



DATA PROCESSING AGREEMENT

Comprised of:

Part 1. Data Pro Statement

Part 2. Standard Clauses for Data Processing

Versie: 0.1

24th of May 2018

Dutch and English version

The Data Pro Code was originally drafted in Dutch. The English version is for convenience only. In case of conflict between the Dutch and the English version, the Dutch version prevails.



DEEL 1: DATA PRO STATEMENT

Along with the Standard Clauses for Data Processing, this Data Pro Statement constitutes the data processing agreement for the product or service provided by the ENAI that has drawn up this Data Pro Statement.

GENERAL INFORMATION

1. This Data Pro Statement was drawn up by

ENAI systems BV

Rhijnspoor 247 2901 LB Capelle aan den IJssel
KvK 24070561 BTW NL 0088.24.666.B01

If you have any queries about this Data Pro Statement or data protection in general, please contact:

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2. This Data Pro Statement will enter into force on 25th of May 2018

We regularly revise the security measures outlined in this Data Pro Statement to ensure that we are always fully prepared and up to date with regard to data protection. If this document is updated, we will notify you of the revised versions through our regular channels.

3. This Data Pro Statement applies to the all products and services provided by ENAI

ENAI offers simplicity in safety and comfort. The development and implementation of software solutions for professional service providers.

ENAI supplies, installs and manages:

- ✓ hardware and software, hosted and on site, in the field of signal processing.

4. Description of products/services

The under 3 mentioned concerns a cloud solution or a solution for signal processing on location at the client with which signals, communication and follow-up functionalities become available. On location at the client this can be both a virtual solution and a hardware solution.

5. Intended use

Product/service was designed and built to process the following types of data:

With the under 3 mentioned, a solution is provided for signal processing / handling of reports /service requests from the client. In this solution, personal data are processed as names, telephone numbers, location details and e-mail addresses.

When this product/service was designed, the possibility that it would be used to process special categories of personal data or data regarding criminal convictions and offences was not taken into account. It is up to the client to determine whether or not it will use the aforementioned product or service to process such data.

6. When ENAI designed the product or service, it applied the privacy-by-design approach in the following manner:

- ✓ Awareness
The team of ENAI is trained in security principles. Depending on the role, employees are generally or very substantively trained.
- ✓ Architecture review
Voordat er een nieuwe oplossing gemaakt wordt de architectuur van de oplossing extern getoetst of de gekozen richting conceptuele kwetsbaarheden of zwakke plekken bevat.
- ✓ Code review
Before a new solution is created, the architecture of the solution is externally tested or the chosen direction contains conceptual vulnerabilities or weak spots.
- ✓ Penetration test
ENAI solutions are externally tested.
- ✓ Data
The Client will enter the data stated and referred to under point 5 into the solution and can change and delete this data. ENAI does not check the data and will only view data at the request of the client, for example if this is necessary to answer a question to the client service team or to one of ENAI's engineers.
- ✓ Periodic test
ENAI advises its customers to periodically test the solution themselves.



7. Data Pro Standardclauses

ENAI adheres to the Data Processing Standard Clauses for Data Processing, which can be found: www.enai.eu/processoragreement

8. ENAI will process the personal data provided by its clients within the EU/EEA.

9. ENAI uses the following sub-processors:

www.enai.eu/subprocessor

10. ENAI will support its clients in the following way when they receive requests from data subjects:

Viewing correction and deletion requests and a request for data portability can be submitted via: support@enai.eu

11. Once an agreement with a client has been terminated, ENAI will delete the personal data it processes on behalf of the client within [three months], in such a manner that they will no longer be able to be used and will be rendered inaccessible.

SECURITY POLICY

12. ENAI has implemented the following security measures to protect its product or service:

ENAI has a security policy with the following elements:

- ✓ Physical access control
- ✓ Access control to systems
- ✓ Integrity check
- ✓ Security of data in transit
- ✓ Supervision of data entry
- ✓ Supervision of subprocessors
- ✓ Maximum availability
- ✓ Separate processing of data
- ✓ Data leak protocol

13. ENAI conforms to the principles of the following Information Security Management System (ISMS):

- ✓ ISO 27001



14. ENAI is obtaining the following certificates:

- ✓ ISO 27001
- ✓ Data pro certificaat

DATA LEAK PROTOCOL

15. In the unfortunate event that something does go wrong, ENAI will follow the following data breach protocol to ensure that clients are notified of incidents:

If ENAI discovers a data breach in its organization, ENAI will inform its client as soon as possible by contacting the contact person registered with us for this purpose (or if this is not specifically known, the generally registered contact person) . This contact will be made by email and if the address is not known this contact will be made by telephone.

ENAI provides as much relevant data as possible, including and where possible: description of the incident, nature of the infringement, nature of personal data or categories of data subjects involved, estimation of the number of data subjects involved and possibly involved databases, indication when the incident occurred, possible consequences, measures taken and any measures still to be taken. Reports are made to the client within 72 hours if possible. ENAI itself will not report to the Dutch Data Protection Authority (AP). Reporting or not to AP remains the responsibility of the client. ENAI will support the client in the reporting process if required.

PART 2: STANDARD CLAUSES FOR DATA PROCESSING

Version: January 2018

Along with the Data Pro Statement, these standard clauses constitute the data processing agreement. They also constitute an annex to the Agreement and to the appendices to this Agreement, e.g. any general terms and conditions which may apply.

ARTICLE 1. DEFINITIONS

The following terms have the following meanings ascribed to them in the present Standard Clauses for Data Processing , in the Data Pro Statement and in the Agreement:

- 1.1 **Dutch Data Protection Authority (AP):** the regulatory agency outlined in Section 4.21 of the GDPR.
- 1.2 **GDPR:** the General Data Protection Regulation.
- 1.3 **ENAI:** the party which, in its capacity as an ICT supplier, processes Personal Data on behalf of its Client as part of the performance of the Agreement.
- 1.4 **Data Pro Statement:** a statement issued by ENAI in which it provides information on the intended use of its product or service, any security measures which have been implemented, sub-processors, data breach, certification and dealing with the rights of Data Subjects, among other things.
- 1.5 **Data Subject:** a natural person who can be identified, directly or indirectly.
- 1.6 **Client:** the party on whose behalf ENAI processes Personal Data. The Client may be either the controller (the party who determines the purpose and means of the processing) or another data processor.
- 1.7 **Agreement:** the agreement concluded between the Client and ENAI, on whose basis the ICT supplier provides services and/or products to the Client, the data processing agreement being part of this agreement.
- 1.8 **Personal Data** any and all information regarding a natural person who has been or can be identified, as outlined in Article 4.1 of the GDPR, processed by ENAI to meet its requirements under the Agreement.
- 1.9 **Data Processing Agreement:** the present Standard Clauses for Data Processing , which, along with ENAI's Data Pro Statement (or similar such information), constitute the data processing agreement within the meaning of Article 28.3 of the GDPR



ARTICLE 2. GENERAL PROVISIONS

- 2.1 The present Standard Clauses for Data Processing apply to all Personal Data processing operations carried out by ENAI in providing its products and services, as well as to all Agreements and offers. The applicability of the Client's data processing agreements is expressly rejected.
- 2.2 The Data Pro Statement, and particularly the security measures outlined in it, may be adapted from time to time to changing circumstances by ENAI. ENAI will notify the Client in the event of significant revisions. If the Client cannot reasonably agree to the revisions, the Client will be entitled to terminate the data processing agreement in writing, stating its reasons for doing so, within thirty days of having been served notice of the revisions.
- 2.3 ENAI will process the Personal Data on behalf and on behalf of the Client, in accordance with the written instructions provided by the Client and accepted by ENAI.
- 2.4 The Client or its customer will serve as the controller within the meaning of the GDPR, will have control over the processing of the Personal Data and will determine the purpose and means of processing the Personal Data.
- 2.5 ENAI will serve as the processor within the meaning of the GDPR and will therefore not have control over the purpose and means of processing the Personal Data, and will not make any decisions on the use of the Personal Data and other such matters.
- 2.6 ENAI will give effect to the GDPR as laid down in the present Standard Clauses for Data Processing, the Data Pro Statement and the Agreement. It is up to the Client to judge, on the basis of this information, whether ENAI is providing sufficient guarantees with regard to the implementation of appropriate technical and organisational measures so as to ensure that the processing operations meet the requirements of the GDPR and that Data Subjects' rights are sufficiently protected.
- 2.7 The Client will guarantee to ENAI that it acts in accordance with the GDPR, that it provides a high level of protection for its systems and infrastructure at all time, that the nature, use and/or processing of the Personal Data are not unlawful and that they do not violate any third party's rights.
- 2.8 Administrative fines imposed on the Client by the Dutch Data Protection Authority will not be able to be recouped from ENAI, except in the event of wilful misconduct or gross negligence on the part of ENAI's management team.

ARTICLE 3. SECURITY

- 3.1 ENAI will implement the technical and organisational security measures outlined in its Data Pro Statement. In implementing the technical and organisational security measures, ENAI will take into account the state of the art and the costs of implementation, as well as the nature, scope, context and purposes of the processing operations and the intended use of its products



and services, the risks inherent in processing the data and risks of various degrees of likelihood and severity to the rights and freedoms of Data Subjects that are to be expected considering the nature of the intended use of ENAI's products and services.

- 3.2 Unless explicitly stated otherwise in the Data Pro Statement, the product or service provided by ENAI will not be equipped to process special categories of personal data or data relating to criminal convictions and offences.
- 3.3 ENAI seeks to ensure that the security measures it will implement are appropriate for the manner in which ENAI intends to use the product or service.
- 3.4 In the Client's opinion, said security measures provide a level of security that is tailored to the risks inherent in the processing of the Personal Data used or provided by the Client, taking into account the factors referred to in Article 3.1.
- 3.5 ENAI will be entitled to adjust the security measures it has implemented if it feels that such is necessary for a continued provision of an appropriate level of security. ENAI will record any significant adjustments it chooses to make, e.g. in a revised Data Pro Statement, and will notify the Client of said adjustments where relevant.
- 3.6 The Client may request ENAI to implement further security measures. ENAI will not be obliged to honour such requests to adjust its security measures. If ENAI makes any adjustments to its security measures at the Client's request, ENAI will be allowed to invoice the Client for the costs associated with said adjustments. ENAI will not be required to actually implement these security measures until both Parties have agreed in writing and signed off on the security measures requested by the Client.

ARTICLE 4. DATA BREACHES

- 4.1 ENAI does not guarantee that its security measures will be effective under all conditions. If ENAI discovers a data breach within the meaning of Article 4.12 of the GDPR, it will notify the Client without undue delay. The "Data Breach Protocol" section of the Data Pro Statement outlines the way in which ENAI will notify the Client of data breaches.
- 4.2 It is up to the Controller (the Client or its customer) to assess whether the data breach of which ENAI has notified the Controller must be reported to the Dutch Data Protection Authority or to the Data Subject concerned. The Controller (the Client or its customer) will at all times remain responsible for reporting data breaches which must be reported to the Dutch Data Protection Authority and/or Data Subjects pursuant to Articles 33 and 34 of the GDPR. ENAI is not obliged to report data breaches to the Dutch Data Protection Authority and/or to the Data Subject.
- 4.3 Where necessary, ENAI will provide more information on the data breach and will help the Client meet its breach notification requirements within the meaning of Articles 33 and 34 of the GDPR by providing all the necessary information.



- 4.4 If ENAI incurs any reasonable costs in doing so, it will be allowed to invoice the Client for these, at the rates applicable at the time.

ARTICLE 5. CONFIDENTIALITY

- 5.1 ENAI will ensure that the persons processing Personal Data under its responsibility are subject to a duty of confidentiality.
- 5.2 ENAI will be entitled to furnish third parties with Personal Data if and insofar as such is necessary due to a court order, statutory provision or legal order to do so issued by a government agency.
- 5.3 Any and all access and/or identification codes, certificates, information regarding access and/or password policies provided by ENAI to the Client, and any and all information provided by ENAI to the Client which gives effect to the technical and organisational security measures included in the Data Pro Statement are confidential and will be treated as such by the Client and will only be disclosed to authorised employees of the Client. The Client will ensure that its employees comply with the requirements outlined in this article.

ARTICLE 6. TERM AND TERMINATION

- 6.1 This data processing agreement constitutes part of the Agreement, and any new or subsequent agreement arising from it and will enter into force at the time of the conclusion of the Agreement and will remain effective until terminated.
- 6.2 This data processing agreement will end by operation of law when the Agreement or any new or subsequent agreement between the parties is terminated.
- 6.3 If the data processing agreement is terminated, ENAI will delete all Personal Data it currently stores and which it has obtained from the Client within the timeframe laid down in the Data Pro Statement, in such a way that the Personal Data will no longer be able to be used and will have been rendered inaccessible. Alternatively, if such has been agreed, ENAI will return the Personal Data to the Client in a machine-readable format.
- 6.4 If ENAI incurs any costs associated with the provisions of Article 6.3, it will be entitled to invoice the Client for said costs. Further arrangements relating to this subject can be laid down in the Data Pro Statement.
- 6.5 The provisions of Article 6.3 do not apply if ENAI is prevented from removing or returning the Personal Data in full or in part by a statutory provision. In such cases, ENAI will only continue to process the Personal Data insofar as such is necessary by virtue of its statutory obligations. Furthermore, the provisions of Article 6.3 will not apply if ENAI is the Controller of the Personal Data within the meaning of the GDPR.

ARTICLE 7. THE RIGHTS OF DATA SUBJECTS, DATA PROTECTION IMPACT ASSESSMENTS (DPIA) AND AUDITING RIGHTS

- 7.1 Where possible, ENAI will cooperate with reasonable requests made by the Client relating to Data Subjects claiming alleged rights from the Client. If ENAI is directly approached by a Data Subject, it will refer the Data Subject to the Client where possible.
- 7.2 If the Client is required to carry out a Data Protection Impact Assessment or a subsequent consultation within the meaning of Articles 35 and 36 of the GDPR, ENAI will cooperate with such, following a reasonable request to do so.
- 7.3 ENAI will be able to demonstrate its compliance with its requirements under the data processing agreement by means of a valid Data Processing Certificate or an equivalent certificate or audit report (third-party memorandum) issued by an independent expert.
- 7.4 In addition, at the Client's request, ENAI will provide all other information that is reasonably required to demonstrate compliance with the arrangements made in this data processing agreement. If, in spite of the foregoing, the Client has grounds to believe that the Personal Data are not processed in accordance with the data processing agreement, the Client will be entitled to have an audit performed (at its own expense) not more than once every year by an independent, fully certified, external expert who has demonstrable experience with the type of data processing operations carried out under the Agreement. The audit will be limited to verifying that ENAI is complying with the arrangements made regarding the processing of the Personal Data as laid down in the present data processing agreement. The expert will be subject to a duty of confidentiality with regard to his/her findings and will only notify the Client of matters which cause ENAI to fail to comply with its obligations under the data processing agreement. The expert will furnish ENAI with a copy of his/her report. ENAI will be entitled to reject an audit or instruction issued by the expert if it feels that the audit or instruction is inconsistent with the GDPR or any other law, or that it constitutes an unacceptable breach of the security measures it has implemented.
- 7.5 The parties will consult each other on the findings of the report at their earliest convenience. The parties will implement the measures for improvement suggested in the report insofar as they can be reasonably expected to do so. ENAI will implement the proposed measures for improvement insofar as it feels these are appropriate, taking into account the processing risks associated with its product or service, the state of the art, the costs of implementation, the market in which it operates, and the intended use of the product or service.
- 7.6 ENAI will be entitled to invoice the Client for any costs it incurs in implementing the measures referred to in this article.



ARTICLE 8. SUB-PROCESSORS

- 8.1. ENAI has outlined in the Data Pro Statement whether ENAI uses any third parties (sub-processors) to help it process the Personal Data, and if so, which third parties.
- 8.2. The Client authorises ENAI to hire other sub-processors to meet its obligations under the Agreement.
- 8.3. ENAI will notify the Client if there is a change with regard to the third parties hired by ENAI, e.g. through a revised Data Pro Statement. The Client will be entitled to object to the aforementioned change implemented by ENAI. ENAI will ensure that any third parties it hires will commit to ensuring the same level of Personal Data protection as the security level ENAI is bound to provide to the Client pursuant to the Data Pro Statement.

ARTICLE 9. OTHER PROVISIONS

These Standard Clauses for Data Processing, along with the Data Pro Statement, constitute an integral part of the Agreement. Therefore, any and all rights and requirements arising from the Agreement, including any general terms and conditions and/or limitations of liability which may apply, will also apply to the data processing agreement.