

DATA PROCESSING TERMS

These additional data processing terms (these “Data Processing Terms”) apply to Processing of Personal Data of Data Subjects of the European Union by Servably, Inc. dba SyncroMSP (“Servably”) as part of Servably’s provision of the Services. The Services are described in the Servably User Terms forming, with these Data Processing Terms, a part of the agreement by and between Customer and Servably (together, the “**Agreement**”). Except as expressly stated otherwise in these Data Processing Terms or the Agreement, these Data Processing Terms are incorporated into and subject to the terms of the Agreement, and shall be effective and remain in force for the term of the Agreement.

1. **Definitions.** Capitalized terms not defined herein shall have the meanings ascribed to them under the Agreement. In these Data Processing Terms, the following terms shall have the following meanings:

“**Authorized User**” means an employee of Customer and any other end user accessing or using the Services solely on behalf and for the benefit of Customer and solely for Customer’s business purposes only

“**Servably User Terms**” shall mean the terms and conditions as described in Servably’s [Site Terms](#), [Privacy Policy](#), and [User Access and License Agreement](#).

“**Customer**” shall mean the person or entity using the Services and identified in the applicable order form as the customer.

“**Data Protection Legislation**” shall mean the GDPR and any other applicable laws relating to the protection of Personal Data of Data Subjects located in the European Union (all as amended, updated or re-enacted from time to time) as applicable to the Services made available under the Agreement.

“**Data Subject**”, “**Controller**”, “**International Organisation**”, “**Personal Data Breach**”, “**Processor**”, and “**Processing**” have the same meaning as in the Data Protection Legislation in relation to data Processed under the Agreement.

“**Documented Instructions**” shall mean Customer’s written instructions specified in the Agreement and these Data Processing Terms (including with respect to transfers of Personal Data to a Third Country or to an International Organisation), it being understood that “written instructions” includes all requirements and obligations set forth in the Agreement on the part of Servably and as necessary to provide the Application and Services in accordance with its documentation, supplemented or replaced from time to time by individual written instructions made from time to time by an authorized representative of Customer.

“**GDPR**” means Regulation 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of Personal Data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

“**Personal Data**” means the “personal data” (as defined in the GDPR) that is provided to the Services by or through Customer’s or its Authorized Users’ accounts for the Services.

“**Regulator**” means any independent public authority responsible for monitoring the application of the Data Protection Legislation.

“**Services**” means the products, services, applications, tools and platforms made available to Customer by Servably.

“**Subcontractor**” shall mean any processor engaged by Servably who agrees to receive Personal Data from Servably for Processing activities to be carried out on behalf of Controller in accordance with its instructions, the terms of these Data Processing Terms and the terms of the written subcontract.

“**Third Country**” shall mean any country other than a European Union Member State or a member of the European Economic Area at the time of transfer of Personal Data.

2. Background and Interpretation.

2.1 Except as expressly stated otherwise in these Data Processing Terms or the Agreement, in the event of any conflict between the terms of the Servably User Terms and the terms of these Data Processing Terms, the relevant terms of these Data Processing Terms shall control and take precedence.

2.2 Customer acknowledges and agrees that (i) all rights and obligations under these Data Processing Terms shall be exclusively exercised by Customer and (ii) correspondingly, any notifications to be provided by Servably under these Data Processing Terms shall only be provided to Customer.

2.3 Customer shall ensure that it has complied with all applicable Data Protection Legislation with respect to Customer Data that Customer transmits or provides to Servably.

3. Controller and Processor of Personal Data; Purpose of Processing.

3.1 Customer is and will at all times remain the Controller of the Personal Data Processed by Servably under the Agreement. Customer is responsible for compliance with its obligations as a Controller under applicable Data Protection Legislation, in particular for justification of any transmission of Personal Data to Servably, and for Customer’s decisions and actions concerning the Processing of such Personal Data.

3.2 Servably is and will at all times remain a Processor with regard to the Personal Data provided by Customer or any of its Authorized Users to Servably under the Agreement. Servably is responsible for compliance with its obligations under these Data Processing Terms and for compliance with its obligations as a Processor under applicable Data Protection Legislation.

3.3 The nature/purpose of the Processing under these Data Processing Terms is to enable Servably to carry out its obligations under the Agreement (which forms the subject matter of the Processing), all in accordance with the Documented Instructions. Where Servably believes that an instruction of Customer would result in a violation of Data Protection Legislation, Servably shall immediately notify Customer thereof and request that Customer withdraw, amend or confirm the relevant instruction. Pending the decision of the Customer on the withdrawal, amendment or confirmation of the relevant instruction, Servably shall be entitled to suspend the implementation of the relevant instruction. Additional instructions outside the scope of the Documented Instructions (if any) require prior written agreement between Servably and Customer, including agreement on any additional fees payable by Customer to Servably for carrying out such instructions.

4. Details of Processing. The subject matter, duration, nature, and purpose of the Processing, the types of Personal Data and categories of Data Subjects Processed under these Data Processing Terms are specified in Schedule A, attached hereto and incorporated herein by reference.

5. Rights of Data Subjects.

If Servably directly receives any Data Subject requests regarding Personal Data, it will promptly pass on such requests to Customer without responding to the Data Subject, provided that the Data Subject

has identified Customer as the Controller, unless otherwise required by applicable Data Protection Legislation.

6. Subcontractors and Sub-processing.

6.1 Customer agrees that Servably may engage Subcontractors to assist in the performance of the Services, including carrying out some of Servably's Processing obligations under the Agreement.

6.2 Where Servably authorizes a Subcontractor as described in Section 6.1, (i) Servably will enter into a written agreement with the Subcontractor and, to the extent that the Subcontractor is performing the same data Processing services that are being provided by Servably under these Data Processing Terms, such Subcontractors are required to abide by the same level of data protection and security as Servably under these Data Processing Terms as applicable to their Processing of Personal Data; and (ii) Servably will remain responsible for its compliance with the obligations of these Data Processing Terms and for any acts or omissions of Subcontractors that cause Servably to breach any of Servably's obligations under these Data Processing Terms.

7. Technical and Organizational Security Measures.

7.1 Servably shall implement appropriate technical and organizational measures in accordance with the Data Protection Legislation to ensure a level of security appropriate to the risks that are presented by such Processing, in particular, protecting from and against accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Personal Data, taking into account the state of the art, the costs of implementation, the nature, scope, context and purposes of Processing and the likelihood and severity of risk in relation to the rights and freedoms of the Data Subjects, so as to ensure a level of security appropriate to (i) the harm that may result from a breach of the relevant measures, and (ii) the nature of Personal Data Processed hereunder.

7.2 Servably personnel as well as any Subcontractors that may have access to Personal Data are subject to appropriate confidentiality arrangements. Servably shall not disclose Personal Data to any third party, except to Subcontractors in accordance with Section 6, unless requested in writing by an authorized representative of the Customer or required under applicable law. If Servably is obligated by applicable law to disclose Personal Data to any third party, Servably shall (to the extent permitted by applicable law) inform Customer of such intended disclosure and cooperate with Customer to limit the scope of the disclosure to what is strictly required by applicable law and with such reasonable protective measures in place to protect the confidentiality and integrity of such Personal Data.

8. Personal Data Breach Notification.

8.1 Servably shall notify the Customer without undue delay on becoming aware of a confirmed or reasonably suspected Personal Data Breach, such notification to include all information reasonably required by Customer to comply with its obligations under Data Protection Legislation.

8.2 To assist Customer in relation to any Personal Data Breach notifications Customer is required to make under Data Protection Legislation, Servably will include in the notification under Section 8.1 such information about the Personal Data Breach as Servably is reasonably able to disclose to Customer, taking into account the nature of the Services, the information available to Servably, and any restrictions on disclosing the information, such as confidentiality.

8.3 Customer agrees that an unsuccessful Personal Data Breach will not be subject to this Section 8. An unsuccessful Personal Data Breach is one that results in no unauthorised access to Personal Data or to any of Servably's equipment or facilities storing Personal Data, and may include, without limitation, pings and other broadcast attacks on firewalls or edge servers, port scans, unsuccessful log-

on attempts, denial of service attacks, packet sniffing (or other unauthorised access to traffic data that does not result in access beyond headers) or similar incidents. Notwithstanding anything else in these Data Processing Terms or the Agreement, Servably's obligation to report or respond to a Personal Data Breach under this Section 8 is not and will not be construed as an acknowledgement by Servably of any fault or liability of Servably with respect to the Personal Data Breach.

9. Cross Border Transfers.

Servably accesses and Processes Personal Data within the United States. To the extent Servably's access involves a transfer of Personal Data originating from the European Economic Area ("EEA") or Switzerland to a Third Country or to an International Organisation (a "**Cross Border Transfer**"), such transfers shall be subject to the EU standard contractual clauses for the transfer of Personal Data to processors established in third countries adopted by the European Commission (as applicable from time to time) set out as the Standard Data Transfer Clauses Exhibit, attached and hereby incorporated, which shall come into effect and apply to any Cross-Border Transfer. For the avoidance of doubt, in such case, the EU standard contractual clauses shall take precedence over these Data Processing Terms to the extent any terms conflict with each other.

10. Audit Rights and Cooperation with Customer.

10.1 Servably shall make available all information reasonably necessary to demonstrate the Customer's compliance with these Data Processing Terms on the reasonable request by the Customer.

10.2 Customer may audit Servably's compliance with its obligations under these Data Processing Terms once per year. In addition, to the extent required by applicable Data Protection Legislation, including where mandated by a Regulator, Customer or a Regulator may perform more frequent audits. Servably will contribute to such audits by providing Customer or the applicable Regulator with the information and assistance reasonably necessary to conduct the audit, including any relevant records of Processing activities applicable to the Services ordered by Customer; provided, however, Servably will not provide Customer or any third party direct access to Servably's databases or information systems due to confidentiality and security commitments and obligations to its other clients and as required under applicable law, including without limitation Data Protection Legislation. Customer shall reimburse Servably for reasonable costs associated with Servably's performance of its obligations under this Section 10 and agree to reasonable confidentiality obligations for Customer and any third party appointed by Customer.

10.3 To request an audit, Customer must submit a detailed proposed audit plan that includes at a minimum the proposed scope, duration and start date of the proposed audit to Servably at least fifteen (15) business days in advance of the proposed audit date.

11. Return or Deletion of Personal Data.

Upon Customer's request, within ninety (90) days of Customer's request, Servably shall, promptly upon termination or expiration of the Agreement, destroy or delete all Personal Data and delete all existing copies of such data unless required by law to keep or store such Personal Data, and shall promptly certify in writing to Customer completion of such deletion, destruction or return, as directed by Customer.

12. Amendment.

Servably may, at any time on not less than thirty (30) days' notice, update and amend these Data Processing Terms by replacing it with any standard clauses adopted in accordance with Article 28 of the General Data Protection Regulation.

Schedule A

Data Processing Information

Subject matter of processing	<i>The performance of the Services pursuant to the Agreement.</i>
Duration of processing	<i>Subject to Section 11 of the Data Processing Terms, Servably will Process Personal Data for the duration of the Agreement</i>
Nature and Purpose of processing, e.g., means of processing	<i>Supplier collects, processes and uses the Personal Data of the Data Subjects on behalf of Customer in order to perform the Services as further described in the Agreement and as further instructed by Customer in its use of the Services.</i>
Categories of data subjects	<i>Supplier collects, processes and uses Personal Data of its customers (including without limitation managed service providers, IT departments, computer service businesses) and users of the Services.</i>
Type of personal data (including special categories of personal data)	<ul style="list-style-type: none">• <i>Email address</i>• <i>Name</i>• <i>Organization information</i>• <i>Address</i>• <i>Phone Number</i>• <i>Geolocation</i>• <i>Credit card and/or other account information</i>• <i>Photos</i>• <i>Computer Internet Protocol (IP) address</i>• <i>Computer operating system</i>• <i>Browser type</i>• <i>Hashed identifiers derived from email addresses</i>• <i>Address of a referring web service</i>• <i>Your activity on the Service</i>
Retention period	<i>Servably retains personal data of data subjects located in the European Union only so long as necessary to achieve the purposes for which the personal data is collected and processed.</i>

Standard Data Transfer Clauses Exhibit

Standard Contractual Clauses (processors)

For the purposes of Article 26(2) of Directive 95/46/EC for the transfer of personal data to processors established in third countries which do not ensure an adequate level of data protection

The entity identified as "Customer" in the Data Processing Terms
(the data **exporter**)

and

SERVABLY, INC.
(the data **importer**)

each a "party"; together "the parties",

HAVE AGREED on the following Contractual Clauses (the Clauses) in order to adduce adequate safeguards with respect to the protection of privacy and fundamental rights and freedoms of individuals for the transfer by the data exporter to the data importer of the personal data specified in Appendix 1.

Clause 1

Definitions

1. For the purposes of the Clauses:

1.1. "**Data Protection Laws**" means applicable legislation protecting the personal data of natural persons, including in particular the national legislation implementing European Union Directive 95/46/EC (and, from 25 May 2018, Regulation (EU) 2016/679 ("GDPR")), together with binding guidance and codes of practice issued from time to time by relevant supervisory authorities.

1.2. "**Standard Contractual Clauses**" means the standard contractual clauses for the transfer of personal data to processors established in third countries which do not ensure an adequate level of protection as set out in Commission Decision 2010/87/EU, as set out in this Exhibit B and as updated, amended, replaced or superseded from time to time by the European Commission.

1.3. The terms "**process**", "**personal data**", "**controller**", "**processor**", "**personal data breach**" and "**data subject**" shall have the meanings given to them in the Data Protection Laws.

1.4. "**Customer**" has the meaning given to it in the background recital above.

1.5. "**personal data**" means all personal data which is obtained by the data exporter or its affiliates being processors from any of its Customers.

1.6. "**the data exporter**" means the controller who transfers the personal data;

1.7. 'the data importer' means the processor who agrees to receive from the data exporter personal data intended for processing on behalf of any controller after the transfer in accordance with his instructions and the terms of the Clauses and who is not subject to a third country's system ensuring adequate protection within the meaning of Article 25(1) of Directive 95/46/EC;

1.8. 'the subprocessor' means any processor engaged by the data importer or by any other subprocessor of the data importer who agrees to receive from the data importer or from any other subprocessor of the data importer personal data exclusively intended for processing activities to be carried out on behalf of the data exporter after the transfer in accordance with his instructions, the terms of the Clauses and the terms of the written subcontract;

1.9. 'the applicable data protection law' means the legislation protecting the fundamental rights and freedoms of individuals and, in particular, their right to privacy with respect to the processing of personal data applicable to a data controller in the Member State in which the data exporter is established;

1.10. 'technical and organisational security measures' means those measures aimed at protecting personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorised disclosure or access, in particular where the processing involves the transmission of data over a network, and against all other unlawful forms of processing;

Clause 2

Details of the transfer

The details of the transfer and in particular the special categories of personal data where applicable are specified in Appendix 1 which forms an integral part of the Clauses.

Clause 3

Third-party beneficiary clause

1. The data subject can enforce against the data exporter this Clause, Clause 4(b) to (i), Clause 5(a) to (e), and (g) to (j), Clause 6(1) and (2), Clause 7, Clause 8(2), and Clauses 9 to 12 as third-party beneficiary.

2. The data subject can enforce against the data importer this Clause, Clause 5(a) to (e) and (g), Clause 6, Clause 7, Clause 8(2), and Clauses 9 to 12, in cases where the data exporter has factually disappeared or has ceased to exist in law unless any successor entity has assumed the entire legal obligations of the data exporter by contract or by operation of law, as a result of which it takes on the rights and obligations of the data exporter, in which case the data subject can enforce them against such entity.

3. The data subject can enforce against the subprocessor this Clause, Clause 5(a) to (e) and (g), Clause 6, Clause 7, Clause 8(2), and Clauses 9 to 12, in cases where both the data exporter and the data importer have factually disappeared or ceased to exist in law or have become insolvent, unless any successor entity has assumed the entire legal obligations of the data exporter by contract or by operation of law as a result of which it takes on the rights and obligations of the data exporter, in which case the data subject can enforce them against such entity. Such third-party liability of the subprocessor shall be limited to its own processing operations under the Clauses.

4. The parties do not object to a data subject being represented by an association or other body if the data subject so expressly wishes and if permitted by national law.

Clause 4

Obligations of the data exporter

The data exporter agrees and warrants:

- (a) that the processing, including the transfer itself, of the personal data has been and will continue to be carried out in accordance with the relevant provisions of the applicable data protection law (and, where applicable, has been notified to the relevant authorities of the Member State where the data exporter is established) and does not violate the relevant provisions of that State
- (b) that it has instructed and throughout the duration of the personal data processing services will instruct the data importer to process the personal data transferred only on the data exporter's behalf and in accordance with the applicable data protection law and the Clauses;
- (c) that the data importer will provide sufficient guarantees in respect of the technical and organisational security measures specified in Appendix 2 to this contract;
- (d) that after assessment of the requirements of the applicable data protection law, the security measures are appropriate to protect personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorised disclosure or access, in particular where the processing involves the transmission of data over a network, and against all other unlawful forms of processing, and that these measures ensure a level of security appropriate to the risks presented by the processing and the nature of the data to be protected having regard to the state of the art and the cost of their implementation;
- (e) that it will ensure compliance with the security measures;
- (f) that, if the transfer involves special categories of data, the data subject has been informed or will be informed before, or as soon as possible after, the transfer that its data could be transmitted to a third country not providing adequate protection within the meaning of Directive 95/46/EC;
- (g) to forward any notification received from the data importer or any subprocessor pursuant to Clause 5(b) and Clause 8(3) to the data protection supervisory authority if the data exporter decides to continue the transfer or to lift the suspension;
- (h) to make available to the data subjects upon request a copy of the Clauses, with the exception of Appendix 2, and a summary description of the security measures, as well as a copy of any contract for subprocessing services which has to be made in accordance with the Clauses, unless the Clauses or the contract contain commercial information, in which case it may remove such commercial information;
- (i) that, in the event of subprocessing, the processing activity is carried out in accordance with Clause 11 by a subprocessor providing at least the same level of protection for the personal data and the rights of data subject as the data importer under the Clauses; and
- (j) that it will ensure compliance with Clause 4(a) to (i).

Clause 5

Obligations of the data importer

The data importer agrees and warrants:

- (a) to process the personal data only on behalf of the data exporter and in compliance with its instructions and the Clauses; if it cannot provide such compliance for whatever reasons, it agrees to inform promptly the data exporter of its inability to comply, in which case the data exporter is entitled to suspend the transfer of data and/or terminate the contract;

- (b) that it has no reason to believe that the legislation applicable to it prevents it from fulfilling the instructions received from the data exporter and its obligations under the contract and that in the event of a change in this legislation which is likely to have a substantial adverse effect on the warranties and obligations provided by the Clauses, it will promptly notify the change to the data exporter as soon as it is aware, in which case the data exporter is entitled to suspend the transfer of data and/or terminate the contract;
- (c) that it has implemented the technical and organisational security measures specified in Appendix 2 before processing the personal data transferred;
- (d) that it will promptly notify the data exporter about:
- (i) any legally binding request for disclosure of the personal data by a law enforcement authority unless otherwise prohibited, such as a prohibition under criminal law to preserve the confidentiality of a law enforcement investigation,
 - (ii) any accidental or unauthorised access, and
 - (iii) any request received directly from the data subjects without responding to that request, unless it has been otherwise authorised to do so;
- (e) to deal promptly and properly with all inquiries from the data exporter relating to its processing of the personal data subject to the transfer and to abide by the advice of the supervisory authority with regard to the processing of the data transferred;
- (f) at the request of the data exporter to submit its data processing facilities for audit of the processing activities covered by the Clauses which shall be carried out by the data exporter or an inspection body composed of independent members and in possession of the required professional qualifications bound by a duty of confidentiality, selected by the data exporter, where applicable, in agreement with the supervisory authority;
- (g) to make available to the data subject upon request a copy of the Clauses, or any existing contract for subprocessing, unless the Clauses or contract contain commercial information, in which case it may remove such commercial information, with the exception of Appendix 2 which shall be replaced by a summary description of the security measures in those cases where the data subject is unable to obtain a copy from the data exporter;
- (h) that, in the event of subprocessing, it has previously informed the data exporter and obtained its prior written consent;
- (i) that the processing services by the subprocessor will be carried out in accordance with Clause 11;
 - (j) to send promptly a copy of any subprocessor agreement it concludes under the Clauses to the data exporter.

Clause 6

Liability

1. The parties agree that any data subject, who has suffered damage as a result of any breach of the obligations referred to in Clause 3 or in Clause 11 by any party or subprocessor is entitled to receive compensation from the data exporter for the damage suffered.

2. If a data subject is not able to bring a claim for compensation in accordance with paragraph 1 against the data exporter, arising out of a breach by the data importer or his subprocessor of any of their obligations referred to in Clause 3 or in Clause 11, because the data exporter has factually disappeared or ceased to exist in law or has become insolvent, the data importer agrees that the data subject may issue a claim against the data importer as if it were the data exporter, unless any successor

entity has assumed the entire legal obligations of the data exporter by contract or by operation of law, in which case the data subject can enforce its rights against such entity.

The data importer may not rely on a breach by a subprocessor of its obligations in order to avoid its own liabilities.

3. If a data subject is not able to bring a claim against the data exporter or the data importer referred to in paragraphs 1 and 2, arising out of a breach by the subprocessor of any of their obligations referred to in Clause 3 or in Clause 11 because both the data exporter and the data importer have factually disappeared or ceased to exist in law or have become insolvent, the subprocessor agrees that the data subject may issue a claim against the data subprocessor with regard to its own processing operations under the Clauses as if it were the data exporter or the data importer, unless any successor entity has assumed the entire legal obligations of the data exporter or data importer by contract or by operation of law, in which case the data subject can enforce its rights against such entity. The liability of the subprocessor shall be limited to its own processing operations under the Clauses.

Clause 7

Mediation and jurisdiction

1. The data importer agrees that if the data subject invokes against it third-party beneficiary rights and/or claims compensation for damages under the Clauses, the data importer will accept the decision of the data subject:

(a) to refer the dispute to mediation, by an independent person or, where applicable, by the supervisory authority;

(b) to refer the dispute to the courts in the Member State in which the data exporter is established.

2. The parties agree that the choice made by the data subject will not prejudice its substantive or procedural rights to seek remedies in accordance with other provisions of national or international law.

Clause 8

Cooperation with supervisory authorities

1. The data exporter agrees to deposit a copy of this contract with the supervisory authority if it so requests or if such deposit is required under the applicable data protection law.

2. The parties agree that the supervisory authority has the right to conduct an audit of the data importer, and of any subprocessor, which has the same scope and is subject to the same conditions as would apply to an audit of the data exporter under the applicable data protection law.

3. The data importer shall promptly inform the data exporter about the existence of legislation applicable to it or any subprocessor preventing the conduct of an audit of the data importer, or any subprocessor, pursuant to paragraph 2. In such a case the data exporter shall be entitled to take the measures foreseen in Clause 5 (b).

Clause 9

Governing Law

The Clauses shall be governed by the law of the Member State in which the data exporter is established.

Clause 10

Variation of the contract

The parties undertake not to vary or modify the Clauses. This does not preclude the parties from adding clauses on business related issues where required as long as they do not contradict the Clause.

Clause 11

Subprocessing

1. The data importer shall not subcontract any of its processing operations performed on behalf of the data exporter under the Clauses without the prior written consent of the data exporter. Where the data importer subcontracts its obligations under the Clauses, with the consent of the data exporter, it shall do so only by way of a written agreement with the subprocessor which imposes the same obligations on the subprocessor as are imposed on the data importer under the Clauses. Where the subprocessor fails to fulfil its data protection obligations under such written agreement the data importer shall remain fully liable to the data exporter for the performance of the subprocessor's obligations under such agreement.

2. The prior written contract between the data importer and the subprocessor shall also provide for a third-party beneficiary clause as laid down in Clause 3 for cases where the data subject is not able to bring the claim for compensation referred to in paragraph 1 of Clause 6 against the data exporter or the data importer because they have factually disappeared or have ceased to exist in law or have become insolvent and no successor entity has assumed the entire legal obligations of the data exporter or data importer by contract or by operation of law. Such third-party liability of the subprocessor shall be limited to its own processing operations under the Clauses.

3. The provisions relating to data protection aspects for subprocessing of the contract referred to in paragraph 1 shall be governed by the law of the Member State in which the data exporter is established.

4. The data exporter shall keep a list of subprocessing agreements concluded under the Clauses and notified by the data importer pursuant to Clause 5 (j), which shall be updated at least once a year. The list shall be available to the data exporter's data protection supervisory authority.

Clause 12

Obligation after the termination of personal data processing services

1. The parties agree that on the termination of the provision of data processing services, the data importer and the subprocessor shall, at the choice of the data exporter, return all the personal data transferred and the copies thereof to the data exporter or shall destroy all the personal data and certify to the data exporter that it has done so, unless legislation imposed upon the data importer prevents it from returning or destroying all or part of the personal data transferred. In that case, the data importer warrants that it will guarantee the confidentiality of the personal data transferred and will not actively process the personal data transferred anymore.

2. The data importer and the subprocessor warrant that upon request of the data exporter and/or of the supervisory authority, it will submit its data processing facilities for an audit of the measures referred to in paragraph 1.

APPENDIX 1 TO THE STANDARD CONTRACTUAL CLAUSES

This Appendix forms part of the Clauses and must be completed and signed by the parties

The Member States may complete or specify, according to their national procedures, any additional necessary information to be contained in this Appendix

Data exporter

The data exporter is:

Customer, as identified in the Data Processing Terms

Data importer

The data importer is:

Servably, Inc., as identified in the Data Processing Terms

Data subjects

The personal data transferred concern the following categories of data subjects:

See Schedule A of the Data Processing Terms

Categories of data

The personal data transferred concern the following categories of data:

See Schedule A of the Data Processing Terms

Special categories of data (if appropriate)

The personal data transferred concern the following special categories of data:

None

Processing operations

The personal data transferred will be subject to the following basic processing activities:

See Section 3 of the Data Processing Terms

APPENDIX 2 TO THE STANDARD CONTRACTUAL CLAUSES

This Appendix forms part of the Clauses and must be completed and signed by the parties.

Description of the technical and organisational security measures implemented by the data importer in accordance with Clauses 4(d) and 5(c):

The technical and organizational security measures implemented by the data importer are as described in the *Data Processing Terms*

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