

SERVICE-related description

Virtual Appliance Hosting on x86 Architecture

Version 1.0 (17.01.2024)

1. Designation and object of SERVICE

1.1 Object of Service:

The SERVICE relates to services in the area of „Virtual Appliance Hosting on x86 Architecture“.

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:

Based on the x86 process architecture, the contractor provides technical services for the deployment and operation of virtual appliances:

- Provision of infrastructure (server, storage, network) in the contractor's data center
- Rolling out/importing the appliance
- Establish availability of the virtual appliance (network-side access for customers)

1.3 Type of Data:

Commissioned Data Processing relates to the following types of data:

It is not possible to determine exactly in advance the types of personal data processed in the course of providing the service. The types of data depend on the nature of the client's requests, on the types and purposes of the client's systems/appliances and on the personal data provided by the client itself in each individual case.

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 special categories of data processed in the context of administration 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 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:

The categories of data subjects depend on the purpose of the client's system. It is therefore possible, for example, that personal data of employees or customers of the client 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 |
|------------------------------|-----------------------|---|
| - | - | - |

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:

- 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: