SERVICE-related description

E-Mail-Archivierung für Exchange

Version 1.0 (12.01.2024)

1. Designation and object of SERVICE

1.1 Object of Service:

The SERVICE relates to services in the area of „E-Mail-Archivierung für Exchange“ based on the email archiving solution, Barracuda Message Archiver.

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 the client with an email archiving solution for Microsoft Exchange-based email systems through this service, ensuring basic operation and supporting the client with basic and advanced support services.

In this context, the contractor provides data processing services on behalf of the client for the following purposes in accordance with the service description:

- Provision of the necessary infrastructure components for email archiving for Exchange in the contractor's German data centres
- Basic operation of e-mail archiving for Exchange
- Support (basic & advanced) incl. assistance with manufacturer support, if the client has valid support contracts for email archiving
- Data backup

The commissioning of additional services by the client may result in the data processing on behalf of the client by the contractor in accordance with the service description:

- Archiving PST files
- Export Email Archive Data to PST Files
- Recovery of message attachments compressed by stubbing in Exchange

1.3 Type of Data:

Commissioned Data Processing relates to the following types of data:

The types of data processed in the context of e-mail archiving cannot be precisely defined in advance. The types of data depend on the content of the client's archived e-mails, the nature of the client’s requests and on the data provided by the client itself in individual cases.

In any case, the following categories of data may be processed:

- Master data (e.g. surname, first name)
- Contact data (e.g. e-mail)
- Emails including their content

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 e-mail archiving cannot be precisely defined in advance. The types of data depend on the content of the client's archived e-mails, the nature of the client's requests 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 content of the client's archived e-mails. 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
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[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
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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 SERVICE-related technical and organizational measures can be found in the service description.

☐ 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: