PRODUCT-related description

Customer Success Manager as a Service

(previous service name: Service Manager as a Service)

Version 2.0 (20.04.2026)

1. Designation and object of PRODUCT

1.1 Object of the Product:

The PRODUCT relates to services in the area of „Customer Success Manager as a Service“.

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 processes personal data on behalf of the Client in accordance with the product description for the following purposes:

- Preparation, execution, documentation, and follow-up of service meetings
- Establishment of a role and authorization concept for the client's services
- Coordination and provision of a communication matrix as well as an escalation matrix for the client

1.3 Type of Data:

Commissioned Data Processing relates to the following types of data:

- Master data (e.g. first name, surname)
- Business data (e.g. position/function, company address, email, company telephone number and fax number if applicable)

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:

- Employees of the client
- Employees/partners of the contractor

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	The services of the product may be provided in whole or in part by this subcontractor.

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 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: