UNIOSO Data Processing Agreement

Last Modified: January 1, 2023

This UNIOSO Data Processing Agreement and its Annexes ("DPA") reflects the parties' agreement with respect to the Processing of Personal Data by us on behalf of you in connection with the UNIOSO Subscription Services under the Special Business Terms and Conditions of UNIOSO s.r.o. for Hosting Services available at https://odoois.com/hosting-conditions between you and us (also referred to in this DPA as the "Agreement").

This DPA is supplemental to, and forms an integral part of, the Agreement and is effective upon its incorporation into the Agreement, which may be specified in the Agreement, an Order or an executed amendment to the Agreement. In case of any conflict or inconsistency with the terms of the Agreement, this DPA will take precedence over the terms of the Agreement to the extent of such conflict or inconsistency.

We update these terms from time to time. You can find archived versions of the DPA in our archives at https://odoois.com/hosting-conditions
The term of this DPA will follow the term of the Agreement. Terms not otherwise defined in this DPA will have the meaning as set forth in the Agreement.

1. Definitions

"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.

"Data Protection Laws" means EU Data Protection Laws and, to the extent applicable, the data protection or privacy laws of any other country.

UNIOSO, s.r.o.
Nádražní 344/23, Praha
150 00

UNIOSO, s.r.o.
Nám. Míru 2, Plzeň
301 00

www.orgis.cz
info@orgis.cz

"**Data Subject**" means the individual to whom Personal Data relates.

"**Europe**" means the European Union, the European Economic Area and/or their member states, Switzerland and the United Kingdom.

"**European Data**" means Personal Data that is subject to the protection of European Data Protection Laws.

"**European Data Protection Laws**" means data protection laws applicable in Europe, including: (i) Regulation 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation) ("GDPR"); (ii) Directive 2002/58/EC concerning the processing of personal data and the protection of privacy in the electronic communications sector; and (iii) applicable national implementations of (i) and (ii); or (iii) GDPR as it forms parts of the United Kingdom domestic law by virtue of Section 3 of the European Union (Withdrawal) Act 2018 ("UK GDPR"); and (iv) Swiss Federal Data Protection Act on 19 June 1992 and its Ordinance ("Swiss DPA"); in each case, as may be amended, superseded or replaced.

"**General Terms**" means Special Business Terms and Conditions of UNIOSO s.r.o.

"**Instructions**" means the written, documented instructions issued by a Controller to a Processor, and directing the same to perform a specific or general action with regard to Personal Data (including, but not limited to, depersonalizing, blocking, deletion, making available).

"**Permitted Affiliates**" means any of your Affiliates that (i) are permitted to use the Subscription Services pursuant to the Agreement, but have not signed their own separate agreement with us and are not a "Customer" as defined under the Agreement, (ii) qualify as a Controller of Personal Data Processed by us, and (iii) are subject to European Data Protection Laws.

"**Personal Data**" means any information relating to an identified or identifiable individual where (i) such information is contained within Customer Data; and (ii) is protected similarly as personal data, personal information or personally identifiable information under applicable Data Protection Laws.

"**Personal Data Breach**" means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, Personal Data transmitted, stored or otherwise Processed by us and/or our Sub-Processors in connection with the provision of the Subscription Services. "Personal Data Breach" will not include unsuccessful attempts or activities that do not compromise the security of Personal Data, including unsuccessful log-in attempts, pings, port scans, denial of service attacks, and other network attacks on firewalls or networked systems.

UNIOSO, s.r.o.
Nádražní 344/23, Praha
150 00

UNIOSO, s.r.o.
Nám. Míru 2, Plzeň
301 00

www.orgis.cz
info@orgis.cz

"Processing" means any operation or set of operations which is performed on Personal Data, encompassing the collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction or erasure of Personal Data. The terms "Process", "Processes" and "Processed" will be construed accordingly.

"Processor" means a natural or legal person, public authority, agency or other body which Processes Personal Data on behalf of the Controller.

"Standard Contractual Clauses" means the standard contractual clauses annexed to the European Commission's Decision (EU) 2021/914 of 4 June 2021 currently found at https://ec.europa.eu/info/law/law-topic/data-protection/international-dimension-data-protection/standard-contractual-clauses-scc/standard-contractual-clauses-international-transfers_en, as may be amended, superseded or replaced.

