Studio

You can erase all configurations and restore the Poly Studio video bar default settings.

Use the Polycom Companion application to configure some of the settings. The default settings that the system clears include the following (not an exhaustive list):

- Password
- Remote control presets
- Wi-Fi settings
- Camera settings
- Audio settings
- Bluetooth settings
- System information (such as system name)
- Logs

The current version of software remains the same after restoring.

Task

» Plug in the power cord and press the **Reset** button on the bottom of the device for 10 seconds.

  The LED lights begin chasing white, then turn to solid amber.

  Note: If the video bar camera is in use, such as in a call or in **Camera Preview** on the client, the **Reset** button doesn't work.

The Poly Studio video bar clears all saved settings and logs and reboots.

Restoring the defaults unpairs the remote control. Re-pair the remote control after the device reboots.

Factory Reset Poly Studio

You can reset the Poly Studio video bar to factory settings if persistent issues remain after troubleshooting.

Warning: Your device returns to the factory software version and erases all configuration and logs.

Resetting the device to factory settings unpairs the remote control. You must re-pair the remote control with the Poly Studio video bar after you reset the system.

Task

1 Disconnect the Poly Studio video bar to turn it off.
2 Find the reset pinhole on the bottom of the device.
3 Use a pin or paperclip to press and hold the reset button and plug in the device at the same time to turn it on.
  The video bar reboots with pulsing amber LED lights.

The Poly Studio video bar rolls back to the factory software version and loses all configuration and logs.

Factory Restore a P15 or R30

You can restore your Poly P15 or Poly R30 to factory settings to delete your personal data.

Warning: Your device returns to the factory software version and erases all configuration and logs.

Task

1 Unplug the power from your device.
2 Insert a straightened paper clip through the reset pinhole on the bottom of the Poly Studio P15 device to press the reset button.
3 Hold the reset button with the paperclip and reconnect the power supply to turn the system on.
4 Continue to hold the restore button for 3 seconds.

The device LED pulses amber during the factory restore, then transitions to breathing white while the device restarts. When the restart is complete, the LED returns to solid white.

Factory Reset a P15 or R30

You can reset your Poly P15 or Poly R30 to delete your personal data.

Warning:
A factory reset erases all user data and settings from the system.

Task

1 Find the reset pinhole on the bottom of the device.
2 Use a paperclip to press and hold the reset button.
3 Hold the reset button with the paperclip until the LED indicator changes to breathing amber while the device resets to factory settings. The LED indicator will transition to breathing white while the device restarts.

The factory reset is complete after the pulsing white LED turns off and an audible tone sounds.

Support

NEED MORE HELP?
poly.com/support

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