

Tencent Interactive Whiteboard

Related Protocol

Product Documentation



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Privacy Policy

Last updated: 2025-04-25 11:33:41

1. Introduction

This Privacy Policy Module (“**Module**”) applies if you use Tencent Interactive Whiteboard feature (“**Feature**”). This Module is incorporated into the privacy policy (“[Privacy Policy](#)”). Terms used but not defined in this Module shall have the meaning given to them in the Privacy Policy. In the event of any conflict between the Privacy Policy and this Module, this Module shall apply to the extent of the inconsistency.

2. Controllership

The controller of the personal data described in this Module is as specified in the Privacy Policy.

3. Personal Data We Collect

We may collect, receive, store and otherwise process the following personal data about you:

Data Category	Details
Diagnostic and Usage Data	Information of the software or hardware related to performance, user activity, operations logs, log data, network status, network quality, user ID, any problem you experience, error reports, your settings, connectivity and updates.
End User Device Information	Data about device of end user of the Features such as network information, device model, operating system, browser version, system attributes.

To provide the Feature to you, we may also process the above data through integration with our features as follows:

- Cloud Object Storage; and
- TencentDB for MySQL.

4. Purposes and Legal Basis

We will only use your personal data for the purposes and legal bases set out below:

Purpose	Legal Basis
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<p>Provide our Feature. We use data including Diagnostic and Usage Data and End User Device Information to operate and provide you with the Feature.</p>	<p>It is necessary for us to process this information in order to perform our contract with you, or to take steps at your request prior to entering a contract with you.</p>
<p>Troubleshooting. We use data including including Diagnostic and Usage Data and End User Device Information to monitor the Feature performance and quality, detect and identify errors, bugs or failures, analyze the reasons and troubleshoot such problems.</p>	<p>It is necessary for us to process this information in order to perform our contract with you, or to take steps at your request prior to entering a contract with you.</p>

5. How We Store and Share Personal Information

As specified in the Privacy Policy.

6. Data Retention

We will retain personal data in Section 3 for as long as it is necessary for the fulfilment of the purpose(s) as described in this Module and as required or authorized by applicable laws, to resolve disputes and to enforce our terms and conditions, other applicable terms of service, and our policies. The actual retention period can vary for different data categories, depending on the context of your interactions with us, your configuration set up (e.g., the retention periods you have set for the Feature) and your use of the Feature.

For example, we retain Diagnostic and Usage Data such as log data for up to 180 days for the purpose of providing the Feature to you and troubleshooting in general.

For End User Device information, we generally retain data for up to 30 days to provide you with the Feature. If you have any questions or require additional information relating to the above (including where you require further or more specific information on how long we store your personal data), please refer to our Contact Information section in our Privacy Policy.

Data Processing And Security Agreement

Last updated: 2025-04-25 11:33:20

1. Background

This Data Processing and Security Agreement Module (“**Module**”) applies if you use Tencent Cloud International Tencent Interactive Whiteboard feature (“**Feature**”). This Module is incorporated into the [Data Processing and Security Agreement](#) (“**DPSA**”). Terms used but not defined in this Module shall have the meaning given to them in the DPSA. In the event of any conflict between the DPSA and this Module, this Module shall apply to the extent of the inconsistency.

2. Personal Data We Process

We may process the following data in connection with the Feature:

Data Category	Details
Configuration Data	Configuration and settings including permission assigned relating to the use of the Feature, system attributes, service and security settings for this Feature.
User Interaction and Application Data	Information in relation to your or end user's interaction with the Feature such as end users' activities, whiteboard transcoding files, operation logs, monitoring metrics and performance.
Service Generated Content	Data generated or derived by us through your use of the Feature such as whiteboard recording files.

To provide the Feature to you, we may also process the above data through integration with our features as follows:

- Cloud Object Storage (COS); and
- TencentDB for MySQL.

3. Purposes of Processing

We process the data categories in Section 2 for the purposes set out below:

- **Provide our Feature.** We use data including Configuration Data, User Interaction and Application Data, and Service Generated Content to provide you with this Feature;
- **Maintain your configuration settings.** We use data including Configuration Data to maintain your configuration settings of the Feature and deliver statistics to help you manage this Feature.

4. Sub-Processors

As specified in the DPSA.

5. Data Retention

We will retain personal data in Section 2 for as long as it is necessary for the fulfilment of the purpose(s) as described in this Module and as required or authorized by applicable laws, to resolve disputes and to enforce our terms and conditions, other applicable terms of service, and our policies. The actual retention period can vary for different data categories, depending on the context of your interactions with us, your configuration set up (e.g., the retention periods you have set for the Features) and your use of the Feature.

For example, we retain most of the Configuration Data such as whiteboard usage permission data until you destroy the whiteboard room to provide you with the Feature.

For Service Generated Content, we generally retain data such as whiteboard recording files in our temporary COS for up to 3 days to provide you with the Feature.

If you have any questions or require additional information relating to the above (including where you require further or more specific information on how long we store data subject personal data), please refer to our Contact Information section in our [Privacy Policy](#).

6. Special Conditions

You must ensure that the Feature is only used by end users who are of at least the minimum age at which an individual can consent to the processing of their personal data. This may be different depending on the jurisdiction in which an end user is located.

This Feature is not intended for the processing of sensitive data. You must ensure that this Feature is not used to transfer or otherwise process any sensitive data by you or your end users.

You represent, warrant and undertake that you shall obtain and maintain all necessary consents from data subjects in respect of the processing of their personal data (as applicable) in respect of the Feature (including for the purposes of providing the Feature), in accordance with applicable laws and so as to enable us to comply with applicable laws. You agree you will indemnify and hold Tencent harmless from and against all claims, liabilities, costs, expenses, loss or damage (including consequential losses, loss of profit and loss of reputation and all interest, penalties and legal and other professional costs and expenses) incurred by Tencent arising directly or indirectly from a breach of this requirement.

You acknowledge, understand and agree that (i) we do not make any representation or warranty or give any undertaking that this Feature will be in compliance with any applicable laws or regulations, and (ii) any reliance on or use of this Feature is at your sole risk.