

DATA PROCESSING AGREEMENT FOR LITMOS SERVICES

1. DEFINITIONS

- 1.1. **“Controller”** means the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of Personal Data; for the purposes of this DPA, where Customer acts as processor for another controller, it shall in relation to Litmos be deemed as additional and independent Controller with the respective controller rights and obligations under this DPA.
- 1.2. **“Data Protection Law”** means the applicable legislation protecting the fundamental rights and freedoms of persons and their right to privacy with regard to the processing of Personal Data under the Agreement.
- 1.3. **“Data Subject”** means an identified or identifiable natural person as defined by Data Protection Law.
- 1.4. **“New SCC Relevant Transfer”** means a transfer (or an onward transfer) to a Third Country of Personal Data that is either subject to applicable Data Protection Law and where any required adequacy means under applicable Data Protection Law can be met by entering into the New Standard Contractual Clauses.
- 1.5. **“New Standard Contractual Clauses”** means the unchanged standard contractual clauses, published by the European Commission, reference 2021/914 or any subsequent final version thereof
- 1.6. **“Personal Data”** means any information relating to a Data Subject which is protected under Data Protection Law.
- 1.7. **“Personal Data Breach”** means a confirmed accidental or unlawful destruction, loss, alteration, unauthorized disclosure of or unauthorized third-party access to Personal Data.
- 1.8. **“Processor”** means a natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller, be it directly as processor of a controller or indirectly as subprocessor of a processor which processes personal data on behalf of the controller.
- 1.9. **“Subprocessor”** or **“sub-processor”** means Litmos Affiliates and third parties engaged by Litmos or Litmos Affiliates in connection with the Service and which process Personal Data in accordance with this DPA.
- 1.10. **“Technical and Organizational Measures”** means the technical and organizational measures for the relevant Service published at www.litmos.com/termsandconditions.
- 1.11. **“Third Country”** means any country, organization or territory not acknowledged by applicable Data Protection Law as a safe country with an adequate level of data protection.

2. BACKGROUND

- 2.1. Purpose and Application
 - 2.1.1. This document (**“DPA”**) is incorporated into the Agreement and forms part of a written (including in electronic form) contract between Litmos and Customer. This DPA applies to Personal Data processed by Litmos and its Subprocessors in connection with its provision of the Service. This DPA does not apply to non-production environments of the Service if such environments are made available by Litmos. Customer shall not store Personal Data in such environments.
- 2.2. Governance
 - 2.2.1. Litmos acts as a Processor and Customer and those entities that it permits to use the Service act as Controllers under the DPA.
 - 2.2.2. Customer acts as a single point of contact and shall obtain any relevant authorizations, consents and permissions for the processing of Personal Data in accordance with this DPA, including, where applicable approval by Controllers to use Litmos as a Processor. Where authorizations, consent, instructions or permissions are provided by Customer these are provided not only on behalf of the Customer but also on behalf of any other Controller using the Service. Where Litmos informs or gives notice to Customer, such information or notice is deemed received by those Controllers permitted by Customer to use the Service. Customer shall forward such information and notices to the relevant Controllers.

3. SECURITY OF PROCESSING

3.1. Applicability of the Technical and Organizational Measures

Litmos has implemented and will apply the Technical and Organizational Measures. Customer has reviewed such measures and agrees that as to the Service selected by Customer in the Order Form the measures are appropriate taking into account the state of the art, the costs of implementation, nature, scope, context and purposes of the processing of Personal Data.

3.2. Changes

3.2.1. Litmos may change the Technical and Organizational Measures at any time without notice so long as it maintains a comparable or better level of security. Individual measures may be replaced by new measures that serve the same purpose without diminishing the security level protecting Personal Data.

3.2.2. Litmos will publish updated versions of the Technical and Organizational Measures on www.litmos.com/termsandconditions.

4. LITMOS OBLIGATIONS

4.1. Instructions from Customer

Litmos will process Personal Data only in accordance with documented instructions from Customer. The Agreement constitutes such documented initial instructions and each use of the Service then constitutes further instructions. Litmos will use reasonable efforts to follow any other Customer instructions, as long as they are required by Data Protection Law, technically feasible and do not require changes to the Service. If any of the before-mentioned exceptions apply, or Litmos otherwise cannot comply with an instruction or is of the opinion that an instruction infringes Data Protection Law, Litmos will immediately notify Customer (email permitted).

4.2. Processing on Legal Requirement

Litmos may also process Personal Data where required to do so by applicable law. In such a case, Litmos shall inform Customer of that legal requirement before processing unless that law prohibits such information on important grounds of public interest.

4.3. Personnel

To process Personal Data, Litmos and its Subprocessors shall only grant access to authorized personnel who have committed themselves to confidentiality. Litmos and its Subprocessors will regularly train personnel having access to Personal Data in applicable data security and data privacy measures.

4.4. Cooperation

4.4.1. At Customer's request, Litmos will reasonably cooperate with Customer and Controllers in dealing with requests from Data Subjects or regulatory authorities regarding Litmos' processing of Personal Data or any Personal Data Breach.

4.4.2. If Litmos receives a request from a Data Subject in relation to the Personal Data processing hereunder, Litmos will promptly notify Customer (where the Data Subject has provided information to identify the Customer) via e-mail and shall not respond to such request itself but instead ask the Data Subject to redirect its request to Customer.

4.4.3. In the event of a dispute with a Data Subject as it relates to Litmos' processing of Personal Data under this DPA, the Parties shall keep each other informed and, where appropriate, reasonably co-operate with the aim of resolving the dispute amicably with the Data Subject.

4.4.4. Litmos shall provide functionality for production systems that supports Customer's ability to correct, delete or anonymize Personal Data from a Service, or restrict its processing in line with Data Protection Law. Where such functionality is not provided, Litmos will correct, delete or anonymize any Personal Data, or restrict its processing, in accordance with the Customer's instruction and Data Protection Law.

4.5. Personal Data Breach Notification

Litmos will notify Customer without undue delay after becoming aware of any Personal Data Breach (or as required by Data Protection Law) and provide reasonable information in its possession to assist Customer to meet Customer's obligations to report a Personal Data Breach as required under Data Protection Law. Litmos may provide such information in phases as it becomes available. Such notification shall not be interpreted or construed as an admission of fault or liability by Litmos.

4.6. Data Protection Impact Assessment

If, pursuant to Data Protection Law, Customer (or its Controllers) are required to perform a data protection impact assessment or prior consultation with a regulator, at Customer's request, Litmos will provide such documents as are generally available for the Service. Any additional assistance shall be mutually agreed between the Parties.

5. DATA EXPORT AND DELETION

5.1. Export and Retrieval by Customer

During the Subscription Term and subject to the Agreement, Customer can access its Personal Data at any time. Customer may export and retrieve its Personal Data in a standard format. Export and retrieval may be subject to technical limitations, in which case Litmos and Customer will find a reasonable method to allow Customer access to Personal Data.

5.2. Deletion

Before the Subscription Term expires, Customer may use Litmos' self-service export tools (as available) to perform a final export of Personal Data from the Service (which shall constitute a "return" of Personal Data). At the end of the Subscription Term, Customer hereby instructs Litmos to delete the Personal Data remaining on servers hosting the Service within a reasonable time period in line with Data Protection Law (not to exceed 6 months) unless applicable law requires retention.

6. CERTIFICATIONS AND AUDITS

6.1. Customer Audit

Customer or its independent third party auditor reasonably acceptable to Litmos (which shall not include any third party auditors who are either a competitor of Litmos or not suitably qualified or independent) may audit Litmos' control environment and security practices relevant to Personal Data processed by Litmos only if:

- a) Litmos has not provided sufficient evidence of its compliance with the Technical and Organizational Measures that protect the production systems of the Service through providing either: (i) a certification as to compliance with ISO 27001 or other standards (scope as defined in the certificate); or (ii) a valid ISAE3402 or ISAE3000 or other SOC1-3 attestation report. Upon Customer's request audit reports or ISO certifications are available through the third party auditor or Litmos;
- b) a Personal Data Breach has occurred;
- c) an audit is formally requested by Customer's data protection authority; or
- d) provided under mandatory Data Protection Law conferring Customer a direct audit right and provided that Customer shall only audit once in any 12 month period unless mandatory Data Protection Law requires more frequent audits.

6.2. Other Controller Audit

Any other Controller may assume Customer's rights under Section 6.1 only if it applies directly to the Controller and such audit is permitted and coordinated by Customer. Customer shall use all reasonable means to combine audits of multiple other Controllers to avoid multiple audits unless the audit must be undertaken by the other Controller itself under Data Protection Law. If several Controllers whose Personal Data is processed by Litmos on the basis of the Agreement require an audit, Customer shall use all reasonable means to combine the audits and to avoid multiple audits.

6.3. Scope of Audit

Customer shall provide at least 60 days advance notice of any audit unless mandatory Data Protection Law or a competent data protection authority requires shorter notice. The frequency and scope of any audits shall be mutually agreed between the parties acting reasonably and in good faith. Customer audits shall be limited in time to a maximum of 3 business days. Beyond such restrictions, the parties will use current certifications or other audit reports to avoid or minimize repetitive audits. Customer shall provide the results of any audit to Litmos.

6.4. Cost of Audits

Customer shall bear the costs of any audit unless such audit reveals a material breach by Litmos of this DPA, then Litmos shall bear its own expenses of an audit. If an audit determines that Litmos has breached its obligations under the DPA, Litmos will promptly remedy the breach at its own cost.

7. SUBPROCESSORS

7.1. Permitted Use

Litmos is granted a general authorization to subcontract the processing of Personal Data to Subprocessors, provided that:

- a) Litmos shall engage Subprocessors under a written (including in electronic form) contract consistent with the terms of this DPA in relation to the Subprocessor's processing of Personal Data. Litmos shall be liable for any breaches by the Subprocessor in accordance with the terms of this Agreement;
- b) Litmos will evaluate the security, privacy and confidentiality practices of a Subprocessor prior to selection to establish that it is capable of providing the level of protection of Personal Data required by this DPA; and
- c) Litmos' list of Subprocessors in place on the effective date of the Agreement is published by Litmos on Litmos website or Litmos will make it available to Customer upon request, including the name, address and role of each Subprocessor Litmos uses to provide the Service.
- d) For Consulting Services, Litmos will, upon request of the Customer, make the list available or identify such subprocessors prior to the start of the applicable Litmos Services

7.2. New Subprocessors

Litmos' use of Subprocessors is at its discretion, provided that:

- a) Litmos will inform Customer in advance (by email or by posting on the Litmos website) of any intended additions or replacements to the list of Subprocessors including name, address and role of the new Subprocessor; and
- b) Customer may object to such changes as set out in Section 7.3.

7.3. Objections to New Subprocessors

7.3.1. If Customer has a legitimate reason under Data Protection Law to object to the new Subprocessors' processing of Personal Data, Customer may terminate the Agreement (limited to the Service for which the new Subprocessor is intended to be used) on written notice to Litmos. Such termination shall take effect at the time determined by the Customer which shall be no later than 30 days from the date of Litmos' notice to Customer informing Customer of the new Subprocessor. If Customer does not terminate within this 30 day period, Customer is deemed to have accepted the new Subprocessor.

7.3.2. Within the 30 day period from the date of Litmos' notice to Customer informing Customer of the new Subprocessor, Customer may request that the parties discuss in good faith a resolution to the objection. Such discussions shall not extend the period for termination and do not affect Litmos' right to use the new Subprocessor(s) after the 30 day period.

7.3.3. Any termination under this Section 7.3 shall be deemed to be without fault by either party and shall be subject to the terms of the Agreement.

7.4. Emergency Replacement

Litmos may replace a Subprocessor without advance notice where the reason for the change is outside of Litmos' reasonable control and prompt replacement is required for security or other urgent reasons. In this case, Litmos will inform Customer of the replacement Subprocessor as soon as possible following its appointment. Section 7.2 applies accordingly.

8. INTERNATIONAL PROCESSING

8.1. Conditions for International Processing

Litmos shall be entitled to process Personal Data, including by using Subprocessors, in accordance with this DPA outside the country in which the Customer is located as permitted under Data Protection Law.

8.2. Applicability of New Standard Contractual Clauses

8.2.1.1. Where Litmos is not located in a Third Country and acts as a data exporter, Litmos has entered in to the New Standard Contractual Clauses with each Subprocessor as the data importer. Module 3 (Processor to Processor) of the New Standard Contractual Clauses shall apply to such New SCC Relevant Transfers.

8.2.1.2. Where Litmos is located in a Third Country:

Litmos and Customer hereby enter into the New Standard Contractual Clauses with Customer as the data exporter and Litmos as the data importer which shall apply as follows:

- a) Module 2 (Controller to Processor) shall apply where Customer is a Controller; and
- b) Module 3 (Processor to Processor) shall apply where Customer is a Processor. Where Customer acts as Processor under Module 3 (Processor to Processor) of the New Standard Contractual Clauses, Litmos acknowledges that Customer acts as Processor under the instructions of its Controller(s).

8.2.2. Other Controllers or Processors whose use of the Services has been authorized by Customer under the Agreement may also enter into the New Standard Contractual Clauses with Litmos in the same manner as Customer in accordance with Section 8.2.1.28.2.1.2 above. In such case, Customer enters into the New Standard Contractual Clauses on behalf of the other Controllers or Processors.

8.2.3. With respect to a New SCC Relevant Transfer, on request from a Data Subject to the Customer, Customer may make a copy of Module 2 or 3 of the New Standard Contractual Clauses entered into between Customer and Litmos (including the relevant schedules), available to Data Subjects.

8.2.4. The governing law of the New Standard Contractual Clauses shall be the law of the applicable member state.

8.3. Relation of the Standard Contractual Clauses to the Agreement

Nothing in the Agreement shall be construed to prevail over any conflicting clause of the New Standard Contractual Clauses. For the avoidance of doubt, where this DPA further specifies audit and Subprocessor rules, such specifications also apply in relation to the New Standard Contractual Clauses.

8.4. Third Party Beneficiary Right under the New Standard Contractual Clauses

8.4.1. Where Customer is located in a Third Country and acting as a data importer under Module 2 or Module 3 of the New Standard Contractual Clauses and Litmos is acting as Customer's sub-processor under the applicable Module, the respective data exporter shall have the following third party beneficiary right:

8.4.2. In the event that Customer has factually disappeared, ceased to exist in law or has become insolvent (in all cases without a successor entity that has assumed the legal obligations of the Customer by contract or by operation of law), the respective data exporter shall have the right to terminate the affected Service solely to the extent that the data exporter's Personal Data is processed. In such event, the respective data exporter also instructs Litmos to erase or return the Personal Data.

9. DOCUMENTATION; RECORDS OF PROCESSING

9.1. Each party is responsible for its compliance with its documentation requirements, in particular maintaining records of processing where required under Data Protection Law. Each party shall reasonably assist the other party in its documentation requirements, including providing the information the other party needs from it in a

manner reasonably requested by the other party, in order to enable the other party to comply with any obligations relating to maintaining records of processing.

Schedule 1 Description of the Processing

This Schedule 1 applies to describe the Processing of Personal Data for the purposes of the New Standard Contractual Clauses and applicable Data Protection Law.

1. A. LIST OF PARTIES

1.1. Under the New Standard Contractual Clauses

1.1.1. Module 2: Transfer Controller to Processor

Where Litmos is located in a Third Country, Customer is the Controller and Litmos is the Processor, then Customer is the data exporter and Litmos is the data importer.

1.1.2. Module 3: Transfer Processor to Processor

Where Litmos is located in a Third Country, Customer is a Processor and Litmos is a Processor, then Customer is the data exporter and Litmos is the data importer.

2. B. DESCRIPTION OF TRANSFER

2.1. Data Subjects

Unless provided otherwise by the data exporter, transferred Personal Data relates to the following categories of Data Subjects: employees, contractors, business partners or other individuals having Personal Data stored in the Service, transmitted to, made available to, accessed or otherwise processed by the data importer.

2.2. Data Categories

The transferred Personal Data concerns the following categories of data:

Customer determines the categories of data per the Service subscribed. Customer can configure the data fields during implementation of the Service or as otherwise provided by the Service. The transferred Personal Data typically relates to the following categories of data: name, phone numbers, e-mail address, address data, system access / usage / authorization data, company name, contract data, invoice data, plus any application-specific data that Authorized Users enter into the Service and may include bank account data, credit or debit card data.

2.3. Special Data Categories (if agreed)

2.3.1. The transferred Personal Data may comprise special categories of personal data set out in the Agreement ("**Sensitive Data**"). Litmos has taken Technical and Organizational Measures as set out in Schedule 2 to ensure a level of security appropriate to protect also Sensitive Data.

2.3.2. The transfer of Sensitive Data may trigger the application of the following additional restrictions or safeguards if necessary to take into consideration the nature of the data and the risk of varying likelihood and severity for the rights and freedoms of natural persons (if applicable):

- a) training of personnel;
- b) encryption of data in transit and at rest;
- c) system access logging and general data access logging.

2.3.3. In addition, the Services provide measures for handling of Sensitive Data as described in the Documentation.

2.4. Purposes of the data transfer and further processing; Nature of the processing

2.4.1. The transferred Personal Data is subject to the following basic processing activities:

- a) use of Personal Data to set up, operate, monitor and provide the Service (including operational and technical support);

- b) continuous improvement of service features and functionalities provided as part of the Service including automation, transaction processing and machine learning;
 - c) provision of embedded Professional Services;
 - d) communication to Authorized Users;
 - e) storage of Personal Data in dedicated data centers (multi-tenant architecture);
 - f) release, development and upload of any fixes or upgrades to the Service;
 - g) back up and restoration of Personal Data stored in the Service;
 - h) computer processing of Personal Data, including data transmission, data retrieval, data access;
 - i) network access to allow Personal Data transfer;
 - j) monitoring, troubleshooting and administering the underlying Service infrastructure and database;
 - k) security monitoring, network-based intrusion detection support, penetration testing; and
 - l) execution of instructions of Customer in accordance with the Agreement.
- 2.4.2. The purpose of the transfer is to provide and support the Service. Litmos and its Subprocessors may support the Service data centers remotely. Litmos and its Subprocessors provide support when a Customer submits a support ticket as further set out in the Agreement.
- 2.5. Additional description in respect of the New Standard Contractual Clauses:
- 2.5.1. Applicable Modules of the New Standard Contractual Clauses
- a) Module 2: Transfer Controller to Processor
 - b) Module 3: Transfer Processor to Processor
- 2.5.2. For transfers to (sub-) processors, also specify subject matter, nature and duration of the processing
- In respect of the New Standard Contractual Clauses, transfers to Subprocessors shall be on the same basis as set out in the DPA.
- 2.5.3. The frequency of the transfer (e.g. whether the data is transferred on a one-off or continuous basis).
- Transfers shall be made on a continuous basis.
- 2.5.4. The period for which the personal data will be retained, or, if that is not possible, the criteria used to determine that period.
- Personal Data shall be retained for the duration of the Agreement and subject to Section 5.2 of the DPA.

3. C. COMPETENT SUPERVISORY AUTHORITY

- 3.1. In respect of the New Standard Contractual Clauses:
- 3.1.1. Module 2: Transfer Controller to Processor
 - 3.1.2. Module 3: Transfer Processor to Processor
- 3.2. Where Customer is the data exporter, the supervisory authority shall be the competent supervisory authority that has supervision over the Customer in accordance with Clause 13 of the New Standard Contractual Clauses.

Schedule 2 Technical and Organizational Measures

This Schedule 2 applies to describe the applicable technical and organizational measures for the purposes of the New Standard Contractual Clauses and applicable Data Protection Law.

Litmos will apply and maintain the Technical and Organizational Measures.

To the extent that the provisioning of the Service comprises New SCC Relevant Transfers, the Technical and Organizational Measures set out in Schedule 2 describe the measures and safeguards which have been taken

to fully take into consideration the nature of the personal data and the risks involved. If local laws may affect the compliance with the clauses, this may trigger the application of additional safeguards applied during transmission and to the processing of the personal data in the country of destination (if applicable: encryption of data in transit, encryption of data at rest, anonymization, pseudonymization).