

## SERVICE-related description

# Endpoint Security für Windows Clients und Server in Kundenlokationen

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 „Endpoint Security für Windows Clients und Server in Kundenlokationen“.

### 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 a suitable endpoint security solution to protect against viruses and malware on Windows clients. This solution can be implemented either on a Windows Platform Server in the contractor's data center or at the client's location.

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

- Installation and configuration of the necessary basic services of the endpoint security solution
- Monitoring and ensuring operational availability
- Support

Data processing for hosting and backup/recovery purposes is covered by other services, such as the Windows Platform Server.

### 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 processed depend on the specific endpoint security solution and its configuration settings. The categories of processed data during support also depend on the personal data provided by the client.

For example (but not exhaustively), the following categories of personal data may be processed:

- User identification data (e.g. user names, passwords and other login information to verify the identity of users)
- Device information (e.g. properties and configurations of end devices, such as operating system version, hardware specifications and network information)
- Usage data (e.g. information about how users interact with their devices and applications, such as websites visited, applications used and activity patterns)
- Security events (e.g. data about security incidents or threats detected on the end devices, such as malware detections, suspicious activity or unusual file access)
- Location data (e.g. with some solutions, the location of a device can be recorded to help in the event of theft or loss)
- Security policies (e.g. information about the security policies set by the solution that may affect how users access data and what activities are allowed)

#### Special categories of data<sup>1</sup>:

- 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 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. The main service provision does not involve the processing of any special categories of personal data.

#### 1.4 Categories of data subjects concerned by the commissioned data processing

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

- Employees of the client

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<sup>1</sup> 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.

## 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
Musarubra Ireland Limited	Building 2000, City Gate Mahon, Cork, Ireland	Manufacturer support, if the client does not have its own support contracts with the manufacturer.

## 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
Musarubra Ireland Limited	Manufacturer support, if the client does not have its own support contracts with the manufacturer.	<p>The manufacturer's support operates on a 'follow the sun' principle and can take place in different locations worldwide depending on the time and request.</p> <p>Third countries where support is available include Australia, Colombia, India, Japan, Malaysia, Mexico, Singapore, the UAE, and the USA.</p> <p>The list of third countries where support is available can be found here:  <a href="https://www.trellix.com/about/legal/transfer-impact-assessment-trellix-onward-data-transfers/">https://www.trellix.com/about/legal/transfer-impact-assessment-trellix-onward-data-transfers/</a> .</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:

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: