

SERVICE-related description

Managed PKI

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 PKI “.

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 Microsoft PKI environment for managing and issuing certificates in their data center according to the service description. As part of the PKI service, the contractor is responsible for regularly backing up and restoring the certificates issued to the client. In addition, the contractor processes personal data on behalf of the client when providing support services for the Microsoft PKI environment and its associated IT infrastructure components.

1.3 Type of Data:

Commissioned Data Processing relates to the following types of data:

- User identification data (e.g. first name, surname, email address)
- Personal digital certificate for authentication
- Log data

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 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:

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.

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

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 One Microsoft Place Carmanhall and Leopardstown Dublin, D18 P521 Irland	If Microsoft provides the support, they may act as a subcontractor depending on the contractual situation. ▪ MS-Support in CSP: Microsoft acts as its own data processor. MS-Support in ASfP/PSfP: Microsoft acts as a subcontractor of the contractor

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 https://www.microsoft.com/en-us/professionalservices/datalocation .

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: