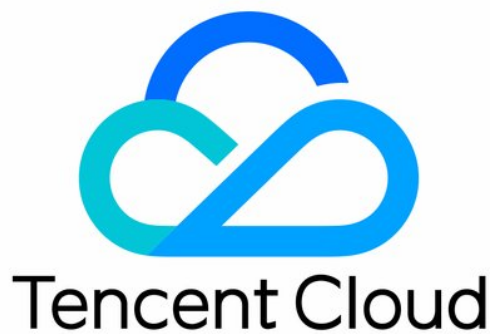


Tencent Real-Time Communication

TRTC Policy

Product Documentation



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Privacy Policy

Last updated : 2025-07-09 15:57:21

1. INTRODUCTION

This Module applies if you use the Tencent Real-Time Communication feature (“**Feature**”). This Module is incorporated into the privacy policy located at (“[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 information described in this Module is as specified in the Privacy Policy.

3. AVAILABILITY

This Feature is available to users globally.

4. HOW WE USE PERSONAL INFORMATION

We will use the information in the following ways and in accordance with the following legal bases:

Personal Information	Use	Legal Basis
Data processed when you visit our Feature website		
IP address, visited time Corporate Website Visitor Information (received from our third party service provider): Corporate information (publicly available) and corporate contact information (name, business email, business phone number, business location, business function,	We use this information for data analytic purposes (including to analyze and understand our potential customers), to improve the Feature, and (in certain jurisdictions) to conduct direct marketing.	Data Analytics: It is in our legitimate interest to understand our potential customers and visiting trend of our Feature, and to improve the Feature. We do not receive or process EEA and UK based companies’ corporate contact information.

seniority level, job title, LinkedIn URL, business skills (if applicable) The Corporate Website Visitor Information is provided to us by our third party service provider based on the IP address – please see the “How We Disclose and Store Your Personal Information” section.		Direct Marketing: We do not conduct such processing activities for EEA and UK based corporate website visitors.
Data processed when you register for an account on our Feature website		
Account Information: Location, Name, Company Name, Industry, Business Email Address, IP Address, User Agent (or website browser), login security credentials, verification code; (If you choose to register via Google: Google ID, email address, authentication code and avatar (in the form of a log) (Mandatory)	We use this information to: create your account in accordance with your request and/or verify you have an account; allow for password resets; provide you with user support; record transactions or provide order confirmations; and enforce our terms, conditions and policies.	We process this information as it's necessary for us to perform our contract with you to provide the Services.
Data processed when you use the Feature		
Console Configuration Data: TRTC application ID, application name, whether recording is open, whether the bypass function is enabled or not, selected billing method	We use this information to determine your use of the Feature, for billing purposes. Please note that this data is stored in our Elasticsearch Service (ES) feature.	We process this information as it's necessary for us to perform our contract with you to provide the Feature.
Backend Log Data: User ID relating to any participants of the live streaming event, room number, client IP relating to any participants of the live streaming event, client SDK version, OS type relating to any participants of the live streaming event	We use this information to ensure the Feature functions as required, and for troubleshooting. Please note that this data is stored in our ES feature.	We process this information as it's necessary for us to perform our contract with you to provide the Feature.
Dashboard Information: Information about audio and video quality during calls: end user's APPID, data regarding functions controlled by the end-user (enable video, disable video, enable audio, disable audio), enter	We use this information to ensure the Feature functions as required, and for troubleshooting. Please note that this data is stored in our ES feature.	We process this information as it's necessary for us to perform our contract with you to provide the Feature.

room, leave room, room ID, mute function, CPU usage, memory usage, network latency, packet loss, resolution, bitrate, frame rate, volume		
SDK Log Data (of end user): User ID, room number, client SDK version number, OS type of the TRTC room	We use this information to ensure the Feature functions as required, and for troubleshooting. Please note that this data is stored in our ES feature.	We process this information as it's necessary for us to perform our contract with you to provide the Feature.
UIN	We use this information to identify your usage of the Feature. Please note that this data is stored in our ES feature.	We process this information as it's necessary for us to perform our contract with you to provide the Feature.
SDK APPID (created with your UIN for different applications)	We use this information to identify your usage of other applications as part of the Feature. Please note that this data is stored in our ES feature.	We process this information as it's necessary for us to perform our contract with you to provide the Feature.
Troubleshooting Data: End user's APPID, data regarding functions controlled by the end-user (enable video, disable video, enable audio, disable audio), enter room, leave room, mute function, room ID, CPU usage, memory usage, network latency, packet loss, resolution, bitrate, frame rate, volume	We use this information to detect and locate problems experienced by end users, for troubleshooting. Please note that this data is stored in our ES feature.	We process this information as it's necessary for us to perform our contract with you to provide the Feature.

5. HOW WE STORE AND SHARE PERSONAL INFORMATION

As specified in the Privacy Policy.

With respect to personal data processed when you visit or access our Feature website, your IP address is shared with our third party service provider, AroundDeal Holdings Limited, who will use this information to provide us the Corporate Website Visitor Information.

6. DATA RETENTION

We will retain personal information in accordance with the following:

Personal Information	Retention Policy
IP Address and visited time	We retain such data for 180 days.
Corporate Website Visitor Information	For EEA and UK based corporate website visitors, we will not receive or process their corporate contact information. Otherwise, for corporate website visitors based in other jurisdictions, we retain such data for 180 days, unless in the case of direct marketing (to the extent applicable and relevant to your jurisdiction), in which case we retain such data until you inform us that you no longer wish to receive promotional information.
Account Information	We retain such data for so long as an account exists. Information is erased within thirty (30) days of the date the account is deleted.
Console Configuration Data	We retain such data for as long as you use the Feature. When your use of the Feature is terminated or when your account is deleted, we will delete this data within 7 days.
Backend Log	Stored for 14 days.
Dashboard Information	
SDK Log Data	
UIN	
SDK APPID	
Troubleshooting Data	

Data Processing And Security Agreement

Last updated : 2023-10-13 11:39:48

1. BACKGROUND

This Module applies if you use the Tencent Real-Time Communication feature (“**Feature**”). This Module is incorporated into the Data Processing and Security Agreement located at (“**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. PROCESSING

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

Personal Information	Use
Audio and video content of end-users	We only process this data for the purposes of providing the Feature to you, i.e. the delivery of audio-visual content (We do not store any such data for this purpose).
Customer temporary key information: SDK APPID, Username, Private Key	We use this information to identify your usage of the Feature.
Customer log data relating to applications: SDK APPID, Application Name, Tag, Service status, Creation time, Operation	We use this information to maintain records relating to the applications you created through the use of the Feature.

3. SERVICE REGION

As specified in the DPSA.

4. SUB-PROCESSORS

As specified in the DPSA.

5. DATA RETENTION

We will store personal data processed in connection with the Feature as follows:

Personal Information	Retention Policy
Customer temporary key information: SDK APPID, Username, Private Key	We retain such data for as long as you use the Feature. When your use of the Feature is terminated or when your account is deleted, we will delete this data within 7 days.
Customer log data relating to applications: SDK APPID, Application Name, Tag, Service status, Creation time, Operation	We retain such data for as long as you use the Feature. When your use of the Feature is terminated or when your account is deleted, we will delete this data within 7 days.

You can request deletion of such personal data in accordance with the DPSA.

6. SPECIAL CONDITIONS

You must ensure that this 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 or that parental consent is obtained for individuals under the minimum age. This may be different depending on the jurisdiction in which an end user is located.

You represent, warrant and undertake that you shall obtain and maintain all necessary consents from End Users in respect of the processing of their personal data in respect of the Feature, in accordance with applicable laws and so as to enable us to comply with applicable laws.