PRODUCT-related description

Virtual Datacenter

(previous service name: Virtual Datacenter)

Version 2.0 (17.03.2026)

1. Designation and object of PRODUCT

1.1 Object of the Product:
The PRODUCT relates to services in the area of „Virtual Datacenter“.

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 Contractor for the purpose of implementing and operating a virtual data center with a dedicated area (tenant). It operates on a physically shared infrastructure that includes both physical and virtual network endpoints. The specific design, operation and implementation of the Virtual Data Center are based on the product description valid for the client.

1.3 Type of Data:
Commissioned Data Processing relates to the following types of data:

It is not possible to determine exactly in advance the types of personal data processed while providing the product. The types of data depend on the nature of the client's requests, on the types and purposes of the client's systems and on the personal data provided by the client itself in each individual case.

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

- Connection data (e.g., information about 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 the services and applications on the network)
- Device data (e.g., information about the devices connected to the service running in the contractor's data center, such as IP addresses, MAC addresses, device types, etc.)
- Metadata (e.g., technical information about network communications, such as IP addresses, timestamps, packet information, etc.)

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 personal data of individuals processed on the client's systems may belong to any category. The contractor cannot predict in advance which information will be processed in the context of the service. Therefore, personal data of employees or customers of the client 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
SVA System Vertrieb Alexander GmbH	Borsigstr. 26 65205 Wiesbaden	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
-	-	-

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: