

Personal Data Processor Agreement



Date: 08/02/2021

TellusTalk AB, corp. ID no. 556429-8213

1 Parties

The party who orders and uses our services, and thereby confirms that they accept our General terms & conditions and this associated Personal Data Processor Agreement, and hence has the responsibility of personal data controller according to this agreement (hereinafter referred to as "the Controller"),

AND

TellusTalk AB (hereinafter referred to as "the Processor") with corporate ID number 556429-8213 and address Kungsgatan 37, 8th floor, 111 56 Stockholm

(jointly referred to as "the Parties")

are agreed on the following personal data processor agreement ("the Agreement").

2 Background

- 2.1 The Parties have entered into an agreement regarding the service ("the Service Agreement") whereby the Processor, on assignment of the Controller, shall provide messaging services via the electronic services which are included in the Service Agreement. As a result of the Service Agreement, the Processor will process personal data on behalf of the Controller.
- 2.2 According to Applicable data protection law, see item 3.1 below, the processing of personal data by a processor on behalf of a controller shall be regulated by way of an agreement. Consequently the Parties have entered into the Agreement.
- 2.3 The purpose of the Agreement is to ensure that the Processor's processing of personal data on behalf of the Controller takes place in accordance with Applicable data protection law, decisions by authorities and the Controller's instructions.
- 2.4 The Agreement represents an appendix to the Service Agreement. In the event of conflicting provisions, the Agreement shall take precedence.

3 Definitions

- 3.1 "Applicable data protection law" refers to 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) with associated implementation provisions as well as any and all other legislation (including ordinances and

regulations) which is applicable to the processing of personal data which takes place under the Agreement, such as this may change over time. Terms and expressions which concern personal data and which begin with a lowercase letter, e.g. "controller", "personal data", "processing", "processor", "third country" etc., shall be given the meaning which is specified in Applicable data protection law.

4 Responsibilities and instructions

- 4.1 The Processor shall perform all processing of personal data in accordance with the Agreement and Applicable data protection law.
- 4.2 The Processor may only process personal data in accordance with the Controller's documented instructions and other directions regarding the purpose, scope, nature and duration of processing of personal data as well as categories of data subjects to the extent necessary in order for the Processor to be able to fulfil its obligations according to the Agreement and Applicable data protection law. Such instructions are set out in *Appendix 1*.
- 4.3 The Processor does not have the right to process personal data for any other purpose than that which is set out in the Agreement, unless the Processor has first obtained the Controller's written approval to do so in each individual case.
- 4.4 If the Processor has received insufficient or incorrect instructions, the Processor shall bring this to the attention of the Controller without delay, and shall thereafter await further instructions from the Controller.

5 Security and confidentiality

- 5.1 The Processor shall undertake appropriate technical and organisational measures to protect the personal data which is being processed. When assessing an appropriate level of security, particular consideration shall be given to the risks which the processing entails, in particular to accidental or unlawful destruction, loss or modification of, or unauthorised disclosure of or unauthorised access to, the personal data which has been transferred, stored or in some other way processed. If the personal data which is being processed represents sensitive personal data, the Processor shall undertake any additional such measures which are appropriate to protect such sensitive personal data.
- 5.2 In order to protect the personal data which is being processed, the Processor shall, as a minimum level, take such technical and organizational measures as stated in the GDPR. In addition, the Processor is responsible for ensuring that decisions by authorities regarding security measures for the processing of personal data are followed.
- 5.3 The Processor shall process the personal data confidentially. The Processor is responsible for ensuring that persons within the Processor's organisation who have permission to process the personal data shall enter into a specific confidentiality agreement or be

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informed that a duty of confidentiality exists according to law or agreement. The Processor's confidentiality undertaking continues to apply even after the Agreement has been terminated.

6 Sub-processors

6.1 The Processor has the right to engage the services of another processor ("Sub-processor") for the fulfilment of the Processor's undertakings according to the Agreement, provided that (i) the Processor, in accordance with the instructions in Appendix 1 under the heading "Sub-processors", allows the Controller to be informed of the Processor's intention to use or replace a Sub-processor, whereupon the Controller is entitled to object to such a change, (ii) such Sub-processor enters into a written sub-processor agreement with the Processor on terms and conditions which are equivalent to the terms and conditions in the Agreement, and in particular to provide adequate guarantees regarding the implementation of appropriate technical and organisational measures in order to ensure compliance with the requirements in Applicable data protection law. At the request of the Controller, a copy of a sub-processor agreement which has been entered into shall be sent to the Controller.

If the Controller utilises its right to object to the Processor's engagement of a Sub-processor, the Processor has the right to terminate the Service Agreement with one (1) month's notice, with no right on the part of the Controller to request compensation for any damage or loss which has arisen or may arise in conjunction with the early termination of the Agreement.

The Controller may also require, at no extra cost, sub-processors to be excluded from processing of data. This may cause parts of the Service to be unavailable or not equal in delivery or capacity.

6.2 At the request of the Controller, and without delay, the Processor shall ensure that the Controller is aware of the Sub-processors which are processing personal data, by providing the Controller with complete, correct and up-to-date details of all Sub-processors, with the following information specified for each individual Sub-processor: (i) definition of the Sub-processor, including its contact information, form of incorporation and geographical placement, (ii) the type of service which the Sub-processor is performing, (iii) guarantees which are provided to ensure compliance with the requirements in Applicable data protection law, and (iv) the location where the Sub-processor processes personal data which is covered by the Agreement.

6.3 If the Sub-processor does not fulfil its obligations, the Processor shall be fully liable to the Controller for the fulfilment of the Sub-processor's obligations.

6.4 Telecom operators are not sub-processors but rather controllers for their subscribers. Telecoms operators are also subject to other legislation regarding how, where and for how long data is stored. Consequently they are not covered by this agreement.

7 Transfer to third country

7.1 Transferral to a third country may occur on three different occasions.

1) After a written agreement with the Controller a sub-processor in a third country may be hired for the delivery of a message. This then occurs automatically within the service in order to ensure delivery.

2) When users of the service sends a message via the service to a destination in a third country it is sometimes necessary for the completion of the service that the message is delivered to a mobile operator in a third country.

3) When users of the service sends a message via the service to mobiles belonging in the EU that roams in a network in a third country it is necessary for the completion of the service that the message is delivered to the subscriptions mobile operator who in turn delivers the message to the mobile via the network in a third country.

Since the Processor cannot guarantee an adequate level of protection for messages sent to a third country the user is recommended to not send messages containing personal data. The Processor would however like to inform the user that a mobile operator in a third country may obtain the recipient's phone number that in itself may constitute personal data.

Transfer of personal data to telecom operators is necessary to fulfil the Agreement. Telecom operators are not considered data processors or sub-processors and consequently no sub-processor agreements will apply. Telecom operators are separate data controllers, cf. section 6.4 above.

7.2 The Processor may transfer personal data to a third country after receiving a written consent from the Data Controller and if such transfer takes place in compliance with Applicable data protection law.

7.3 If a transfer to a third country requires the entering into of a specific agreement, the Processor, regardless of whether it is the Processor or a Sub-processor who shall enter into such agreement, shall present such agreement to the Controller if the Controller so requests.

8 Cooperation

8.1 The Processor shall assist the Controller by way of appropriate technical and organisational measures in response to a request from a data subject for access to or rectification, erasure, blocking or transfer of personal data which is processed by the Processor on behalf of the Controller, including the provision of all relevant information and documentation, to the extent that this is required under Applicable data protection law.

8.2 The Processor shall immediately inform the Controller, in relation to the personal data which is processed on behalf of the Controller, about a suspected or verified personal data breach, and shall assist the Controller in the production of information to data subjects, and

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in the production of a report to the relevant competent supervisory authority, to the extent that this is required under Applicable data protection law. The information which shall be provided to the Controller shall at least:

- a) describe the nature of the personal data breach including, where possible, the categories and approximate number of data subjects concerned, as well as the categories and approximate number of personal data records concerned,
- b) provide the name and contact details of the data protection officer or other contact point(s) where more information can be obtained,
- c) describe the likely consequences of the personal data breach, and
- d) describe the measures which the Processor has taken or proposes to take in order to deal with the personal data breach, including, where appropriate, measures to mitigate any potential adverse effects.

8.3 The Processor shall assist the Controller, in relation to the personal data which is processed on behalf of the Controller, with the carrying out of impact assessments regarding data protection, prior consultation with the relevant competent supervisory authority, and the design of appropriate technical and organisational measures, to the extent that this is required under Applicable data protection law.

9 Disclosure of data

9.1 The Processor does not have the right, without written approval from the Controller, to disclose personal data or other information about the processing of personal data to a third party, other than when such disclosure is required by law.

9.2 If a request for such disclosure is made by an authority, a data subject or some other third party, the Processor shall forward such request to the Controller without delay.

9.3 If the Controller has approved certain disclosure in writing, the Processor shall perform the disclosure in accordance with the instructions from the Controller as well as any requested actions in connection with the disclosure.

10 Transparency and monitoring

10.1 The Controller has the right, either itself or through a third party, and on the condition that the persons who perform the audit enter into appropriate confidentiality agreements and do not represent a competitor to the Processor, to carry out an audit of the Processor or in some other way check the Processor's compliance with the undertakings which have been described in the Agreement. In conjunction with such monitoring the Controller has the right to request documentation regarding measures taken by the Processor for the purpose of achieving compliance with the undertakings which have been described in the

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Agreement. All costs which are incurred by the Processor in conjunction with an audit or some other form of checking of the Processor's compliance with the Agreement as described above shall be borne by the Controller, and the time spent by the Processor in relation to such audit etc. shall be charged to the Controller at the current rate applicable at the time in question.

10.2 At the request of the Controller, the Processor shall provide all available information regarding the processing of personal data, in order for the Controller to be able to fulfil its obligations as a personal data controller in accordance with Applicable data protection law.

10.3 The Processor shall permit the inspections which a competent supervisory authority under Applicable data protection law may require in order to ensure the correct processing of personal data. The Processor shall comply with any decisions made by a competent supervisory authority regarding measures aimed at ensuring compliance with the requirements in Applicable data protection law.

11 Cessation of personal data processing

11.1 At the termination of the Agreement, all information, personal data and other data belonging to the Controller shall be deleted by the Processor or returned in accordance with the Controller's detailed instructions. If this is not possible the Processor shall manage all personal data confidentially and shall not actively process the personal data.

11.2 The Processor shall work to ensure that disruptions to the Controller's business operations are minimised, which includes an obligation to assist with any transfer to another processor.

12 Compensation

12.1 The Processor is entitled to compensation for such processing of personal data and thereto associated measures which have not been expressly agreed by the Parties at the commencement of the Agreement.

13 Liability for damages

13.1 The Processor shall hold the Controller harmless for any such damage or loss which arises as a result of processing of personal data which is in violation of the Agreement, instructions from the Controller, decision by an authority or Applicable data protection law.

13.2 The Processor shall inform the Controller without unreasonable delay if such claim for damages is made which is connected to processing of personal data according to the Agreement. The Processor is obligated to undertake reasonable measures to limit the harmful effects of that which has occurred.

14 Changes to the Agreement

- 14.1 In order to be binding, changes and/or additions to the Agreement shall be drawn up in writing and signed by authorised signatories of the Parties.

15 Agreement period

- 15.1 This Agreement comes into effect by ordering and using of the services and applies thereafter as long as the Processor processes personal data on behalf of the Controller, or until such time that the Agreement is replaced by another personal data processor agreement.

16 Applicable law and dispute resolution

- 16.1 The Agreement shall be interpreted and applied in accordance with Swedish law. Disputes arising as a result of the Agreement shall be resolved in accordance with that which has been agreed in the Service Agreement.

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Appendix 1 - Instructions

These instructions form an integral part of the Agreement and shall be followed by the Processor in conjunction with the processing of personal data.

Subject matter of the processing

Personal data which the Processor processes in conjunction with the provision of services according to the Service Agreement.

Type of processing

- Collection, storage, processing, deletion.
- Transfer of personal data in order to fulfil the Processor's obligations in accordance with item 4 in the Personal Data Processor Agreement.

Purpose of the processing

To fulfil the Processor's obligations according to the Service Agreement, any service-specific terms and conditions, and this Personal Data Processor Agreement.

To fulfil the Processor's obligations according to Applicable data protection law which are applicable to the Processor in its role of personal data processor in conjunction with the Processor's processing of personal data according to the Service Agreement and this Personal Data Processor Agreement.

Type of personal data

The categories of personal data which shall be processed vary depending on which of the Services are used by the Controller. Examples of the types of personal data which may be processed with the services include:

- Contact details, such as e.g. name, email address, telephone number and postal address.
- Personal data, such as social security number and information about health status and absence from work due to sickness.
- Sensitive personal data such as, for example, data which reveals religious conviction, political views and membership of a trade union, may be processed by the Processor depending on the business area within which the Controller chooses to use the Services.

Categories of data subjects

- Users.
- The Controller, if the Controller is a sole trader.
- The Controller's employees, customers, members and suppliers as well as other categories of data subjects whose personal data is subject to decision by the Controller.
- Depending on the business area within which the Controller chooses to use the Services, the Processor may process personal data about minors.

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Physical location where the processing is performed

The location for the processing varies depending on which of the Services and functions that are used by the Controller.

Duration of the processing

The time which is required for the Processor to fulfil its obligations according to the Service Agreement, any service-specific terms and conditions, and this Personal Data Processor Agreement.

Sub-processors

An up-to-date list of Sub-processors is available via the administrator's login on the web portal. Changes on this list will only be communicated by email to recipients that have opted in for these notifications. Opt in by sending an email to sales@tellustalk.com with the headline "Opt in for Notifications on new Sub-Processors" and clearly state the email address you want to opt in, if other than the sending one.

Please await confirmation of your optin.