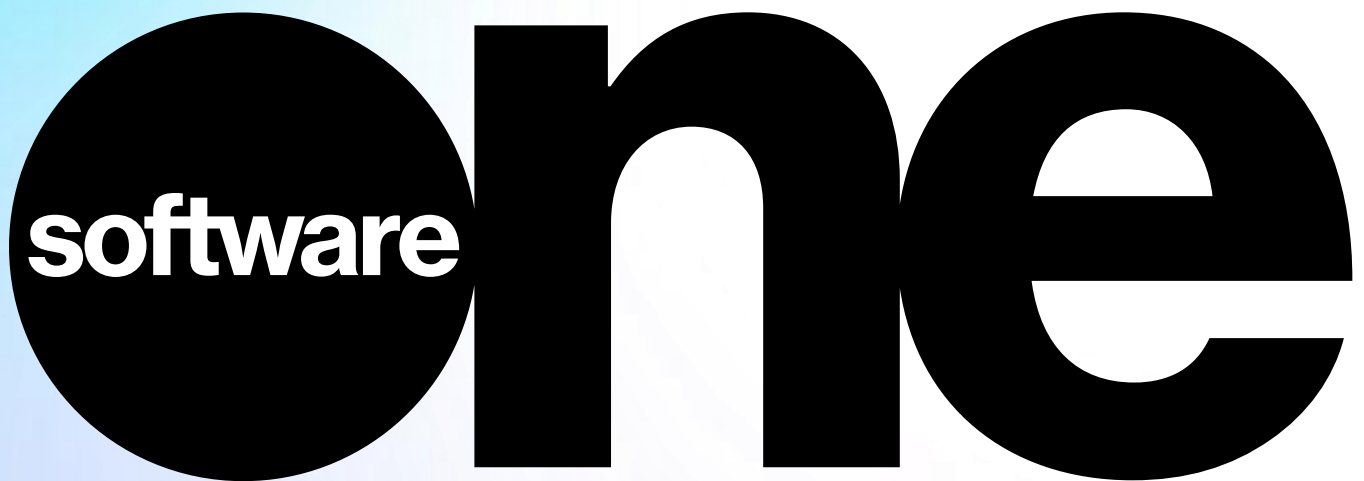


# DATA PROCESSING ADDENDUM

## DIGITAL WORKPLACE ESSENTIALS



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# Contents

|   |          |
|---|----------|
| DIGITAL WORKPLACE ESSENTIALS                        | 1        |
| <b>1. SUBJECT AND DURATION OF THE ADDENDUM</b>      | <b>3</b> |
| <hr/>   |          |
| <b>2. SUBJECT-MATTER OF THE DATA PROCESSING</b>     | <b>3</b> |
| <hr/>   |          |
| <b>3. NATURE AND PURPOSE OF THE DATA PROCESSING</b> | <b>3</b> |
| <hr/>   |          |
| <b>4. TYPE OF PERSONAL DATA</b>                     | <b>3</b> |
| <hr/>   |          |
| <b>5. CATEGORIES OF DATA SUBJECTS</b>               | <b>3</b> |
| <hr/>   |          |
| <b>6. APPROVED SUBCONTRACTORS</b>                   | <b>4</b> |
| <hr/>   |          |

# 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 Services Contract concluded between the parties.

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

# 2. SUBJECT-MATTER OF THE DATA PROCESSING

Digital Workplace Essentials is a SoftwareOne managed service which provides a base level of support services for Customer's in-scope Microsoft cloud services such as Modern Workplace products, Microsoft 365.

Digital Workplace Essentials Services consist of 24x7 support to Customer, with access to Microsoft Premier Support for escalations. The Service provides Customer with access to qualified Microsoft 365 administrators who will own Incident and Service Requests, working with the Customer to resolve their issues.

# 3. NATURE AND PURPOSE OF THE DATA PROCESSING

The purpose of data processing in Digital Workplace Essentials is as follows:

- During initial Customer onboarding, provision the Customer Microsoft licensing as set out in the Services Contract into Customer's existing or new Microsoft 365 tenant as required.
- During the Term, support the in-scope workloads as defined in the Digital Workplace Essentials Services Contract.
- On the expiry or termination of the Services Contract, offboard the Customer in accordance with its terms.

Where an Add-On Service has been selected by Customer, the purpose of data processing is as follows:

- Service Success Manager Add-On: provide insights into Incidents and Service Requests, reporting on performance against SLAs and highlighting any trends or learnings from previous interactions through structured business reviews. The Service Success Manager Add-On Service also provides escalation management for issues where Customer wants improved visibility of tis support case.

All global support is delivered remotely from SoftwareOne global delivery centers.

# 4. TYPE OF PERSONAL DATA

All data necessary for the provision of the Services, in particular Personal master data (name, surname), Communication data (telephone, email), Commercial, contractual and license data.

# 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                     |
|---|---|--|--|
| SoftwareOne AG and its Affiliates   | Updates to the processing sites can be found here:<br><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> | SoftwareOne will provide support to provide the service.   | Intra Group Agreement + Standard Contractual Clauses |
| ServiceNOW<br><br>Headquarters, 2225 Lawson Lane, Santa Clara, CA, 95054, USA   | West Europe: Amsterdam, Netherlands   | ITSM Tool provider host customer information include names and contact information                                 | DPA + Standard Contractual Clauses                   |
| Microsoft Ireland Operations Limited,<br>Atrium Building Block B,<br>Carmenhall Road<br>Sandyford, Industrial Estate, Dublin 18,<br>Ireland | Updates to the processing sites can be found here:<br><a href="https://azure.microsoft.com/en-us/global-infrastructure/locations/">https://azure.microsoft.com/en-us/global-infrastructure/locations/</a>   | Platform provider, delivering IaaS, SaaS and PaaS services for the customer through a SoftwareOne aligned contract | DPA + Standard Contractual Clauses                   |
| Quest<br><br>Zug, Switzerland*  | Zug (Switzerland)   | Microsoft Productivity analytics tool provider   | DPA + Standard Contractual Clauses                   |

\*This Subcontractor will be used only in the Service Success Manager Add-On Service.