

# DATA PROCESSING ADDENDUM

CLOUD MANAGED PORTAL (CMP)



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# 1. SUBJECT AND DURATION OF THE ADDENDUM

This Addendum supplements the "**Framework Data Processing Agreement – (DPA)**" and is an integral part of it, concluded between SoftwareOne ("**Processor**") and Customer ("**Controller**") and describes the subject-matter, the nature and purpose of the processing, the type of personal data and the categories of data subjects. This is based on the Service Contract concluded between the parties.

The duration of the Addendum corresponds to the duration of the DPA.

# 2. SUBJECT-MATTER OF THE DATA PROCESSING

The Cloud Management Portal (CMP) integrates a number of SoftwareOne and third party tools to provide reporting, service management and documentation, as well as other service-specific features as described within the scope of the Service to be provided to Customer under the Services Contract.

# 3. NATURE AND PURPOSE OF THE DATA PROCESSING

The purpose of the processing of personal data by SoftwareOne is to provide the CMP and the Services pursuant to the Service Contract.

The processing by SoftwareOne shall be to enable the provision of the CMP and the performance of the Services as set out in the Services Contract including the provision of any technical and customer support and the fulfilment of all other obligations under the Services Contract.

# 4. TYPE OF PERSONAL DATA

All data necessary for the provision of the CMP and the Services, including personal master data (name, surname), contact details, geographical information, job function (or role), contractual and license data, consumption measurement/metering data, Customer master data, Customer history, communication data (telephone, email).

# 5. CATEGORIES OF DATA SUBJECTS

Employees, contractors, consultants and/or agents of the Customer and/or of its sub-contractors, suppliers or customers.

# 6. APPROVED SUBCONTRACTORS

The Controller agrees to the engagement of the subcontractors listed below by entering into this Addendum. The following subcontractors may be used by the Processor and are approved by the Controller:

<b>Subcontractor</b> (Name, Company, place of business)	<b>Processing site</b>	<b>Type of service</b>	<b>Contractual Protections in place</b>
SoftwareOne AG and its Affiliates	Updates to the processing sites can be found here:	SoftwareOne will provide support to provide the Service.	Intra Group Agreement +

	<a href="https://www.SoftwareOne.com/-/media/publishing-documents/swo-data-processing-swo-delivery-sites.pdf">https://www.SoftwareOne.com/-/media/publishing-documents/swo-data-processing-swo-delivery-sites.pdf</a>		Standard Contractual Clauses
<p>Amazon Web Services EMEA SARL 38 Avenue John F. Kennedy, L-1855 Luxembourg R.C.S. Luxembourg: B186284</p> <p>Amazon Web Services EMEA SARL, UK Branch 1 Principal Place, Worship Street, London, EC2A 2FA, UK</p>	<p>Updates to the processing sites can be found here: <a href="#">AWS Services by Region - AWS (amazon.com)</a></p>	Platform provider, delivering PaaS services for the CMP	DPA + Standard Contractual Clauses
<p>Microsoft Ireland Operations Limited, Atrium Building Block B, Carmenhall Road Sandyford, Industrial Estate, Dublin 18, Ireland</p>	<p>Updates to the processing sites can be found here: <a href="https://azure.microsoft.com/en-us/global-infrastructure/locations/">https://azure.microsoft.com/en-us/global-infrastructure/locations/</a></p>	Platform provider, delivering PaaS services for the CMP	DPA + Standard Contractual Clauses
<p>Auth0 Bellevue, 10800 NE 8th, St Suite 700 Bellevue, WA 98004 USA</p>	Frankfurt, Germany and Dublin, Ireland	Identity Service provider	DPA + Standard Contractual Clauses