

SERVICE-related description

SAP Business Objects

Version 1.0 (16.01.2024)

1. Designation and object of SERVICE

1.1 Object of Service:

The SERVICE relates to services in the area of „SAP Business Objects“.

1.2 Purpose, Scope and Type of the Service:

The parties agree on the type and scope as well as the exclusive purposes of the commissioned data processing of the data by the contractor as follows:

The contractor provides technical and administrative services for the provision and operation of a reporting and analysis Business Intelligence (BI) platform for the client. This software/platform consists of a set of front-end applications that enable users to view, sort and/or analyse data in order to derive insights and create reports.

The contractor makes the database system available to the client and ensures data backup and recovery. In addition, the contractor processes personal data on behalf of the client in the context of support services, insofar as the knowledge of personal data cannot be excluded.

1.3 Type of Data:

Commissioned Data Processing relates to the following types of data:

The types of data processed in the context of service provision cannot be precisely defined in advance. The types of data depend on the nature of the client's requests, the nature of the data analysed by the client and the personal data provided by the client itself in individual cases.

As part of the service provision, data sets from the client's SAP systems are processed in the form of reports. In any case, the following categories of data are processed:

- Data (e.g. first name, last name)
- Contact details (e.g. email, phone, fax)
- Login details (e.g. user name)
- Log data (e.g. time of login, IP address)

Special categories of data¹:

- The Commissioned Data Processing does not concern any special categories of data within the meaning of Art. 9 GDPR.
- The Commissioned Data Processing concerns the following special categories of data within the meaning of Art. 9 GDPR:

The special categories of data processed in the context of service provision cannot be precisely defined in advance. The types of data depend on the nature of the requests and reports made by the client, the nature of the data analysed by the client and the personal data provided by the client itself in individual cases.

1.4 Categories of data subjects concerned by the commissioned data processing

The data concerns the data of the following categories of data subjects:

The categories of data subjects concerned by commissioned data processing depend on the purpose of the client’s reportings. For example, it is possible, that personal data of the client’s employees or customers may be processed.

2. Designation of subcontractors

- No subcontractors are used as part of the Commissioned Data Processing.
- In accordance with section 8 of the FRAMEWORK AGREEMENT on the Commissioned Data Processing, the subcontractors listed below are used as part of the Commissioned Data Processing.

The following subcontractors process the data on behalf of the contractor for partial SERVICES of the Commissioned Data Processing:

Designation of subcontractor	Address Subcontractor	Description of the Commissioned Data Processing
OEDIV Romania SRL	UNITED BUSINESS CENTER 0 TIMIȘOARA S.R.L. Timișoara, 2 Piața Consiliul Europei square, Iulius Town, Timiș County Building 03, 3rd floor Postal Code: 300627	Administrative services
SAP Deutschland SE & Co. KG	Hasso Plattner Ring 7 69190 Walldorf	The subcontractor is only considered to be a subcontractor if the client does not have a direct support contract with the subcontractor.

¹ Special categories of personal data include: Data revealing the ethnic origin, political opinions, religious or philosophical beliefs or trade union membership as well as genetic data, biometric data, health data and data relating to sex life or sexual orientation.

Windhoff Software Services GmbH	Am Campus 17 48712 Gescher	Technical support
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3. List of permitted Commissioned Data Processing activities in third countries

- No data processing takes place within the scope of the Commissioned Data Processing in third countries.
- In accordance with Section 2 of the FRAMEWORK AGREEMENT, the Client consents to the Contractor and/or subcontractors in the third countries specified below to carry out parts of the Commissioned Data Processing:

Designation of subcontractor	Description of the Commissioned Data Processing provided in third countries	Third country designation
SAP Deutschland SE & Co. KG	Manufacturer support	<p>The personal data will be stored within the European Union.</p> <p>In the context of the support the subcontractor has access possibilities from the following third countries:</p> <p>United States, China, India, Philippines, United Kingdom, Australia, Singapore, South Korea, Serbia, Tunisia, Brazil</p>

4. Additional arrangements on SERVICE-related technical and organisational measures

- As part of the provision of the services, the Contractor shall take the technical and organisational measures defined in ANNEX 2 of the FRAMEWORK AGREEMENT to ensure the security of the Commissioned Data Processing in accordance with Art. 32 GDPR.
- In addition to the technical and organisational measures defined in ANNEX 2 of the FRAMEWORK AGREEMENT, the contractor shall take the technical and organisational measures described below as part of the provision of the SERVICES to ensure the security of the Commissioned Data Processing in accordance with Art. 32 GDPR.

Description of SERVICE-related technical and organizational measures:

- Instead of the technical and organisational measures defined in ANNEX 2 of the FRAMEWORK AGREEMENT, the contractor shall take the technical and organisational measures described below as

part of the provision of the SERVICES to ensure the security of the Commissioned Data Processing in accordance with Art. 32 GDPR.

Description of SERVICE-related technical and organizational measures: