PRODUCT-related description

SAP Cloud Connector

(previous service name: SAP non-NW/Schnittstellen-Services)

Version 2.0 (22.12.2025)

1. Designation and object of PRODUCT

1.1 Object of the Product:

The PRODUCT relates to services in the area of „SAP Cloud Connector“.

1.2 Purpose, Scope and Type of the Product:

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 shall provide the Client with the SAP solution "SAP Cloud Connetor" in its data centre. This is used for the secure integration and connection of SAP cloud applications with the client's on-premise systems. The Contractor shall provide technical and administrative services for the installation, operation, maintenance and support of the SAP Cloud Connector as well as optional components (e.g. SAP Analytics Cloud Agent) on behalf of the Client. Data processing is also carried out on behalf of the order for the purpose of basic administration, monitoring, incident and service request management as well as other support services.

1.3 Type of Data:

Commissioned Data Processing relates to the following types of data:

The types of personal data processed in the context of the provision of services cannot be precisely determined in advance. They depend on the nature of the Client's requests, the types and purposes of the connected SAP systems and the Cloud Connector used by the Client, and on the personal data provided by the Client in the individual case.

In any case, the following types of data may be affected:

- Master data (e.g. first name, last name)
- Contact details (e.g. e-mail address, telephone number, fax)
- Login data (e.g. user name)
- Log data (e.g. time login, IP address)

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 types of special categories of personal data processed in the context of the provision of services cannot be precisely determined in advance. The types of data depend on the nature of the Client's requests, on the types and purposes of the systems by the Client and on the personal data provided by the Client itself in individual cases. Especially in the case of connected SAP HR systems, special categories of data (health data, religious affiliation) can be processed.

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.

[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.

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 PRODUCT 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	Kruppstr. 82-100 45145 Essen	This subcontractor can be used in the context of business support (administrative services) and support.

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 PRODUCT-related technical and organisational measures

☒ As part of the provision of the product 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 organizational measures defined in Appendix 2 of the Framework Agreement, the Contractor will take the technical and organizational measures described below in the context of the provision of the product services in order to ensure the security of order processing in accordance with Art. 32 GDPR.

Description of PRODUCT-related technical and organizational measures:

☐ Instead of the technical and organizational measures defined in Appendix 2 of the Framework Agreement, the Contractor will take the technical and organizational measures described below in the context of the provision of the product services in order to ensure the security of order processing in accordance with Art. 32 GDPR.

Description of PRODUCT-related technical and organizational measures: