

DATA PROCESSING ADDENDUM

CLOUD MANAGED SERVICES FOR AZURE



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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 CMS for Azure Service has been designed to support customers in managing their daily in-scope cloud operations. SoftwareOne assists customers through the provision of the following core Services modules: Incident and Service Request Management, Spend Anomaly Detection, Spend Management, Cost Optimisation, Governance and Compliance, Infrastructure Monitoring, Patch Management, Backup Management and Well Architected Review; and the following general Service modules Service Management, Service Onboarding and Service Offboarding (depending on the scope of the Service Tier selected in the Services Contract), allowing customers to focus on their workloads and applications.

3. NATURE AND PURPOSE OF THE DATA PROCESSING

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

The processing by SoftwareOne shall be to enable 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 Services, in particular 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, sound recordings, planning and control data, 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:

Subcontractor (Name, Company, place of business)	Processing site	Type of service	Contractual Protections in place
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SoftwareOne AG and its Affiliates	Updates to the processing sites can be found here: https://www.SoftwareOne.com/-/media/publishing-documents/swo-data-processing-swo-delivery-sites.pdf	SoftwareOne will provide support to provide the Service.	Intra Group Agreement + Standard Contractual Clauses
Atlassian Corporation Plc. Headquarters: Atlassian, Level 6, 341 George Street, Sydney, NSW 2000, Australia	Updates to the processing sites can be found here: https://support.atlassian.com/security-and-access-policies/docs/understand-data-residency/	ITSM Tool provider, Documentation tool, Code management tool, On-call and alert management tool	DPA + Standard Contractual Clauses
Microsoft Microsoft Ireland Operations Limited, Atrium Building Block B, Carmenhall Road Sandyford, Industrial Estate, Dublin 18, Ireland	Updates to the processing sites can be found here: https://azure.microsoft.com/en-us/global-infrastructure/locations/	Cloud platform provider, used for Customer communication and collaboration	DPA + Standard Contractual Clauses
Commvault 1 Commvault Way Tinton Falls, NJ 07724	SoftwareOne hosted platform Azure Europe Availability zone (Amsterdam, Netherlands & Dublin, Ireland)	Platform delivering backup services for Customers	DPA + Standard Contractual Clauses
ServiceNOW Headquarters, 2225 Lawson Lane, Santa Clara, CA, 95054 USA	Europe: Amsterdam, Netherlands	ITSM Tool provider host customer information includes names and contact information	DPA + Standard Contractual Clauses
ZoHo Corp. – ManageEngine 5200 Franklin Dr, Suite 115 Pleasanton, CA 94588 USA	Globally Mirrored Data Centers: North America: Seattle and Dallas Europe: Amsterdam and Dublin India: Chennai and Mumbai China: Shanghai Australia: Sydney and Melbourne	Site24x7 – Infrastructure Monitoring Endpoint Central – virtual machine patching	DPA + Standard Contractual Clauses