

DATA PROCESSING ADDENDUM

CLIENT PORTAL



This Data Processing Addendum contains confidential and proprietary information of SoftwareOne and SoftwareOne hereby reserves all right, title and interest thereto.

©2023 SoftwareOne. SoftwareOne is a registered trademark of SoftwareONE AG. All other trademarks, service marks or trade names appearing herein are the property of their respective owners.

Contents

CLIENT PORTAL	1
1. SUBJECT AND DURATION OF THE ADDENDUM	3
<hr/>	
2. SUBJECT-MATTER OF THE DATA PROCESSING	3
<hr/>	
3. NATURE AND PURPOSE OF THE DATA PROCESSING	3
<hr/>	
4. TYPE OF PERSONAL DATA	4
<hr/>	
5. CATEGORIES OF DATA SUBJECTS	4
<hr/>	
6. APPROVED SUBCONTRACTORS	4
<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 this 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

SoftwareOne's Client Portal is a Platform-as-a-Service solution. It provides customers with necessary tools to ensure their software estate is continuously cost-optimized and aligned with business objectives. The Client Portal enables customers to digitize their software supply chain, manage contracts and track, control and predict cloud spend across multiple cloud providers. It is a single platform to transact software licenses and cloud subscriptions, view entire on-premises and cloud software estate, while leveraging a combined view of technology platforms and commercial agreements to make informed business decisions.

At a glance, the Client Portal provides the following benefits to customers:

- Visibility and accountability of software usage and spend
- Identify software cost saving opportunities
- Automation to drive operational efficiency
- Insights for rightsizing and reducing compliance risks

The Client Portal provides a defined catalog of approved software publishers and available licensing scenarios in nearly 90 countries and over a dozen currencies – effectively digitizing the procurement process from demand through delivery. Budgeting and renewal processes are automated putting customers in an optimal negotiating position and avoiding compliance risks and penalties. The Client Portal also provides a clear view of historical, current and forecasted consumption and costs, across multiple hyperscale providers.

Cloud Spend Management module: As cloud consumption scales, the Client Portal allows customers to easily grow with the business demand, both with SaaS and IaaS offerings. It gives control to distribute the costs of the consumption to the departments who are driving its use. The Client Portal simplifies the governance, budgeting, spend tracking and charge back of cloud costs to organizations business cost centers. Customer can access the Client Portal information through a web interface. If requested, training can be provided, even though for most customers the web interface is self-explanatory. Some of the SoftwareOne services (e.g. 365Simple, AzureSimple, Simple for AWS) are based on the Client Portal-platform functionality.

3. NATURE AND PURPOSE OF THE DATA PROCESSING

Client Portal customers gain access to some of their data that is stored in the SWO ERP system. Customers are able to view their quotes, orders, invoices etc. If subscribed to, customers are also able to see and manage their cloud spend. I.e. they're able to see what resources/subscriptions they have in cloud solutions like Microsoft Azure, Microsoft Office365, AWS. Customers need to grant permissions to SoftwareOne/Client Portal through an explicit consent process, before the Client Portal will be able to pull such information from cloud providers. Customers are able to specify what users, besides the necessary SoftwareOne employees, should have access to what data. I.e. customers not only define what users gain access to the Client Portal, but also what they'll be able to do within the Client Portal once access is granted. Data is stored in SoftwareOne on-prem datacenters (Switzerland) as well as in AWS datacenters respectively Microsoft Azure datacenters in Europe.

The Client Portal is a "Platform-as-a-Service" offer from SoftwareOne. Via the web-based portal, customers and appropriately authorized SoftwareOne employees can view data from various sources, which are displayed by the Client Portal directly or in edited form. This data can be supplemented by the user with functional data. The user administration of the Client Portal is integrated in the ERP system of SoftwareOne (Navision). User authentication is carried out with the ERP system, in which the access data is stored. For the functions described below SoftwareOne stores the meta information (tags, groups, download credentials) are stored in the Client Portal system.

Basic functions:

In the customizable dashboard, the user can access offers, orders, invoices and deliveries from Navision. Customer-specific product catalogues, shopping baskets, favourites and shopping lists can also be created in the system. Reporting functions are available for all processes. In addition, contract information can be stored and maintained, a License Key Management is likewise included. The download of software products can also be set up. The customer itself can assign appropriate access rights to these functions.

Software license management:

Separate modules are offered for customers with higher requirements. In particular, these modules map the contract specifications of Microsoft Enterprise Agreements, simplifies the so-called "True-Up" process and provides options for electronic software distribution. Extended reporting, a multi-level workflow and the Renewal Manager are also relevant offers. User administration is also carried out by the customer itself.

Cloud management:

Based on the data of the Office365, Azure or AWS tenants, the user can individually mark the resources (by so-called tags and groups) and thus effectively plan and manage budgets, groupings and costs. To use this technology, a Client Portal system account must be authorized by the customer to access the tenant information.

4. TYPE OF PERSONAL DATA

All data necessary for the provision of the service, in particular Person master data (name, surname), communication data (telephone, email), Contract data (personal data in connection with contracts, e.g. name, surname, telephone, email), contract billing and payment data (personal data in connection with payment procedures, e.g. name, surname, email), planning and control data (personal data in connection with projects (e.g.name, surname, license information).

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 DPA. 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: https://www.softwareone.com/-/media/publishing-	SoftwareOne will provide support to provide the service	Intra Group Agreement + Standard Contractual Clauses

	documents/swo-data-processing-swo-delivery-sites.pdf		
Microsoft Ireland Operations Limited, Atrium Building Block B, Carmenhall Road Sandyford, Industrial Estate, Dublin 18, Ireland	Amsterdam (The Netherlands) and Dublin (Ireland) Updates to the processing site can be found here: https://azure.microsoft.com/en-us/global-infrastructure/locations/	Public Cloud Provider	DPA + Standard Contractual Clauses
Amazon Inc. Headquarters, 410 Terry Ave. North, Seattle, WA, 98109, USA	Updates to the processing sites can be found here: https://aws.amazon.com/about-aws/global-infrastructure/regional-product-services/?p=ngi&loc=4	Cloud Hosting Partner	DPA + Standard Contractual Clauses
SendGrid (Twilio) Denver, 1801 California St. Denver, CO 80202 USA	Denver, USA	Used to send emails from the Client Portal to the Customer's users' email	DPA + Standard Contractual Clauses
Auth0 Bellevue, 10800 NE 8th, St Suite 700 Bellevue, WA 98004 USA	Frankfurt, Germany and Dublin, Ireland	Identity Service provider	DPA + Standard Contractual Clauses
Quest Software International Limited, City Gate Park, Mahon, Cork Ireland	Quadrotech Nova Current - Core Security Guide (quest.com)	Microsoft Productivity analytics tool provider or Office 365 Migration and management tools	DPA + Standard Contractual Clauses
Clickatell Redwood City, 3200 Bridge Parkway, Suite 201 Redwood City, CA 94065 USA	Redwood City, USA	Used to send SMS from Client Portal to the Customer's users mobile device.	DPA + Standard Contractual Clauses
MongoDB, Inc., 229 W. 43rd Street, 5th Floor, New York, NY 10036, USA	Amsterdam (The Netherlands) Updates to the processing sites can be found here: https://azure.microsoft.com/en-us/global-infrastructure/locations/	Database operator: managing the infrastructure of the Client Portal databases. All Client Portal data is stored in Azure data centers in Europe. No Client Portal data processed by MongoDB	DPA + Standard Contractual Clauses
Marketo Inc. 901 Marines Island Blvd., Suite 500, San Mateo, CA 94404, USA	Amsterdam, The Netherlands	Marketing platform used for contacting customers	DPA + Standard Contractual Clauses