SERVICE-related description

CITRIX Virtual Apps / Virtual Workplace Service

Version 1.0 (10.01.2024)

1. Designation and object of SERVICE

1.1 Object of Service:

The SERVICE relates to services in the area of „CITRIX Virtual Apps / Virtual Workplace Service“.

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:

- Provision and delivery of IT infrastructure components for CITRIX Virtual Apps
- Provision of consulting and support services for CITRIX Virtual Apps and associated IT infrastructure components as part of a managed service based on specific instructions from the client.
- When using the Cloud Management variant: Provision and delivery of IT infrastructure components for Citrix Desktop as a Service (DaaS).

1.3 Type of Data:

Commissioned Data Processing relates to the following types of data:

- Master data (e.g. last name, first name)
- IT usage data (e.g. IP address, log data)
- Username, SID, UPN, FullName, Domain (from the client’s Active Directory)
- ID (internal unique identifier of Citrix Virtual Apps and Desktops or Citrix DaaS)
- Connection data (source, destination, timestamp)
- Registration/deregistration time
- IP address of the end device, client name of the end device, device or hardware ID of the end device

The types of data processed in the context of consulting and support cannot be precisely defined in advance. The types of data depend on the nature of the client’s requests, the types and purposes of the client’s systems and on the data provided by the client itself in individual cases.

Special categories of data[1]:

☐ 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 consulting and support cannot be precisely defined in advance. The types of data depend on the nature of the client's requests, the types and purposes of the client's systems and on the 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 and use of the client's individual system. 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
Citrix Systems GmbH	Erika-Mann- Strasse 67 – 69 80636 München	▪ Transmission of telemetry data for license verification ▪ Provision of the Citrix DaaS cloud service if the Cloud Management variant is used. ▪ Manufacturer support, if the client does not have its own support contracts with the manufacturer.

[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.

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
Citrix Systems GmbH	▪ Provision of the Citrix DaaS Cloud Service if the Cloud Management variant is used: https://www.citrix.com/about/trust-center/cloud-assurance.html ▪ Manufacturer support, if the client does not have its own support contracts with the manufacturer	Depending on the Citrix Cloud feature or support service used, personal data may be processed in different third countries. A list of possible third countries can be found here: https://www.cloud.com/trust-center/sub-processor-list

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:

The technical and organizational measures for data transmission in the Citrix DaaS service as part of its use are described in the following documents for the Cloud Management variant:.

https://www.citrix.com/content/dam/citrix/en_us/documents/white-paper/citrix-cloud-services-data-protection-overview.pdf

https://www.citrix.com/content/dam/citrix/en_us/documents/buy/cloud-software-group-services-security-exhibit-en.pdf

☐ 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: