

SERVICE-related description

Managed Agentspace

Version 1.0 (05.09.2025)

1. Designation and object of SERVICE

1.1 Object of Service:

The SERVICE relates to services in the area of „Managed Agentspace“.

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 shall provide the Client with a "Managed Agentspace" on the Google Cloud Platform. The aim of this service is to provide an interactive environment for processing and contextualizing user requests using a Large Language Model (LLM) provided by the contractor.

The purpose of the processing is the technical provision and operation of the agent space as well as the processing of input data to generate contextual responses. The processing is carried out exclusively for the performance of the contractually agreed services and includes, in particular:

- the provision of an LLM for the processing of user input,
- the configuration and provision of an optional chat interface,
- the integration of external data sources and tools (e.g. databases, APIs),
- the optional connection of the company's own data lake via the separate "Big Query Integration" service,
- the provision of consulting services in connection with the use and establishment of the Agentspace.

The LLM provided processes the data solely for the purpose of providing the service. Any use of the data for training, optimisation or other purposes by the Contractor or third parties is excluded. The model does not learn from the client's content.

The selection, configuration and data protection-compliant use of the connected external tools and data sources are generally the responsibility of the client.

The "Managed Public Cloud" service forms the basis for the data processing on behalf of the company, in particular with regard to the provision and operation of the Google Cloud and the agent space located in the cloud. The "Google Agentspace" service complements the "Managed Public Cloud" service.

1.3 Type of Data:

Commissioned Data Processing relates to the following types of data:

The types of personal data processed in the context of the provision of the service cannot be precisely determined in advance. The types of personal data processed depend in particular on the nature of the Client's requests, the connected systems and data sources, as well as the data provided by the Client itself.

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

- Master and contact data (e.g. surname, first name, e-mail address)
- Communication content in the context of user inquiries via the provided chat interface
- technical metadata (e.g., timestamps, session IDs, or system information)

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 types of special categories of personal data processed in the context of the provision of the Service cannot be precisely determined in advance. The types of special categories of personal data processed depend in particular on the nature of the Client's requests, the connected systems and data sources, and the data provided by the Client itself.

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 individual system. For example, it is possible, that personal data of the client's employees or customers may be processed.

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.

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
-	-	-

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
-	-	-

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:

<https://cloud.google.com/agentspace/docs/compliance-security-controls>

<https://cloud.google.com/products/agentspace/faq?hl=de#compliance>

- 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: