SERVICE-related description

Load Balancing Service

Version 1.2 (24.11.2025)

1. Designation and object of SERVICE

1.1 Object of Service:

The SERVICE relates to services in the area of „Load Balancing Service “.

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:

Provide and operate a load balancing service for load distribution, as a reverse proxy or optionally as a pre-authentication interface according to the service description.

1.3 Type of Data:

Commissioned Data Processing relates to the following types of data:

The data processed by the client's systems can potentially belong to any category. The contractor cannot predict in advance which information will be processed by the client during the use of the service or in the context of support.

In any case, the following personal data may be processed:

- IP addresses, MAC addresses, email addresses, user IDs, device IDs, browser information, location data and other data associated with network communication
- Log files and transaction data

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:

[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 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
F5 Networks Ltd.	Chertsey Gate West 43-47 London Street Chertsey Surrey KT16 8AP United Kingdom	Manufacturer Support
ITeratio GmbH	Von-der-Wettern Straße 23 51149 Köln	Support monitoring

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
F5 Networks Ltd.	Manufacturer Support	As part of the manufacturer's support, a transfer can be made to the following third countries: USA (AB), Canada (AB), Mexico (SCC), UK (AB), Switzerland (AB), Morocco (SCC), Colombia (SCC) Chile (SCC), South Africa (SCC), Brazil (SCC), Argentina (AB), Singapore (SCC), India (SCC), Malaysia (SCC), Taiwan (SCC), Korea (AB), China (SCC), Hong Kong (SCC), Japan (SCC), Bangladesh (SCC), Australia (SCC), New Zealand (AB) , Israel (AB), Turkey (SCC)

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: