

## FAQ - Data processing agreements at OEDIV

*In the following FAQ, you will find answers to questions regarding the conclusion of a contract for data processing with the OEDIV KG or one of its affiliated companies.*

### 1. Which documents are included in the modular data processing agreements of the OEDIV?

The data processing agreements include the following documents:



#### a) The framework agreement

The framework agreement constitutes the contractual basis as defined in Article 28 of the GDPR. This agreement is usually concluded once and includes the following attachments:

- **Annex 1:** the supplementary agreement (refers to lit. b)
- **Annex 2:** the general technical and organizational measures (TOM)
- **Annex 3:** a sample for "service-related descriptions" that can be individually agreed in writing for special OEDIV services that are not available online.

#### b) The supplementary agreement

##### 2.2 LIST OF SERVICES ORDERED AT THE TIME OF SIGNING

At the time of signing this SUPPLEMENTARY AGREEMENT, the Client shall obtain the following SERVICES relevant to commissioned data processing from the Contractor under the terms of the FRAMEWORK AGREEMENT concluded between the parties.

SERVICE	Version of the SERVICE-related description	Particularities
Name Service	Version 1.0	
Name Service	Version 1.0	
Name Service	Version 1.0	

The supplementary agreement complements and individualises the framework agreement. It includes a list of data processing-relevant services that you have obtained from OEDIV. For each named data processing-relevant service, you can find an individual 'service-related description' **online**. If there are any changes to the services you have obtained (e.g. when booking or discontinuing a service), the supplementary agreement must be updated and signed again. The framework agreement does not need to be adjusted.

## c) The service-related description

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The service-related descriptions for the data processing-related services you have subscribed to are generally available online on our website at any time. ([AVV Download Plattform - OEDIV](#)). For individual cases, such as when a service is not available online, a service-specific description can also be added in writing to the framework agreement (Annex 3). These service-specific descriptions include the contents of Article 28 GDPR that are relevant to the service, such as processing purposes, data categories, and subprocessors.

## 2. What are the advantages of a modular approach?

The modular approach makes it possible to react quickly to changes in your service requirements. If you add new services or cancel existing ones, only the supplementary agreement needs to be amended, while the framework agreement remains unchanged. This enables a flexible and fast way to make adjustments, even in the case of complex issues.

In addition, the service-related descriptions made available online provide a detailed and specific presentation of the privacy-related aspects of every service you have booked. These will be available to you at any time – of course also in past versioning.

## 3. How do you know which services are data processing-relevant and which version of the service-related descriptions made available online is relevant to you?

The data processing-relevant services for you can be found in the supplementary agreement under "2.2 List of Services Contracted at Signing". The various versions of service-related descriptions will continue to be available online for your legal security.

If there are special features in the context of the provision of services to you in relation to a particular service (e.g. different subcontractors compared to the service-related description), you will also find these in the supplementary agreement under Section 2.2. If an existing service is terminated, it will

continue to be documented under "2.3 Documentation of previously commissioned services" for better clarity on both sides.

#### **4. In which cases are data processing-relevant services not available online as a single service-related description?**

In some cases, the names of services in service descriptions or certificates may differ from the names used in service-related descriptions. In these cases, the service is included in another service-related description. For example, the 'Managed WAN' service includes descriptions for the 'MPLS Backbone', 'MPLS Backbone Interconnect', and 'Dedicated Internet Line' services.

A service-related description may include multiple services, which are listed in a service description or certificate. This information is displayed on the online platform in the service-related description and in your supplementary agreement under the special features. If you have any questions or cannot find a service on the online platform, please contact us.

#### **5. In which cases is a service-related description provided in writing rather than online?**

You will receive an individual written service-related description (in accordance with Annex 3 of the framework agreement) if you purchase a data processing-relevant service that is not included in OEDIV's standard service portfolio.

#### **6. What additions do you need to make to the documents?**

The framework agreement, the supplementary agreement and the service-related descriptions are provided by us fully completed. You only need to sign the supplementary agreement - and exceptionally the framework agreement when concluding the contract for the first time. The signature is made digitally via DocuSign.

If an individual written service-related description must be concluded, only this individual agreement must be signed (if the framework agreement has already been concluded).

#### **7. How do I sign a contract via DocuSign?**

Concluding a contract via DocuSign is a legally compliant, efficient and digital process. No documents need to be printed, signed by hand or sent by post.

**Here's how to sign a contract via DocuSign (<https://www.docusign.com/de-de>):**

Invitation to conclude a contract: We will send you an invitation by e-mail. This email contains a link to access the document in DocuSign.

Document View: The link will take you to the view of the contract document in the DocuSign system. Here you can review the document and make comments if necessary.

Electronic signature: If you agree with the contents of the document, you can sign electronically at the points where your signature is needed. You have the option to draw your signature with your mouse or upload a ready-made signature.

Verification: DocuSign ensures security and confidentiality. You can verify the signer's identity by, for example, entering a verification code that will be sent to your email address.

Conclusion and copy: After all parties have signed the document, you will receive a copy of the signed contract by email. The contract is also stored in the DocuSign system, so you can access it at any time.

Legal validity: Electronic signatures made through platforms such as DocuSign are legally valid in many countries and jurisdictions and meet the same requirements as handwritten signatures.

If you have any questions about using DocuSign or concluding a contract, we will be happy to assist you.