



Data Processing Agreement

between

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- the Controller – hereinafter referred to as the Client -
- and

ALSO Finland, Kalevantie 2, 33100 Tampere

- the Processor - hereinafter referred to as the Supplier

1. Subject matter and duration of the Order or Contract

(1) Subject matter

The Subject matter of the Order or Contract regarding the processing of data is the execution of the following services or tasks by the Supplier: Technical support, Order processing, IT-Services, Customerservice, Cloud-Services.

(2) Duration

The duration of this order (term) corresponds to the term of the service agreement within the framework of the respective product, service, purchase and/or work contracts.

2. Specification of the Order or Contract Details

(1) Nature and Purpose of the intended Processing of Data

Detailed description of the Subject Matter with regard to the Nature and Purpose of the services provided by the Supplier:

Nature of Data	Purpose of Processing	Data Subject
Personal data: Name, Address, Contactdata, Bank account details	Order processing, technical support, IT-Services, Customer services, Cloud-Services	Employees of Datacontroller, Businesspartner, Customer, Vendor, interested persons

The undertaking of the contractually agreed Processing of Data shall be carried out exclusively within a Member State of the European Union (EU), within a Member State of the European Economic Area (EEA) or in a country included in the adequacy decision of the European Commission. Each and every Transfer of Data to a State which is not a Member State of either the EU or the EEA requires the prior agreement of the Client and shall only occur if the specific Conditions of Article 44 et seq. GDPR have been fulfilled. The adequate level of protection in a country that is not member of the EU should be guaranteed by standard contractual clauses of the EU. (Art 46 Abs 2 lit c and d EU-GDPR)

(2) Type of Data

The Subject Matter of the processing of personal data comprises the following data types/categories: Personal Master Data (Key Personal Data), Contact Data, Key Contract Data (Contractual/Legal Relationships, Contractual or Product Interest), Customer History, Contract Billing and Payments Data, Disclosed Information (from third parties, e.g. Credit Reference Agencies or from Public Directories), Information about system configuration and customer environment.

(3) Categories of Data Subjects

The Categories of Data Subjects comprise: Employees of the data controller, Businesspartner, Customers, Potential Customers, Subscribers, Employees, Suppliers, Contact Persons.

3. Technical and Organisational Measures

(1) Before the commencement of processing, the Supplier shall document the execution of the necessary Technical and Organisational Measures, set out in advance of the awarding of the Order or Contract, specifically with regard to the detailed execution of the contract, and shall present these documented measures to the Client for inspection. Upon acceptance by the Client, the documented measures become the foundation of the contract. Insofar as the inspection/audit by the Client shows the need for amendments, such amendments shall be implemented by mutual agreement.

(2) The Supplier shall establish the security in accordance with Article 28 Paragraph 3 Point c, and Article 32 GDPR in particular in conjunction with Article 5 Paragraph 1, and Paragraph 2 GDPR. The measures to be taken are measures of data security and measures that guarantee a protection level appropriate to the risk concerning confidentiality, integrity, availability and resilience of the systems. The state of the art, implementation costs, the nature, scope and purposes of processing as well as the probability of occurrence and the severity of the risk to the rights and freedoms of natural persons within the meaning of Article 32 Paragraph 1 GDPR must be taken into account. [Details in Appendix 1]

(3) The Technical and Organisational Measures are subject to technical progress and further development. In this respect, it is permissible for the Supplier to implement alternative adequate measures. In so doing, the security level of the defined measures must not be reduced. Substantial changes must be documented.

4. Rectification, restriction and erasure of data

(1) The Supplier may not on its own authority rectify, erase or restrict the processing of data that is being processed on behalf of the Client, but only on documented instructions from the Client. Insofar as a Data Subject contacts the Supplier directly concerning a rectification, erasure, or restriction of processing, the Supplier will immediately forward the Data Subject's request to the Client.

(2) Insofar as it is included in the scope of services, the erasure policy, 'right to be forgotten', rectification, data portability and access shall be ensured by the Supplier in accordance with documented instructions from the Client without undue delay.

5. Quality assurance and other duties of the Supplier

In addition to complying with the rules set out in this Order or Contract, the Supplier shall comply with the statutory requirements referred to in Articles 28 to 33 GDPR; accordingly, the Supplier ensures, in particular, compliance with the following requirements:

a) Appointed Data Protection Officer, who performs his/her duties in compliance with Articles 38 and 39 GDPR.

The Client shall be informed of his/her contact details for the purpose of direct contact. The Client shall be informed immediately of any change of Data Protection Officer.

The Supplier has appointed Mr/Ms [enter: given name, surname, organisational unit, telephone, email]

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as Data Protection Officer. The Client shall be informed immediately of any change of Data Protection Officer.

His/Her current contact details are always available and easily accessible on the website of the Supplier.

- b) The Supplier is not obliged to appoint a Data Protection Officer. Mr/Ms [enter: given name, surname, organisational unit, telephone, email]
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..... is designated as the Contact Person on behalf of the Supplier.
- c) As the Supplier is established outside the EU it designates the following Representative within the Union pursuant to Article 27 Paragraph 1 GDPR: Mr/Ms [enter: given name, surname, organisational unit, telephone, email]
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- d) Confidentiality in accordance with Article 28 Paragraph 3 Sentence 2 Point b, Articles 29 and 32 Paragraph 4 GDPR. The Supplier entrusts only such employees with the data processing outlined in this contract who have been bound to confidentiality and have previously been familiarised with the data protection provisions relevant to their work. The Supplier and any person acting under its authority who has access to personal data, shall not process that data unless on instructions from the Client, which includes the powers granted in this contract, unless required to do so by law.
- e) Implementation of and compliance with all Technical and Organisational Measures necessary for this Order or Contract in accordance with Article 28 Paragraph 3 Sentence 2 Point c, Article 32 GDPR [details in Appendix 1].
- f) The Client and the Supplier shall cooperate, on request, with the supervisory authority in performance of its tasks.
- g) The Client shall be informed immediately of any inspections and measures conducted by the supervisory authority, insofar as they relate to this Order or Contract. This also applies insofar as the Supplier is under investigation or is party to an investigation by a competent authority in connection with infringements to any Civil or Criminal Law, or Administrative Rule or Regulation regarding the processing of personal data in connection with the processing of this Order or Contract.
- h) Insofar as the Client is subject to an inspection by the supervisory authority, an administrative or summary offence or criminal procedure, a liability claim by a Data Subject or by a third party or any other claim in connection with the Order or Contract data processing by the Supplier, the Supplier shall make every effort to support the Client.
- i) The Supplier shall periodically monitor the internal processes and the Technical and Organizational Measures to ensure that processing within his area of responsibility is in accordance with the requirements of applicable data protection law and the protection of the rights of the data subject.
- j) Verifiability of the Technical and Organisational Measures conducted by the Client as part of the Client's supervisory powers referred to in item 7 of this contract.

6. Subcontracting

(1) Subcontracting for the purpose of this Agreement is to be understood as meaning services which relate directly to the provision of the principal service. This does not include ancillary services, such as telecommunication services, postal / transport services, maintenance and user support services or the disposal of data carriers, as well as other measures to ensure the confidentiality, availability, integrity and resilience of the hardware and software of data processing equipment. The Supplier shall, however, be obliged to make appropriate and legally binding contractual arrangements and take appropriate inspection measures to ensure the data protection and the data security of the Client's data, even in the case of outsourced ancillary services.

(2) Orders may be passed on to subcontractors within the framework of the activities agreed in the order. The supplier shall carefully select subcontractors according to their suitability, in particular with regard to the requirements of the EU-GDPR, and shall inspect them regularly. Furthermore, the supplier shall agree with the subcontractors an agreement on order processing in accordance with this agreement. The supplier will inform the client in advance of any intended change with respect to the involvement or substitution of subcontractors, which gives the customer the opportunity to object to this amendment. If no objection is raised within 14 days of notification, consent to the amendment shall be deemed given.

(3) The transfer of personal data from the Client to the subcontractor and the subcontractors commencement of the data processing shall only be undertaken after compliance with all requirements has been achieved.

(4) If the subcontractor provides the agreed service outside the EU, the Supplier shall ensure compliance with EU Data Protection Regulations by appropriate measures. The same applies if service providers are to be used within the meaning of Paragraph 1 Sentence 2.

(5) Further outsourcing by the subcontractor requires the consent of the main supplier (at least in text form). All contractual regulations in the contract chain must also be imposed on the other subcontractor.

7. Supervisory powers of the Client

(1) The Client has the right, after consultation with the Supplier, to carry out inspections by a person bound to professional secrecy or to have them carried out by an auditor to be designated in each individual case. It has the right to convince itself of the compliance with this agreement by the Supplier in his business operations by means of random checks, which are ordinarily to be announced in good time.

(2) The Supplier shall ensure that the Client is able to verify compliance with the obligations of the Supplier in accordance with Article 28 GDPR. The Supplier undertakes to give the Client the necessary information on request and, in particular, to demonstrate the execution of the Technical and Organizational Measures.

(3) Evidence of such measures, which concern not only the specific Order or Contract, may be provided by Compliance with approved Codes of Conduct pursuant to Article 40 GDPR; Certification according to an approved certification procedure in accordance with Article 42 GDPR; Current auditor's certificates, reports or excerpts from reports provided by independent bodies (e.g. auditor, Data Protection Officer, IT security department, data privacy auditor, quality auditor). A suitable certification by IT security or data protection auditing (e.g. according to BSI-Grundschutz (IT Baseline Protection certification developed by the German Federal Office for Security in Information Technology (BSI)) or ISO/IEC 27001).

(4) The Supplier may claim remuneration for enabling Client inspections.

8. Communication in the case of infringements by the Supplier

(1) The Supplier shall assist the Client in complying with the obligations concerning the security of personal data, reporting requirements for data breaches, data protection impact assessments and prior consultations, referred to in Articles 32 to 36 of the GDPR. These include:

- a) Ensuring an appropriate level of protection through Technical and Organizational Measures that take into account the circumstances and purposes of the processing as well as the projected probability and severity of a possible infringement of the law as a result of security vulnerabilities and that enable an immediate detection of relevant infringement events.
- b) The obligation to report a personal data breach immediately to the Client
- c) The duty to assist the Client with regard to the Client's obligation to provide information to the Data Subject concerned and to immediately provide the Client with all relevant information in this regard.
- d) Supporting the Client with its data protection impact assessment
- e) Supporting the Client with regard to prior consultation of the supervisory authority

(2) The Supplier may claim compensation for support services which are not included in the description of the services and which are not attributable to failures on the part of the Supplier.

9. Authority of the Client to issue instructions

(1) The Client shall immediately confirm oral instructions (at the minimum in text form).

(2) The Supplier shall inform the Client immediately if he considers that an instruction violates Data Protection Regulations. The Supplier shall then be entitled to suspend the execution of the relevant instructions until the Client confirms or changes them.

10. Deletion and return of personal data

(1) Copies or duplicates of the data shall never be created without the knowledge of the Client, with the exception of back-up copies as far as they are necessary to ensure orderly data processing, as well as data required to meet regulatory requirements to retain data.

(2) After conclusion of the contracted work, or earlier upon request by the Client, at the latest upon termination of the Service Agreement, the Supplier shall hand over to the Client or – subject to prior consent – destroy all documents, processing and utilization results, and data sets related to the contract that have come into its possession, in a data-protection compliant manner. The same applies to any and all connected test, waste, redundant and discarded material. The log of the destruction or deletion shall be provided on request.

(3) Documentation which is used to demonstrate orderly data processing in accordance with the Order or Contract shall be stored beyond the contract duration by the Supplier in accordance with the respective retention periods. It may hand such documentation over to the Client at the end of the contract duration to relieve the Supplier of this contractual obligation.



Client: _____

Supplier: _____

(place / date)

(place / date)

(signature / stamp)

(signature / stamp)

(name / function of signatory)

(name / function of signatory)

Appendix - Technical and Organisational Measures

1. Confidentiality (Article 32 Paragraph 1 Point b GDPR)
 - Physical Access Control
No unauthorised access to Data Processing Facilities, e.g.: magnetic or chip cards, keys, electronic door openers, facility security services and/or entrance security staff, alarm systems, video/CCTV Systems
 - Electronic Access Control
No unauthorised use of the Data Processing and Data Storage Systems, e.g.: (secure) passwords, automatic blocking/locking mechanisms, two-factor authentication, encryption of data carriers/storage media
 - Internal Access Control (permissions for user rights of access to and amendment of data)
No unauthorised Reading, Copying, Changes or Deletions of Data within the system, e.g. rights authorisation concept, need-based rights of access, logging of system access events
 - Isolation Control
The isolated Processing of Data, which is collected for differing purposes, e.g. multiple Client support, sandboxing;
 - Pseudonymisation (Article 32 Paragraph 1 Point a GDPR; Article 25 Paragraph 1 GDPR)
The processing of personal data in such a method/way, that the data cannot be associated with a specific Data Subject without the assistance of additional Information, provided that this additional information is stored separately, and is subject to appropriate technical and organisational measures.

2. Integrity (Article 32 Paragraph 1 Point b GDPR)
 - Data Transfer Control
No unauthorised Reading, Copying, Changes or Deletions of Data with electronic transfer or transport, e.g.: Encryption, Virtual Private Networks (VPN), electronic signature;
 - Data Entry Control
Verification, whether and by whom personal data is entered into a Data Processing System, is changed or deleted, e.g.: Logging, Document Management

3. Availability and Resilience (Article 32 Paragraph 1 Point b GDPR)
 - Availability Control
Prevention of accidental or wilful destruction or loss, e.g.: Backup Strategy (online/offline; on-site/off-site), Uninterruptible Power Supply (UPS), virus protection, firewall, reporting procedures and contingency planning
 - Rapid Recovery (Article 32 Paragraph 1 Point c GDPR) (Article 32 Paragraph 1 Point c GDPR);

4. Procedures for regular testing, assessment and evaluation (Article 32 Paragraph 1 Point d GDPR; Article 25 Paragraph 1 GDPR)
 - Data Protection Management;
 - Incident Response Management;
 - Data Protection by Design and Default (Article 25 Paragraph 2 GDPR);
 - Order or Contract Control
No third party data processing as per Article 28 GDPR without corresponding instructions from the Client, e.g.: clear and unambiguous contractual arrangements, formalised Order Management, strict controls on the selection of the Service Provider, duty of pre-evaluation, supervisory follow-up checks.