

## SERVICE-related description

# Managed Exchange

Version 1.0 (15.01.2024)

## 1. Designation and object of SERVICE

### 1.1 Object of Service:

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

### 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:

With this service, the contractor provides technical and administrative services for the provision and operation of Microsoft Exchange in different variants. In the on-premises variant, incoming and outgoing emails are processed by the contractor. In the hybrid version, emails are processed by Microsoft and possibly by the contractor. When using the optional CodeTwo email signature solution, the emails are also processed by the CodeTwo provider.

Data processing for the purposes of hosting and backup/recovery is covered in the on-premises variant by the underlying Windows Platform Server service.

### 1.3 Type of Data:

Commissioned Data Processing relates to the following types of data:

The personal data processed with Microsoft Exchange depends on the settings and configurations of the organization using Microsoft Exchange. The following personal data can typically be processed:

- Master data (e.g. surname, first name)
- Contact details (e.g. user's e-mail address, telephone numbers, addresses)
- Calendar information (e.g. appointments, meetings)
- Tasks and notes
- Attachments (e.g. images, documents)
- Emails including message text, subject, attachments and metadata such as sender, recipient, date and time
- Address book and distribution list information
- Log files (e.g. server and client connection logs)

The types 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.

**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. It cannot be completely excluded that, for example, health or religious data may be processed.

**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.

## 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  |
|---|---|--|
| Microsoft Ireland Operations Ltd. oder die jeweils zuständige Tochtergesellschaft | South County Business Park<br>One Microsoft Place<br>Carmanhall and Leopardstown<br>Dublin, D18 P521<br>Ireland | <p>If Microsoft provides the support, they may act as a subcontractor depending on the contractual situation.</p> <ul style="list-style-type: none"> <li>▪ MS-Support in CSP: Microsoft acts as its own data processor.</li> <li>▪ MS-Support in ASfP/PSfP: Microsoft acts as a subcontractor of the contractor</li> </ul> |

<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.

|   |  |  |
|---|--|--|
| CodeTwo sp. Z o.o. sp. K. Gesellschaft mit begrenzter Haftung & Compagnie Kommanditgesellschaft | Wolnosci 1658-500 Jelenia GoraPolen, EU  | Provision of CodeTwo email signature and disclaimer (only when using the CodeTwo Email Signatures 365 option) in the hybrid version. |
| Sichel IT   | Meier-zu-Heepen-Weg 3<br>33719 Bielefeld | Microsoft Exchange support for business operations   |

### 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  |
|---|---|--|
| Microsoft Ireland Operations Ltd. oder die jeweils zuständige Tochtergesellschaft               | Manufacturer Support  | Microsoft support may be provided in different third countries depending on the type of support provided and support hours:<br><a href="https://www.microsoft.com/en-us/professionalservices/datalocation">https://www.microsoft.com/en-us/professionalservices/datalocation</a> |
| CodeTwo sp. z o.o. sp. k. Gesellschaft mit begrenzter Haftung & Compagnie Kommanditgesellschaft | Email signature and disclaimer  | Depending on the client's choice of data storage location, data processing in a third country is possible.<br><a href="https://www.codetwo.com/email-signatures/how-it-works">https://www.codetwo.com/email-signatures/how-it-works</a>  |

#### Microsoft 365

Microsoft 365 (hereafter referred to as M365) is a software as a service (SaaS) package provided by Microsoft on Microsoft Azure cloud infrastructures to the client.

#### MICROSOFT DATA CENTRES AND TENANT

Microsoft follows a regionally-oriented strategy for its data centres.

The country or region selected by the administrator during the initial setup of the services determines the primary location for the client's data in Office 365 ("data at rest").

For German clients, client data from Microsoft Enterprise Services will therefore be stored by default in the Microsoft data centres in the European Union (EU), primarily in Dublin and Amsterdam, until the end of 2019. Since December 2019, Azure data centres in Germany (Frankfurt, Berlin) have also been activated, so that new customers from German companies are now placed there.

Note: Clients can verify the location of their tenant's customer data by viewing the data locations on the Organisation Profile page in the Office 365 Admin Center.

The table below provides an overview of which services are available in which Microsoft data centres.

| Online Service         | Microsoft Datacenter                   |
|------------------------|--|
| Azure Active Directory | Ireland, Netherlands                   |
| Exchange Online        | Ireland, Netherlands, Austria, Finland |
| Microsoft Teams        | Ireland, Netherlands                   |
| OneDrive for Business  | Ireland, Netherlands                   |
| OneNote Services       | Ireland, Netherlands                   |
| SharePoint Online      | Ireland, Netherlands                   |
| Skype for Business     | Ireland, Netherlands                   |

Further information can be found here:

<https://docs.microsoft.com/de-de/office365/enterprise/o365-data-locations>

## DATA PROCESSING OUTSIDE THE EUROPEAN UNION

Some services, such as Multi-Factor Authentication and AD Self-Service Password Reset, require replication of user data in American data centres, as these services are consolidated centrally there. For example, a US-based provider may send an SMS notification for two-factor authentication.

Further information can be found here:

<https://docs.microsoft.com/de-de/azure/active-directory/fundamentals/active-directory-data-storage-eu>

## Code-Two

CodeTwo hosts the services responsible for adding email signatures and disclaimers in 18 data centres across 9 Azure regions worldwide. The following Azure regions are currently available:

North Europe, West Europe, North Central US, West US, UK South, Germany West Central, Australia East, Canada East und UAE North.

The Germany West Central region is specifically intended for German clients.

When setting up the CodeTwo service for the first time, the region to be used will be determined in consultation with the client.

Further information can be found here:

<https://www.codetwo.de/email-signatures/wie-funktioniert-das#scrollTo>

## 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: