PRODUCT-related description

Managed Web Hosting

(previous service name: Web Hosting Service – LAMP; Web Hosting - LAMP)

Version 2.0 (18.03.2026)

1. Designation and object of PRODUCT

1.1 Object of the Product:

The PRODUCT relates to services in the area of „Managed Web Hosting“.

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 provision, operation and support of a hosting environment for a LAMP Service in accordance with the product description. The client can install and maintain his applications there and benefits from an operating system, web server and database server managed by the contractor. Specifically, the contractor performs data processing on behalf of the contractor for the following purposes:

- Implementation of server infrastructure based on Linux (Ubuntu LTS)
- Hosting of the systems
- Data Backup & Restore
- Support in case of malfunctions (2nd level support)

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 in the course of providing the product. The types of data depend on the nature of the client's requests (e.g. in support cases), on the types and purposes of the systems/applications on the client's server infrastructure and on the personal data provided by the client itself in individual cases.

In any case, the following personal data may be processed:

- IT usage data (IP address, log data, log-in times)
- Login data (username)

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 special categories of data processed in the context of provision of services 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.

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
-	-	-

[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: