Data Processing Agreement

Between

The Data Controller:

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Contact

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and

Data Processor:

tracezilla ApS
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1 Data Processing Agreement preamble

1. This Data Processing Agreement sets out the rights and obligations that apply to the Da-ta Processor's handling of personal data on behalf of the Data Controller.
2. This Agreement has been designed to ensure the Parties' compliance with Article 28, sub-section 3 of 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), which sets out specific requirements for the content of data processing agreements.
3. The Data Processor's processing of personal data shall take place for the purposes of fulfilment of the *Terms of use for the tracezilla application*, which is agreed on 11/4/26.
4. The data processing agreement and the *Terms of use for the tracezilla application* are interdependent and cannot be terminated separately. The data processing agreement may however be replaced by another valid data processing agreement without terminating the *Terms of use for the tracezilla application.*
5. This Data Processing Agreement shall take priority over any similar provisions contained in other agreements between the Parties, including in the *Terms of use of the tracezilla application*.
6. Three appendices are attached to this Data Processing Agreement. The Appendices form an integral part of this Data Processing Agreement
7. Appendix A of the Data Processing Agreement contains details about the processing as well as the purpose and nature of the processing, type of personal data, categories of data subject and duration of the processing.
8. Appendix B of the Data Processing Agreement contains the Data Controller's terms and conditions that apply to the Data Processor's use of Sub-Processors and a list of Sub-Processors approved by the Data Controller.
9. Appendix C of the Data Processing Agreement contains instructions on the processing that the Data Processor is to perform on behalf of the Data Controller (the subject of the processing), the minimum security measures that are to be implemented and how inspection with the Data Processor and any Sub-Processors is to be performed.
10. The Data Processing Agreement and its associated Appendices shall be retained in writing as well as electronically by both Parties.
11. This Data Processing Agreement shall not exempt the Data Processor from obligations to which the Data Processor is subject pursuant to the General Data Protection Regulation or other legislation.

2 The rights and obligations of the Data Controller

1. The Data Controller shall be responsible to the outside world (including the data subject) for ensuring that the processing of personal data takes place within the framework of the General Data Protection Regulation and the Danish Data Protection Act.
2. The Data Controller shall therefore have both the right and obligation to make decisions about the purposes and means of the processing of personal data.
3. The Data Controller shall be responsible for ensuring that the processing that the Data Processor is instructed to perform is authorised in law.

3 The Data Processor acts according to instructions

1. The Data Processor shall solely be permitted to process personal data on documented instructions from the Data Controller unless processing is required under EU or Member State law to which the Data Processor is subject; in this case, the Data Processor shall inform the Data Controller of this legal requirement prior to processing unless that law prohibits such information on important grounds of public interest, cf. Article 28, subsection 3, para a.
2. The Data Processor shall immediately inform the Data Controller if instructions in the opinion of the Data Processor contravene the General Data Protection Regulation or data protection provisions contained in other EU or Member State law.

4 Confidentiality

1. The Data Processor shall ensure that only those persons who are currently authorised to do so are able to access the personal data being processed on behalf of the Data Con-troller. Access to the data shall therefore without delay be denied if such authorisation is removed or expires.
2. Only persons who require access to the personal data in order to fulfil the obligations of the Data Processor to the Data Controller shall be provided with authorisation.
3. The Data Processor shall ensure that persons authorised to process personal data on behalf of the Data Controller have undertaken to observe confidentiality or are subject to suitable statutory obligation of confidentiality.
4. The Data Processor shall at the request of the Data Controller be able to demonstrate that the employees concerned are subject to the above confidentiality.

5 Security of processing

1. The Data Processor shall take all the measures required pursuant to Article 32 of the General Data Protection Regulation which stipulates that with consideration for the current level, implementation costs and the nature, scope, context and purposes of processing and the risk of varying likelihood and severity for the rights and freedoms of natural persons, the Data Controller and Processor shall implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk.
2. The above obligation means that the Data Processor shall perform a risk assessment and thereafter implement measures to counter the identified risk. Depending on their rele-vance, the measures may include the following:
    a. Pseudonymisation and encryption of personal data.
    b. The ability to ensure ongoing confidentiality, integrity, availability and resilience of processing systems and services.
    c. The ability to restore the availability and access to personal data in a timely man-ner in the event of a physical or technical incident.
    d. A process for regularly testing, assessing and evaluating the effectiveness of technical and organisational measures for ensuring the security of the processing.
3. The Data Processor shall in ensuring the above – in all cases – at a minimum implement the level of security and the measures specified in Appendix C to this Data Processing Agreement.

