SERVICE-related description

Managed WAN Service

Version 1.2 (21.08.2024)

1. Designation and object of SERVICE

1.1 Object of Service:

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

This description applies to the services provided by the contractor:

- Managed WAN
- Dedicated Internet Line
- WAN MPLS
- WAN MPLS Backbone Interconnect
- WAN Ethernet Link

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 technical and administrative services for the provision and operation of WAN (Wide Area Network) services. The planning, realization and operation of secure, global data networks essentially involve the following data processing on behalf of the client:

- Procurement and provision of the lines by a provider designated by OEDIV
- Procurement, deployment, operation, and monitoring of the SmartWAN appliance (routing)
- Incident and change management for lines and SmartWAN appliance
- Support services, insofar as knowledge of personal data cannot be excluded

1.3 Type of Data:

Commissioned Data Processing relates to the following types of data:

The types of data processed in the context of service provision 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.

By way of example (but not exhaustively), the following categories of personal data may be processed:

- Connection data (e.g. information about the traffic and connections passing through the appliance, including IP addresses, protocols, port numbers, etc.)
- Traffic data (e.g. data about traffic and network usage to monitor and optimize performance and throughput)

- Usage data (e.g. information about the use of services and applications in the network that run via the Smart WAN Appliance)
- Device data (e.g. information about the devices connected to the appliance, such as IP addresses, MAC addresses, device types, etc.)
- Location data (e.g. geographical information about the location of devices or users in the network)
- Metadata (e.g. technical information about network communication, such as IP addresses, timestamps, packet information)

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:

1.4 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
nicos AG	Münsterstr. 111 48155 Münster	**Service:** All Operation of the WAN (management, monitoring) Firewall functionalities (including monitoring) Troubleshooting and Support

[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.

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
Nicos AG	Support	Australia, Philippines

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: