SERVICE-related description

SAP BTP Consulting & Support

Version 1.0 (22.12.2023)

1. Designation and object of SERVICE

1.1 Object of Service:
The SERVICE relates to services in the area of „SAP BTP Consulting & Support “.

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:

As part of SAP BTP consulting and support, the client cannot exclude the contractor's access to personal data.

The SAP BTP consulting services may involve processing data on behalf of the client for the following purposes:

- Presentation of the SAP BTP service, including dependencies on other services
- Client-specific consulting tailored to the client's SAP environment
- Concept creation and implementation of the created concept

The Contractor's SAP BTP support services may include data processing on behalf of the Client for the following purposes:

- Assisting the Client with questions and problems related to the operation and use of SAP BTP services
- Supporting the client in the operation and further development of the SAP BTP solutions (application of the standard ITIL support processes using the service desk and the contractor's operations).

1.3 Type of Data:
Commissioned Data Processing relates to the following types of data:

The types of data processed in the context of support and consulting services 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[1]:

☐ 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 and consulting services 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.

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 the 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
OEDIV Romania SRL	UNITED BUSINESS CENTER 0 TIMIȘOARA S.R.L. Timișoara, 2 Piața Consiliul Europei square, Iulius Town, Timiș County Building 03, 3rd floor Postal Code: 300627	administrative services
RealCore Group GmbH	Kruppstraße 90 45145 Essen	If the integration of the SAP- and interface-systems is part of the service to be provided by the contractor, this shall be provided by the subcontractor.

[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.

SAP Deutschland SE & Co. KG	Hasso Plattner Ring 7 69190 Walldorf	Manufacturer Support This is only considered as a sub-contractor in the case of the client itself does not have any support contracts directly with the sub-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
SAP Deutschland SE & Co. KG	Vendor Support	The personal data is stored within the EU. As part of the support, the subcontractor has access from the following third countries: United States, China, India, Philippines, United Kingdom, Australia, Singapore, South Korea, Serbia, Tunisia, Brazil

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: