SERVICE-related description

SAP AMS Customizing, Maintenance, Payroll and Payroll light Sevice

Version 1.2 (12.11.2025)

1. Designation and object of SERVICE

1.1 Object of Service:
The SERVICE relates to services in the area of:

- „SAP AMS Customizing Service “
- „SAP AMS Maintenance Service“
- „SAP AMS Payroll“
- “SAP AMS Payroll light 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:

Within the scope of the provision of the service "SAP AMS Customizing Service", the contractor processes data on behalf of the customer for the following purposes:

The service includes the adjustment of various customizing settings in the SAP HCM system in the HR areas of Personnel Administration (PA), Personnel Payroll (PY) and Personnel Time Management (PT), as well as the creation and adjustment of smaller ABAP reports. Especially in the context of function tests and error analyses, the access to personal data cannot be excluded.

Within the scope of the provision of the service " SAP AMS Maintenance Service", the contractor processes data on behalf of the customer for the following purposes:

The service includes the half-yearly implementation of legal changes (support packages), the half-yearly maintenance of the HR system and the correction of system errors. In addition, the contractor provides the client with prepared information relevant to invoicing at the end of the year. Depending on the contract, the maintenance service may include additional services, such as the annual maintenance of holiday entitlements. Especially in the context of functional tests, the access to personal data cannot be excluded.

Within the scope of the provision of the service " SAP AMS Payroll ", the contractor processes data on behalf of the customer for the following purposes:

The service includes the monthly automated processing of payroll. This also includes all the necessary automated pre- and post-processing. The service also covers electronic registration with health insurance

companies and tax authorities, as well as the operation of all other interfaces. Depending on the contract, the payroll service may also include a number of additional services as described in the service description, such as the preparation of customer-specific reporting.

The "SAP AMS Payroll light Service" is a variant of the "SAP AMS Payroll Service" in which partial services of the Payroll Service can be ordered. If the "SAP AMS Payroll light Service" service has been ordered by the client, data processing is carried out on behalf of the client for the purposes of the ordered partial services from the "SAP AMS Payroll Service" service.

1.3 Type of Data:

Commissioned Data Processing relates to the following types of data:

- Master data (e.g. name, first name, address, marital status)
- Payroll data (e.g. IBAN, salary, salary group, tax class)
- Social security information (e.g. social security number, health insurance company)

The types of personal data processed in the context of the service provision, in especially in the context of functional testing and error analysis, cannot be precisely determined 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:

- Religious affiliation (e.g. denomination)
- Health data (e.g. days of illness)

The types of personal data processed in the context of the service provision, in especially in the context of functional testing and error analysis, cannot be precisely determined 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:

- Employees and former employees of the client
- Dependents of Employees of the client
- External 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
OEDIV HR Services GmbH	Pröllstraße 3 86157 Augsburg	Full service provision

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
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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: