itm8®

itm8 A/S

Guidelines for understanding your data processing agreement with itm8

1 Introduction

A data processing agreement is a crucial part of data protection regulations that ensures that personal data is handled responsibly and in accordance with applicable laws and regulations.

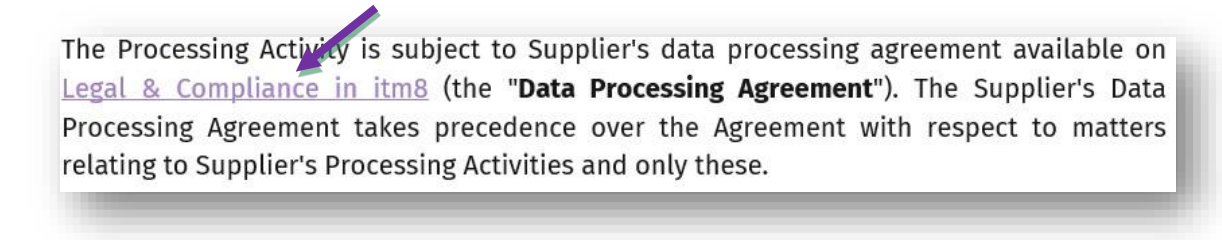
In this guide, we will walk you through how to read your data processing agreement in the context of the appendices that are relevant to your processing activities.

The aim is to give you a clear and precise understanding of the content of the agreement so you can ensure your organisation complies with data protection obligations.

2 Access to the data processing agreement

When you enter into a data processing agreement with itm8, you access the data processing agreement via a link in your agreement with itm8.

In your agreement, the link will appear under the section "Personal data processing", which states that the agreement is available on itm8's website, as shown below:

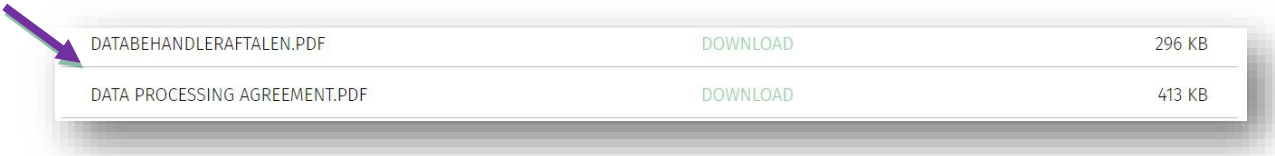


Clicking on the link will take you to itm8's website "Legal & Compliance in itm8". On the page there is a reference to itm8's data processing agreement here:

By clicking "READ MORE" you will access the latest version of the itm8 Data Processing Agreement.

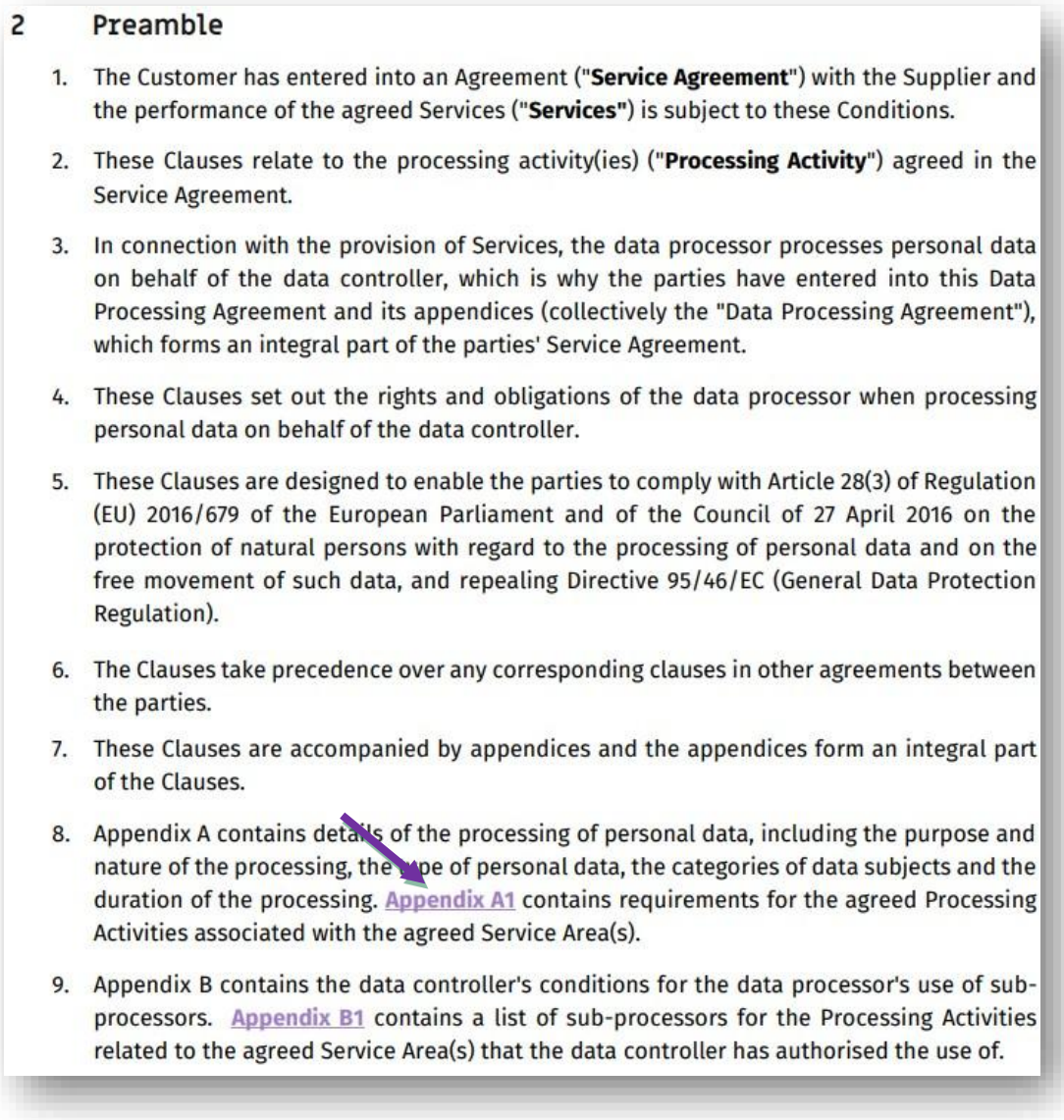


The agreement will be available in both Danish and English:



3 Information about the processing - Appendix A1

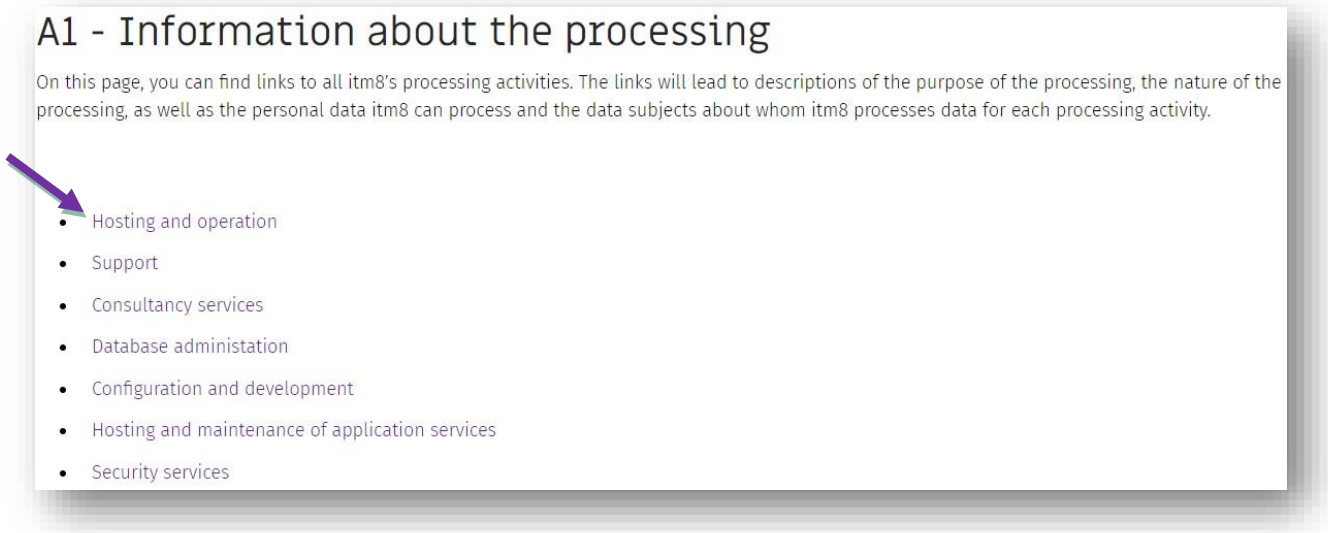
To see information about the processing agreed with itm8, look in the preamble of the data processing agreement, under section 2.8, where there is a link to Appendix A1.



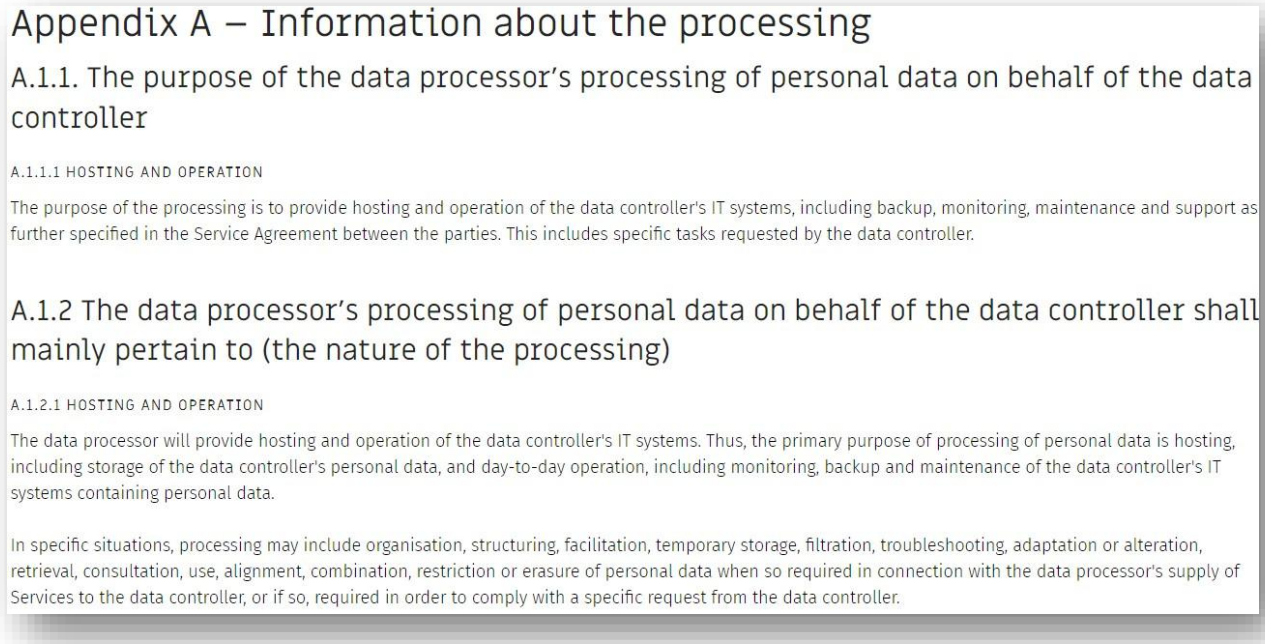
2 Preamble

1. The Customer has entered into an Agreement ("**Service Agreement**") with the Supplier and the performance of the agreed Services ("**Services**") is subject to these Conditions.
2. These Clauses relate to the processing activity(ies) ("**Processing Activity**") agreed in the Service Agreement.
3. In connection with the provision of Services, the data processor processes personal data on behalf of the data controller, which is why the parties have entered into this Data Processing Agreement and its appendices (collectively the "Data Processing Agreement"), which forms an integral part of the parties' Service Agreement.
4. These Clauses set out the rights and obligations of the data processor when processing personal data on behalf of the data controller.
5. These Clauses are designed to enable the parties to comply with Article 28(3) of Regulation (EU) 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).
6. The Clauses take precedence over any corresponding clauses in other agreements between the parties.
7. These Clauses are accompanied by appendices and the appendices form an integral part of the Clauses.
8. Appendix A contains details of the processing of personal data, including the purpose and nature of the processing, the type of personal data, the categories of data subjects and the duration of the processing. Appendix A1 contains requirements for the agreed Processing Activities associated with the agreed Service Area(s).
9. Appendix B contains the data controller's conditions for the data processor's use of sub-processors. Appendix B1 contains a list of sub-processors for the Processing Activities related to the agreed Service Area(s) that the data controller has authorised the use of.

By clicking on "Appendix A1" you get access to an overview of the processing activities performed by itm8:

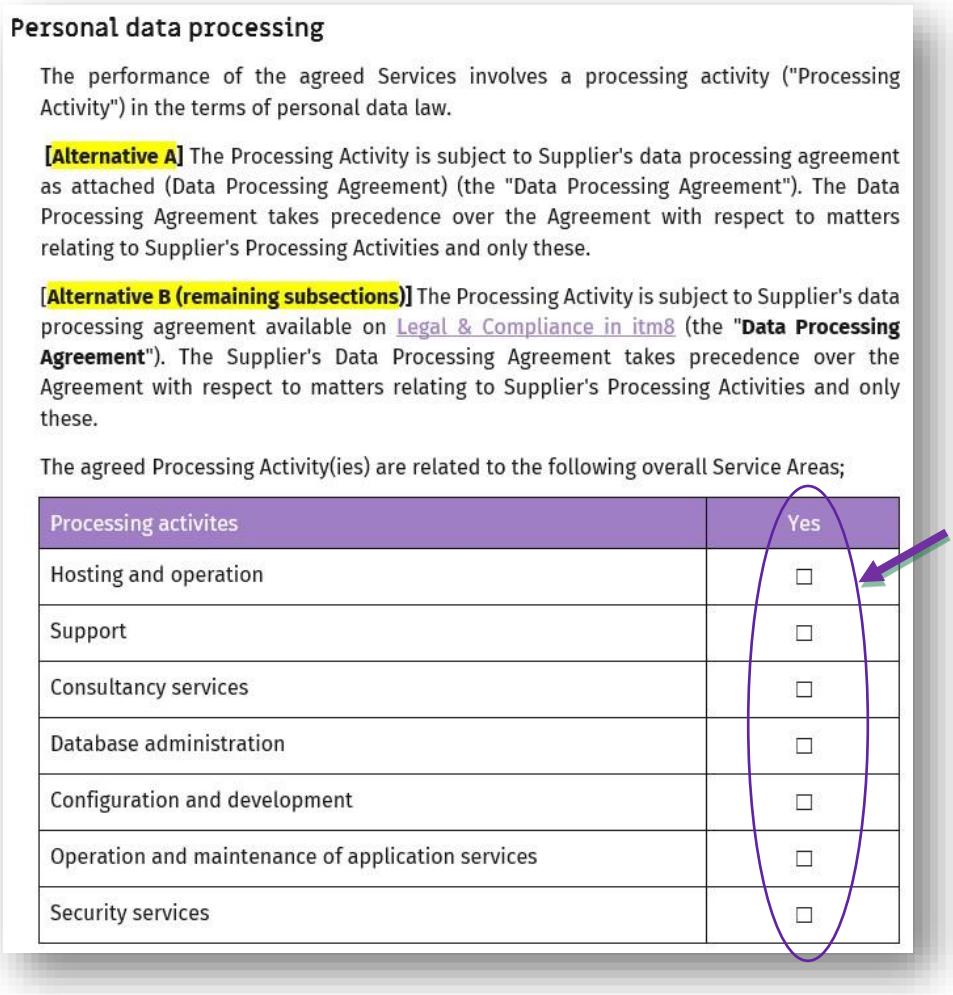


When you click on the selected treatment activity, you will access a description of what has been agreed with itm8:



If you are unsure which processing activity(ies) you have agreed with itm8, please refer to your agreement with itm8 under the section "Personal data processing".

The selected processing activity(ies) will be ticked "Yes":



Personal data processing

The performance of the agreed Services involves a processing activity ("Processing Activity") in the terms of personal data law.

[Alternative A] The Processing Activity is subject to Supplier's data processing agreement as attached (Data Processing Agreement) (the "Data Processing Agreement"). The Data Processing Agreement takes precedence over the Agreement with respect to matters relating to Supplier's Processing Activities and only these.

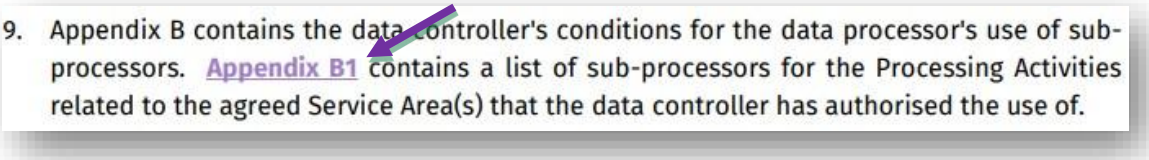
[**Alternative B (remaining subsections)**] The Processing Activity is subject to Supplier's data processing agreement available on Legal & Compliance in itm8 (the "**Data Processing Agreement**"). The Supplier's Data Processing Agreement takes precedence over the Agreement with respect to matters relating to Supplier's Processing Activities and only these.

The agreed Processing Activity(ies) are related to the following overall Service Areas;

Processing activites	Yes
Hosting and operation	☐
Support	☐
Consultancy services	☐
Database administration	☐
Configuration and development	☐
Operation and maintenance of application services	☐
Security services	☐

4 Sub-processor - Appendix B1

To see which sub-processors you have agreed with itm8, look in the preamble of the data processing agreement under section 2.9, where there is a link to Appendix B1:



9. Appendix B contains the data controller's conditions for the data processor's use of sub-processors. Appendix B1 contains a list of sub-processors for the Processing Activities related to the agreed Service Area(s) that the data controller has authorised the use of.

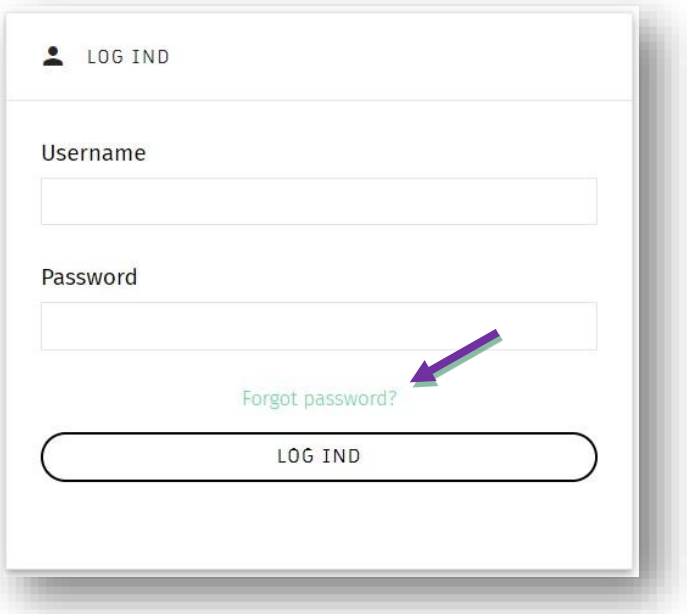
By clicking on "Appendix B1", you can access an overview of the sub-processors used by itm8 during the individual processing activities.



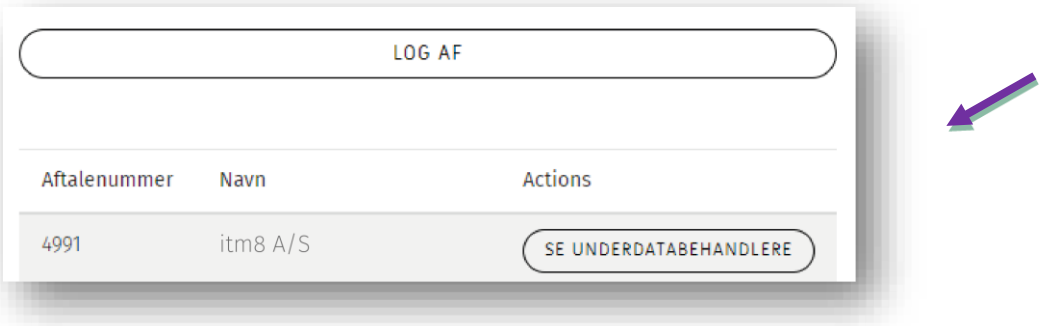
Once you have entered into your agreement with itm8, you will be able to log in and see which subdata processors are used for the services that you have agreed with itm8.

To log in, please use the email that you have informed itm8 that you would like to be contacted on.

The first time you log in, press "Forgot password" and you will be sent a new temporary password:



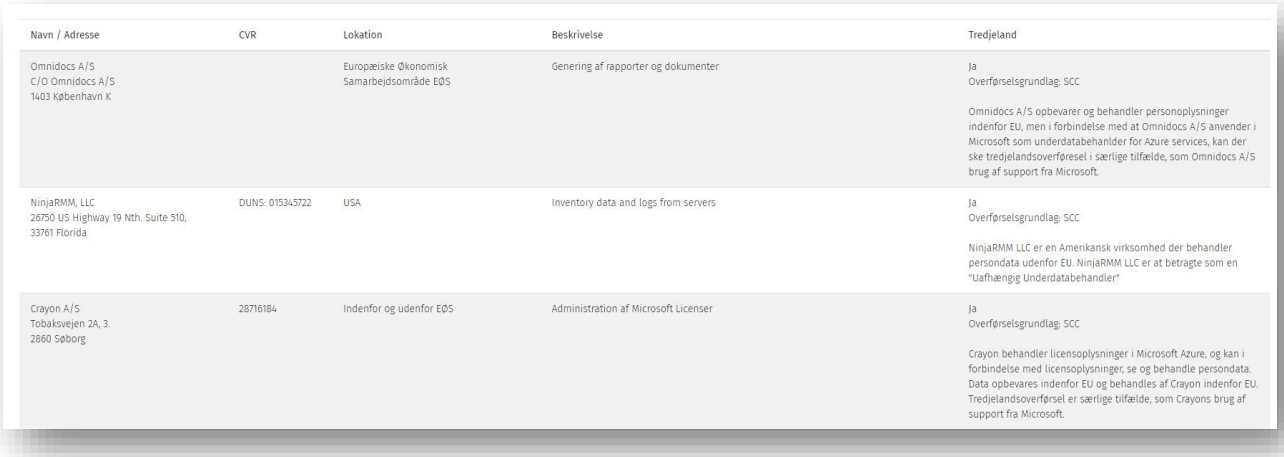
When you are logged in, you will be able to see the sub-processors for your agreements by clicking "See sub-processor":



You will then be able to access a list of your selected sub-processors:

5 Instructions and safety precautions - Appendix C

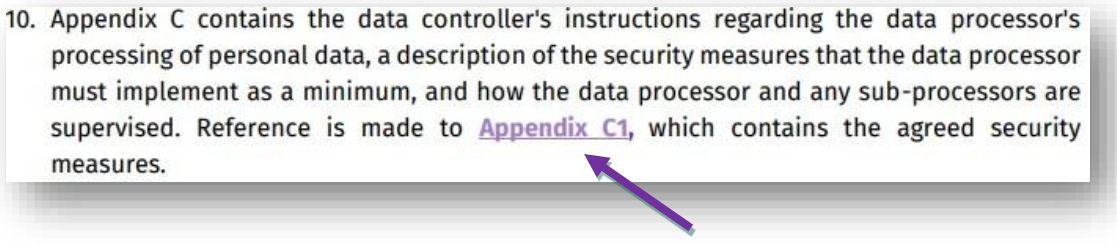
When you need to see the description of your instructions to itm8, you can find it in Appendix C in



Navn / Adresse	CVR	Lokation	Beskrivelse	Tredjeland
Omnidocs A/S C/O Omnidocs A/S 1403 København K		Europæiske Økonomisk Samarbejdsområde EØS	Genering af rapporter og dokumenter	Ja Overførselsgrundlag: SCC Omnidocs A/S opbevarer og behandler personoplysninger indenfor EU, men i forbindelse med at Omnidocs A/S anvender i Microsoft som underdatabehanlder for Azure services, kan der ske tredjelandsoverføresel i særlige tilfælde, som Omnidocs A/S brug af support fra Microsoft.
NinjaRMM, LLC 26750 US Highway 19 Nth. Suite 510, 33761 Florida	DUNS: 015345722	USA	Inventory data and logs from servers	Ja Overførselsgrundlag: SCC NinjaRMM LLC er en Amerikansk virksomhed der behandler persondata udenfor EU. NinjaRMM LLC er at betragte som en "Uafhængig Underdatabehandler"
Crayon A/S Tobaksvejen 2A, 3. 2860 Søborg	28716184	Indenfor og udenfor EØS	Administration af Microsoft Licenser	Ja Overførselsgrundlag: SCC Crayon behandler licensoplysninger i Microsoft Azure, og kan i forbindelse med licensoplysninger, se og behandle persondata. Data opbevares indenfor EU og behandles af Crayon indenfor EU. Tredjelandsoverførsel er særlige tilfælde, som Crayons brug af support fra Microsoft.

the data processing agreement.

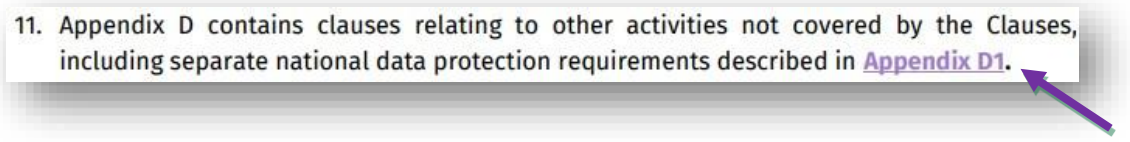
You can access your agreed security measures that you have agreed with itm8 by clicking on the link to Appendix C1 in the preamble of the data processing agreement under section 2.10:



6 National safety rules - Appendix D

Itm8 uses the same data processing agreement as standard in all EU countries where itm8's companies are present. If there are special national rules or other relevant requirements in the

individual EU countries, these special rules and requirements will be agreed in Appendix D8, which can be accessed via the link in the preamble to the data processing agreement under section 2.11:



7 Customer responsibility for documentation of the agreement

We reserve the right to change the content that appears on our website "Legal and Compliance", and new versions of our documents will regularly be posted on the website.

It is the customer's responsibility to ensure that the customer has its own version of the data processing agreement with appendices, as the customer undertakes to download the data processing agreement with appendices in the agreement with itm8.

We therefore encourage the customer to download the data processing agreement with appendices immediately after entering into the agreement.