6 Use of Sub-Processors

1. By this agreement, the Data Controller gives her/his general and specific approvement of the Data Processor's use of sub-processors.

2. The Data Processor shall meet the requirements specified in Article 28, sub-section 2 and 4, of the General Data Protection Regulation in order to engage another processor (Sub-Processor).
3. The Data Controller must be informed before the data processor replaces his sub-processors. The Data Controller may object to a new sub-processor who processes personal data on behalf of the Data Controller if it does not process data in accordance with applicable data protection law. In this case, the Data Processor must demonstrate compliance by providing the Data Controller with access to the Data Processor's data protection rating of the sub-processor. If there is still disagreement on the use of the sub-processor, the Data Controller may request to have her/his account deleted from the tracezilla application.
4. The terms of use by the Data Processor of any sub-processors are specified in Appendix B of this agreement.
5. The Data Controller's consent to the engagement of specific sub-processors, if applicable, shall be specified in Appendix B to this Data Processing Agreement.
6. When the Data Processor has the Data Controller's authorisation to use a sub-processor, the Data Processor shall ensure that the Sub-Processor is subject to the same data protection obligations as those specified in this Data Processing Agreement on the basis of a contract or other legal document under EU law or the national law of the Member States, in particular providing the necessary guarantees that the Sub-Processor will implement the appropriate technical and organisational measures in such a way that the processing meets the requirements of the General Data Protection Regulation.

   The Data Processor shall therefore be responsible – on the basis of a sub-processor agreement – for requiring that the sub-processor at least comply with the obligations to which the Data Processor is subject pursuant to the requirements of the General Data Protection Regulation and this Data Processing Agreement and its associated Appendices.

7. A copy of such a sub-processor agreement and subsequent amendments shall – at the Data Controller's request – be submitted to the Data Controller who will thereby have the opportunity to ensure that a valid agreement has been entered into between the Data Processor and the Sub-Processor. Commercial terms and conditions, such as pricing, that do not affect the legal data protection content of the sub-processor agreement, shall not require submission to the Data Controller.
8. The Data Processor shall in his agreement with the Sub-Processor include the Data Controller as a third party in the event of the bankruptcy of the Data Processor to enable the Data Controller to assume the Data Processor's rights and invoke these as regards the Sub-Processor, e.g. so that the Data Controller is able to instruct the Sub-Processor to perform the erasure or return of data.
9. If the Sub-Processor does not fulfil his data protection obligations, the Data Processor shall remain fully liable to the Data Controller as regards the fulfilment of the obliga-tions of the Sub-Processor.

7 Transfer of data to third countries or international organisations

1. The Data Processor shall solely be permitted to process personal data on documented instructions from the Data Controller, including as regards transfer (assignment, disclo-sure and internal use) of personal data to third countries or international organisations, unless processing is required under EU or Member State law to which the Data Proces-sor is subject; in such a case, the Data Processor shall inform the Data Controller of that legal requirement prior to processing unless that law prohibits such information on important grounds of public interest, cf. Article 28, sub-section 3, para a.

2. Without the instructions or approval of the Data Controller, the Data Processor therefore cannot – within the framework of this Data Processing Agreement:
    a. disclose personal data to a data controller in a third country or in an international organisation,
    b. assign the processing of personal data to a sub-processor in a third country,
    c. have the data processed in another of the Data Processor's divisions which is lo-cated in a third country
3. The Data Controller's instructions or approval of the transfer of personal data to a third country, if applicable, shall be set out in Appendix C to this Data Processing Agreement.

8 Assistance to the Data Controller

1. The Data Processor, taking into account the nature of the processing, shall, as far as possible, assist the Data Controller with appropriate technical and organisational measures, in the fulfilment of the Data Controller's obligations to respond to requests for the exercise of the data subjects' rights pursuant to Chapter 3 of the General Data Protection Regulation.

    This entails that the Data Processor should as far as possible assist the Data Controller in the Data Controller's compliance with:

    a. notification obligation when collecting personal data from the data subject
    b. notification obligation if personal data have not been obtained from the data subject
    c. right of access by the data subject
    d. the right to rectification
    e. the right to erasure ('the right to be forgotten')
    f. the right to restrict processing
    g. notification obligation regarding rectification or erasure of personal data or re-striction of processing
    h. the right to data portability
    i. the right to object
    j. the right to object to the result of automated individual decision-making, includ-ing profiling
2. The Data Processor shall assist the Data Controller in ensuring compliance with the Da-ta Controller's obligations pursuant to Articles 32-36 of the General Data Protection Regulation taking into account the nature of the processing and the data made availa-ble to the Data Processor, cf. Article 28, sub-section 3, para f.

    This entails that the Data Processor should, taking into account the nature of the processing, as far as possible assist the Data Controller in the Data Controller's compliance with:

    a. the obligation to implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk associated with the processing
    b. the obligation to report personal data breaches to the supervisory authority (Danish Data Protection Agency) without undue delay and, if possible, within 72 hours of the Data Controller discovering such breach unless the personal data breach is unlikely to result in a risk to the rights and freedoms of natural persons
    c. the obligation – without undue delay - to communicate the personal data breach to the data subject when such breach is likely to result in a high risk to the rights and freedoms of natural persons
    d. the obligation to carry out a data protection impact assessment if a type of processing is likely to result in a high risk to the rights and freedoms of natural persons

e. the obligation to consult with the supervisory authority (Danish Data Protection Agency) prior to processing if a data protection impact assessment shows that the processing will lead to high risk in the lack of measures taken by the Data Controller to limit risk

9 Notification of personal data breach

1. On discovery of personal data breach at the Data Processor's facilities or a sub-processor's facilities, the Data Processor shall without undue delay notify the Data Controller.

   The Data Processor's notification to the Data Controller shall, if possible, take place within 48 hours after the Data Processor has discovered the breach to enable the Data Controller to comply with his obligation, if applicable, to report the breach to the supervisory authority within 72 hours.

2. According to Clause 9.2., para b, of this Data Processing Agreement, the Data Processor shall – taking into account the nature of the processing and the data available – assist the Data Controller in the reporting of the breach to the supervisory authority.

   This may mean that the Data Processor is required to assist in obtaining the information listed below which, pursuant to Article 33, sub-section 3, of the General Data Protection Regulation, shall be stated in the Data Controller's report to the supervisory authority:

   a. The nature of the personal data breach, including, if possible, the categories and the approximate number of affected data subjects and the categories and the approximate number of affected personal data records
   b. Probable consequences of a personal data breach
   c. Measures which have been taken or are proposed to manage the personal data breach, including, if applicable, measures to limit its possible damage

10 Erasure and return of data

1. On termination of the processing services, the Data Processor shall be under obligation, at the Data Controller's discretion, to erase or return all the personal data to the Data Controller and to erase existing copies unless EU law or Member State law re-quires storage of the personal data.

11 Inspection and audit

1. The Data Processor shall make available to the Data Controller all information neces-sary to demonstrate compliance with Article 28 of the General Data Protection Regulation and this Data Processing Agreement, and allow for and contribute to audits, including inspections performed by the Data Controller or another auditor mandated by the Data Controller.
2. The procedures applicable to the Data Controller's inspection of the Data Processor are specified in Appendix C to this Data Processing Agreement.
3. The Data Controller's inspection of sub-processors, if applicable, shall as a rule be performed through the Data Processor. The procedures for such inspection are specified in Appendix C to this Data Processing Agreement.
4. The Data Processor shall be required to provide the supervisory authorities, which pursuant to applicable legislation have access to the Data Controller's and Data Processor's facilities, or representatives acting on behalf of such supervisory authorities, with access to the Data Processor's physical facilities on presentation of appropriate identification.

12 Commencement and termination

1. This Data Processing Agreement shall become effective by accept of the *Terms of use of the tracezilla application* and by the use of the tracezilla application
2. This Data Processing Agreement may be terminated according to the terms and condi-tions of termination, incl. notice of termination, specified in the *Terms of use of the tracezilla application.*
3. This Data Processing Agreement shall apply as long as the processing is performed. Irrespective of the termination of the *Terms of use of the tracezilla application* and/or this Data Processing Agreement, the Data Processing Agreement shall remain in force until the termination of the processing and the erasure of the data by the Data Processor and any sub-processors.

Appendix A Information about the processing

The purpose of the Data Processor’s processing of personal data on behalf of the Data Controller is:

that the Data Controller can use the the tracezilla application, which is owned and administrated by tracezilla ApS, to collect and process data about the customers, suppliers, producers and other partners of the Data Controller.

The Data Processor’s processing of personal data on behalf of the Data Controller shall mainly pertain to:

the Data Processor makes the tracezilla application available to the Data Controller and hereby store data, including in some occassions personal data, about contact persons of the Data Controllers partners on servers by approved sub-processors.

The processing includes the following types of personal data about data subjects:

Name, professional phone number, profesional email address of contact persons of the Data Controllers partners.

Processing includes the following categories of data subject:

Contact persons of the Data Controllers partners

The Data Processor’s processing of personal data on behalf of the Data Controller may be performed when this Data Processing Agreement commences. Processing has the following duration:

Processing shall not be time-limited and shall be performed until this Data Processing Agreement is terminated or cancelled by one of the Parties

Appendix B Terms of the Data Processor's use of sub-processors and list of approved sub-processors

B.1 Terms of the Data Processor's use of sub-processors, if applicable

The Data Processor has the Data Controller's general consent for the engagement of sub-processors. The Data Processor shall, however, inform the Data Controller of any planned changes with regard to additions to or replacement of other data processors

B.2 Approved sub-processors

An updated list of sub-processors can be found on this page: Use of sub-processors (https://www.tracezilla.com/use-of-subprocessors)

The Data Processor shall not be entitled – without the Data Controller's explicit written consent – to engage a sub-processor for 'different' processing than the one that has been agreed or have another sub-processor perform the described processing.

Appendix C Instruction pertaining to the use of personal data

C.1 The subject of/instruction for the processing

The Data Processor's processing of personal data on behalf of the Data Controller shall be carried out by the Data Controller accept the *Terms of use of the tracezilla application*and thereby instruct tracezilla in processsing the Data Controller's personal data, cf. item 7.3 in the aforementioned terms.

C.2 Security of processing

The level of security shall reflect:

that the data subject to processing is not sensitive, why a "normal" level of security shall be established.

The Data Processor shall hereafter be entitled and under obligation to make decisions about the technical and organisational security measures that are to be applied to create the necessary (and agreed) level of data security.

The Data Processor shall however – in any event and at a minimum – implement the following measures that have been agreed with the Data Controller (on the basis of the risk assessment that the Data Controller has performed):

- The Data Processor shall take a back-up of all data and store them in 14 days
- All data shall be encrypted by transmission.
- The Data Processor shall only use sub-processors who are ISO 27001 certified.
- All changes in data shall be logged.

C.3 Storage period/erasure procedures

Personal data are stored with the Data Processor until the Data Controller requests that the data are erased or returned or until three months after the Data Controller's subscription with tracezilla is terminated

C.4 Processing location

Processing of the personal data under this Data Processing Agreement cannot be performed at other locations than the following without the Data Controller's prior written consent:

- tracezilla ApS, Skæringvej 96, DK-8520 Lystrup.
- the approved sub-processors' locations. See locations here: Use of sub-processors

C.5 Instruction for or approval of the transfer of personal data to third countries

If the Data Controller does not in this clause or by subsequent written notification provide instructions or consent pertaining to the transfer of personal data to a third country, the Data Processor shall not be entitled within the framework of this Data Processing Agreement to perform such transfer.

C.6 Procedures for the Data Controller’s inspection of the processing being performed by the Data Processor

The Data Processor is entitled to obtain, once a year at the Data Controller’s expense, an inspection report from an independent third party with regards to the Data Processor's compliance with this Data Processing Agreement and its associated Appendices.

The Parties have agreed that the following types of inspection report may be used: ISAE, ISO or similar certified inspection report.

The Data Controller’s costs, if applicable, relating to physical inspection shall be defrayed by the Data Controller. The Data Processor shall, however, be under obligation to set aside the resources (mainly time) required for the Data Controller to be able to perform the inspection. The inspection shall take place within normal working hours on the relevant location and shall not, in an unreasonable fashion, interfere in the daily work of the Data Processsor.