

SERVICE-related description

Enterprise Printing

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 „Enterprise Printing “.

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 offers the provision and operation of an Output Management System (OMS) to the client. The OMS enables intelligent routing of documents and central administration of the printing environment.

The client's SAP system generates print data which is then sent to the contractor's print server or the instance on the print server. Automatic further processing takes place towards the printers at the client's site.

The print server stores print jobs for further processing in the relevant print queue.

1.3 Type of Data:

Commissioned Data Processing relates to the following types of data:

The types of personal data affected depend on the specific use by the client (spool files from SAP).

In any case, spool file metadata will be processed. This metadata may contain the following types of personal data:

- User identification data (user name in SAP)
- Document & print job information (e.g. alias name, time of the print job)

If the client has access to their instance through a GUI, the contractor processes the username and permission level for the employees authorized to use the GUI.

Special categories of data¹:

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

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.

- 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 client’s requests, the types and purposes of the client’s systems and on the data provided by the client itself in individual cases (spool files from SAP).

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
- If applicable, other groups of persons whose personal data is contained in the print data

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
Macro 4 GmbH	Humboldtstraße 10 85609 Aschheim	This subcontractor can be used for support services.

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:

- 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: