



PRIVACY GUIDE

1.1 | August 2019 | 3725-62276-001B

Poly EagleEye Cube USB Camera

Getting Help

For more information about installing, configuring, and administering Poly/Polycom products or services, go to Polycom Support.

Plantronics, Inc. (Poly — formerly Plantronics and Polycom)
345 Encinal Street
Santa Cruz, California
95060

© 2019 Plantronics, Inc. All rights reserved. Poly, the propeller design, and the Poly logo are trademarks of Plantronics, Inc. All other trademarks are the property of their respective owners.

Before You Begin

Topics:

- [Related Documents](#)
- [Get Help](#)

The Poly EagleEye Cube USB camera privacy guide provides information regarding the implementation of privacy by design for this product.

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

Note: Poly EagleEye Cube USB camera itself doesn't have a dedicated software or web application. All configurations are through Polycom Companion, Polycom® Device Management Service for Enterprise (PDMS-E) or Polycom® RealPresence® Resource Manager.

Related Documents

You can view the following types of Poly EagleEye Cube camera-related documents on Polycom Support:

- Setup Sheet — The document is included in the system package and describes the contents of your package, how to assemble the system and accessories, and how to connect the system to the network.
- Regulatory Notice — Describes safety and legal considerations for using Poly products.

Get Help

For more information about installing, configuring, and administering Poly products, refer to **Documents and Downloads** at [Polycom Support](#).

Poly and Partner Resources

To find all Poly partner solutions, see [Strategic Global Partner Solutions](#).

The Poly Community

The [Poly Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Poly Community, simply create a Poly online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

Privacy-Related Options

Poly EagleEye Cube USB camera device name, serial number, IP address, MAC address, and Polycom Companion user credentials can be accessed by people with Polycom Companion, Polycom RealPresence Resource Manager, or Polycom Device Management Service for Enterprises (PDMS-E) administrator authentication.

Poly EagleEye Cube USB camera log can be retrieved by retrieving Polycom Companion, Polycom RealPresence Resource Manager, or PDMS-E logs.

Poly EagleEye Cube USB camera information can also be retrieved by exporting configuration file in Polycom Companion.

Privacy-Related Options

Option Name in UI	Location in UI
User credentials	<ul style="list-style-type: none">▪ Admin Settings > Password Settings in Polycom Companion.▪ Admin Settings > Provisioning Server > User name and Password in Polycom Companion. Provisioning server can be either Polycom RealPresence Resource Manager or PDMS-E.
Logs	<ul style="list-style-type: none">▪ Diagnostics > Logs in Polycom Companion.▪ Endpoint > Monitor View > <i>endpoint name</i> > View Details > Endpoint Files in RealPresence Resource Manager. Downloading endpoint log containing the camera log. For more information, refer to https://documents.polycom.com/bundle/rprm-ops-10-6/page/t-rprm-op-download-endpoint-files.html▪ PDMS-E > Device Monitor > <i>endpoint name</i> > Logs. Downloading endpoint log containing the camera log. For more information, refer to https://documents.polycom.com/bundle/pdms-e-ag-current/page/t-pdms-e-ag-view-log-files.html
Configuration File	Admin Settings > Configuration

How Data Subject Rights are Supported

Topics:

- [Right to Be Informed](#)
- [Right to Access](#)
- [Right to Data Portability](#)
- [Right to Erasure](#)
- [Right to Rectification](#)
- [Right to Restrict Processing](#)
- [Right to Object to Processing](#)

Right to Be Informed

- What customer personal data is collected?
See table in the “Purposes of Processing Personal Data” topic.
- How is customer personal data used?
See table in the “Purposes of Processing Personal Data” topic.
- How long is customer personal data kept?
Customer personal data is kept until a factory reset is performed.
See the topic “How Personal Data is Deleted”.
- Is it shared with any third parties and if so, who?
If customer personal data is made available when working with Polycom support, this data may be shared with Poly’s engineering team, which may include third parties or contractors.
- How to notify a data subject of a data breach or security anomalies?
Data subjects have a right to be notified when their data has been processed without authorization. The product administrator is able to monitor and identify when security anomalies have occurred.
See the topic “How an Administrator Can be Informed of Any Security Anomalies (Including Data Breaches)”.

Related Links

[How an Administrator Can be Informed of Any Security Anomalies \(Including Data Breaches\)](#) on page 10

[Purposes for Processing Personal Data](#) on page 9

[How Personal Data is Deleted](#) on page 11

Right to Access

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

A copy of any customer personal data made available to Poly when working with Polycom support is available by requesting it from your Polycom support representative.

Related Links

[Right to Rectification](#) 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.

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

Related Links

[Privacy-Related Options](#) on page 3

Download Log Files

You can download the log files for your EagleEye Cube USB device to assist in troubleshooting.

Procedure

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube tile in Polycom Companion.
2. Go to **Diagnostics > Logs**.
3. Select **Download** and select a local directory to save the log file to.

Related Links

[How an Administrator Can be Informed of Any Security Anomalies \(Including Data Breaches\)](#) on page 10

Export a Configuration File to Your Local System

You can export the EagleEye Cube configuration file from Polycom Companion to your local system.

Procedure

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube tile in Polycom Companion.
2. Go to **Admin Settings > Configuration**.
3. Select **Export** and select a directory to save the configuration file to.
4. Select **Save**.

Right to Erasure

A data subject has the right to remove all of his or her own personal data.

For details on how to erase customer personal data from the system, see the topic “How Personal Data is Deleted.”

Any personal data made available when working with Polycom support, specific to a support incident, is retained until the information is requested to be removed by the customer.

Right to Rectification

A data subject has the right to make corrections to his or her own 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 customer directly.

Related Links

[Right to Access](#) on page 4

Log in to EagleEye Cube Admin Settings

You must enter the admin password to log in to the **Admin Settings** menu.

Procedure

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube tile in Polycom Companion.
2. Select **Admin Settings**.
3. Enter the admin password in the **Password** field (the default password is Polycom12#\$.).
4. Select **Sign In**.

Configure General Settings

You can configure the device name and NTP (Network Time Protocol) of the EagleEye Cube USB device.

Procedure

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube tile in Polycom Companion.
2. Go to **Admin Settings > General Settings**.
3. Configure the following settings:

Parameter	Description
Device Name	Specifies the name of the EagleEye Cube USB device. Note: See Naming Rules for the maximum length and allowed characters.
NTP Mode	Selects the NTP mode. If you select Manual , specify the NTP Server manually.
NTP Server	Specifies the NTP server IP address. Only available when you select Manual in NTP Mode .

4. Select **Save**.

Configure Ethernet IPv4 Settings

You can configure IPv4 IP address and DNS settings for an Ethernet connection.

Procedure

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube tile in Polycom Companion.
2. Go to **Admin Settings > Network Settings > Network** and select **Ethernet** from the drop-down list.
3. Select **Method** and choose how to set the Ethernet IP address:
 - **Automatic (DHCP)**: Obtain the IP address automatically (you must have a DHCP server in your environment).
 - **Static**: Specify the following IP settings manually (available options vary with your selections):

Field	Description
IP Address	Specifies the Ethernet IP address.
Netmask	Specifies the Ethernet subnet mask.
Gateway	Displays the default gateway assigned to the EagleEye Cube USB device. If the camera doesn't automatically obtain a gateway IP address, enter one here.
DNS Address 1	Specifies the DNS server IP address.
DNS Address 2	Specifies the alternate DNS server IP address.
Domain	The domain name assigned to the EagleEye Cube USB device. If the camera doesn't automatically obtain a domain name, enter one here.

4. Select **Save**.

Change Your Password

Poly recommends that you change your device's password from the default for security reasons.

Procedure

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube tile in Polycom Companion.
2. Go to **Admin Settings > Password Settings**.
3. Enter your **Current Password**:
 - Select the **Simple Password** check box to enter a simple password.
 - Enter a password that adheres to the on-screen requirements.
4. Enter a new password in **New Password** and **Confirm Password** fields.
5. Select **Save**.

Right to Restrict Processing

Not applicable.

Right to Object to Processing

Not applicable.

Purposes for Processing Personal Data

Purposes of Processing Personal Data

Category	Type of Personal Data	Purpose of Processing	Interface Type
Camera Information	<ul style="list-style-type: none">▪ Device name▪ IP address▪ Serial number▪ MAC address	Device monitoring	<ul style="list-style-type: none">▪ Polycom Companion▪ RealPresence Resource Manager▪ PDMS-E
Camera Administration	Device log	Troubleshooting	<ul style="list-style-type: none">▪ Polycom Companion▪ RealPresence Resource Manager▪ PDMS-E
Camera Administration	User Credentials	Configure device access	<ul style="list-style-type: none">▪ Polycom Companion▪ RealPresence Resource Manager▪ PDMS-E

How an Administrator Can be Informed of Any Security Anomalies (Including Data Breaches)

How an Administrator Can be Informed of Any Security Anomalies (Including Data Breaches)

Security anomaly type	Where to check	Recommended frequency to check
System crash	EagleEye Cube camera shows reboot LED.	Check log file just after reboot

Related Links

[Download Log Files](#) on page 5

How Personal Data is Deleted

Topics:

- [Factory Reset Your Device Using Polycom Companion](#)
- [Perform a Factory Restore](#)

How Personal Data is Deleted

Data Type	Steps to delete	Deletion Methods
Device Information	<p>Use one of the following methods:</p> <ul style="list-style-type: none">▪ Perform the Factory Reset in Polycom Companion software▪ Perform factory restore via the pinhole on the EagleEye Cube USB camera. <p>Using either of the two methods, Device name, IP address, Polycom Companion user credentials, log and configuration file are set to default.</p> <hr/> <p>Note: Perform factory restore if you want to restore factory software or reset all settings to factory settings.</p> <hr/>	simple delete with overwrite

Factory Reset Your Device Using Polycom Companion

You can factory reset your EagleEye Cube USB device, which removes all configurations and stored settings.

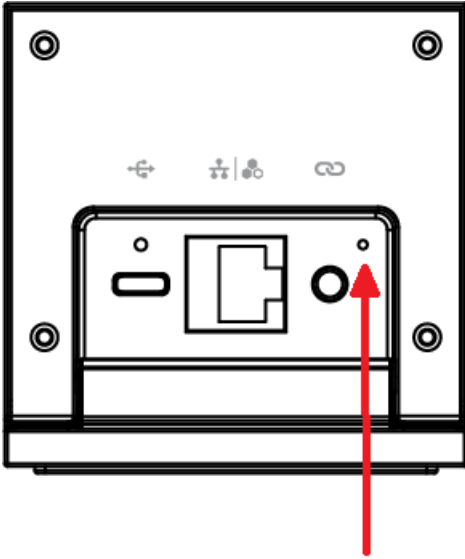
You can also factory restore the EagleEye Cube to restore the software to the factory image. A factory restore changes all parameters to the defaults, like a factory reset, but goes a step further and removes all installed software updates as well. For more information, see the *Poly EagleEye Cube User Guide* at [Polycom Support](#).

Procedure

1. Connect the EagleEye Cube USB device to your computer, then select the Poly EagleEye Cube tile in Polycom Companion.
2. Go to **Admin Settings > Factory Reset**.
3. Select **Reset**.
4. Select **OK** to confirm the factory reset.
The system restarts automatically.

Perform a Factory Restore

You can perform a factory restore via the pinhole on the camera.



Procedure

- » Straighten a paper clip and insert it into the pinhole on Poly EagleEye Cube USB camera for 5 more seconds.