PRODUCT-related description

Managed Apps for Windows

(previous service name: Managed Apps for Windows)

Version 2.0 (20.01.2026)

1. Designation and object of PRODUCT

1.1 Object of the Product:

The PRODUCT relates to services in the area of „Managed Apps for Windows“.

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 technical and administrative services for the provision and operation of a secure and scalable managed service for the provision, updating and management of software applications (‘apps’) on Windows devices, regardless of whether the apps are installed directly on the device itself or in an image.

The service also includes the creation and updating of software packages and support services during operation (basic and extended) for named administrators of the client.

1.3 Type of Data:

Commissioned Data Processing relates to the following types of data:

The types of data processed in the context 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.

The following categories of personal data may be processed as part of the provision of services, in particular as part of support/troubleshooting:

- Account information (e.g. user data such as names, email addresses and customer account information)
- Access and authentication data (information about the use of and access to the end devices, including user login information and access authorisations)
- Usage data (information on the number of agents installed on the Contractor's end devices, including the names of the end devices and software packages)
- Support and communication data (information that may arise in the context of support requests or communication between the Contractor and the Client)

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 PRODUCT of the Commissioned Data Processing:

Designation of subcontractor	Address Subcontractor	Description of the Commissioned Data Processing
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[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
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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: