



# INFORMATION BULLETIN

## Joint Committee Membership Alert

Brothers and Sisters,

We are sending this communication to the field in order to advise you of a personal privacy issue that exists with the Samsung Galaxy phones we all use every day. The issue identified, to the Union from members, was that customers were somehow getting their full name assuming that the Company was providing it via the customer Manage My Appointment app. This was proven to not be the case.

The personal information was being provided only to customers who were also Samsung Galaxy users that had the Smart Call feature turned on when called by a technician who also had the feature turned on. Having said that, if you have enabled this on your phone and do not want your full name being sent to customers with a Samsung Galaxy phone you will need to follow a few steps to resolve this issue. This issue was identified and raised in the Bell Technical Solution Unit and the Company will not be addressing this for their members across the board and did not see a reason to advise them of this issue. In the interest of information sharing, we feel that the members of Bell Technical Solutions, Bell, and Expertech should be made aware of this issue and how to resolve it.

Process to validate if Smart Call & Share Name and Number is active, including disabling instructions:

1. From the dial pad screen on your phone, click 3 dots in top right of the screen and select "settings".
2. You should now be in Call Settings. Scroll down to "Caller ID and Spam Protection, Click on it!
3. You should now be able to determine if "Smart Call" is turned on, additionally, you will also be able to see if "Share name and number" is on or off.
4. If both are off then you have no concerns at this point, but should be aware that turning these features on can cause undesired personal privacy issues. Should you try to turn on both of these you will receive a Samsung "Privacy Notice" on your phones that you would be required to agree to.

5. If you have found that these features are active and you wish to disable them, follow the steps above to the “Caller ID and Spam Protection” and turn these features off.
6. If the features were active and you have turned them both off because our phones are business and not personal, to complete the process to ensure your information is no longer going to be shared you will need your manager to send an email to Samsung’s third party data collection provider “Hiya” <https://hiya.com/ca/manageyourcallerid> and request that your information be removed from their cloud servers.
7. For more information on this feature visit Samsung’s website: <https://www.samsung.com/global/galaxy/apps/smart-call/>

In Solidarity,

Your Bargaining Committees from  
Bell Technical Solution, Bell Canada, and Expertech

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