"Sub-Processor" means any Processor engaged by us or our Affiliates to assist in fulfilling our obligations with respect to the provision of the Subscription Services under the Agreement. Sub-Processors may include third parties or our Affiliates but will exclude any UNIOSO employee or consultant.

"Subscription Services" means the Addaris Subscription services that UNIOSO provides.

2. Customer Responsibilities

a. <u>Compliance with Laws</u>. Within the scope of the Agreement and in its use of the services, you will be responsible for complying with all requirements that apply to it under applicable Data Protection Laws with respect to its Processing of Personal Data and the Instructions it issues to us.

In particular but without prejudice to the generality of the foregoing, you acknowledge and agree that you will be solely responsible for: (i) the accuracy, quality, and legality of Customer Data and the means by which you acquired Personal Data; (ii) complying with all necessary transparency and lawfulness requirements under applicable Data Protection Laws for the collection and use of the Personal Data, including obtaining any necessary consents and authorizations (particularly for use by Customer for marketing purposes); (iii) ensuring you have the right to transfer, or provide access to, the Personal Data to us for Processing in accordance with the terms of the Agreement (including this DPA); (iv) ensuring that your Instructions to us regarding the Processing of Personal Data comply with applicable laws, including Data Protection Laws; and (v) complying with all laws (including Data Protection Laws) applicable to any emails or other content created, sent or managed through the Subscription Services, including those relating to obtaining consents (where required) to send emails, the content of the emails and its email deployment practices. You will inform us without

UNIOSO, s.r.o.
Nádražní 344/23, Praha
150 00

UNIOSO, s.r.o.
Nám. Míru 2, Plzeň
301 00

www.orgis.cz
info@orgis.cz

undue delay if you are not able to comply with your responsibilities under this 'Compliance with Laws' section or applicable Data Protection Laws.

b. Controller Instructions. The parties agree that the Agreement (including this DPA), together with your use of the Subscription Service in accordance with the Agreement, constitute your complete Instructions to us in relation to the Processing of Personal Data, so long as you may provide additional instructions during the subscription term that are consistent with the Agreement, the nature and lawful use of the Subscription Service.

c. Security. You are responsible for independently determining whether the data security provided for in the Subscription Service adequately meets your obligations under applicable Data Protection Laws. You are also responsible for your secure use of the Subscription Service, including protecting the security of Personal Data in transit to and from the Subscription Service (including to securely backup or encrypt any such Personal Data).

3. UNIOSO Obligations

a. Compliance with Instructions. We will only Process Personal Data for the purposes described in this DPA or as otherwise agreed within the scope of your lawful Instructions, except where and to the extent otherwise required by applicable law. We are not responsible for compliance with any Data Protection Laws applicable to you or your industry that are not generally applicable to us.

b. Conflict of Laws. If we become aware that we cannot Process Personal Data in accordance with your Instructions due to a legal requirement under any applicable law, we will (i) promptly notify you of that legal requirement to the extent permitted by the applicable law; and (ii) where necessary, cease all Processing (other than merely storing and maintaining the security of the affected Personal Data) until such time as you issue new Instructions with which we are able to comply. If this provision is invoked, we will not be liable to you under the Agreement for any failure to perform the applicable Subscription Services until such time as you issue new lawful Instructions with regard to the Processing.

c. Security. We will implement and maintain appropriate technical and organizational measures to protect Personal Data from Personal Data Breaches, as described under Annex 2 to this DPA ("Security Measures"). Notwithstanding any provision to the contrary, we may modify or update the Security Measures at our discretion provided that such modification or update does not result in a material degradation in the protection offered by the Security Measures.

d. Confidentiality. We will ensure that any personnel whom we authorize to Process Personal Data on our behalf is subject to appropriate confidentiality obligations (whether a contractual or statutory duty) with respect to that Personal Data.

UNIOSO, s.r.o.
Nádražní 344/23, Praha
150 00

UNIOSO, s.r.o.
Nám. Míru 2, Plzeň
301 00

www.orgis.cz
info@orgis.cz

e. <u>Personal Data Breaches</u>. We will notify you without undue delay after we become aware of any Personal Data Breach and will provide timely information relating to the Personal Data Breach as it becomes known or reasonably requested by you. At your request, we will promptly provide you with such reasonable assistance as necessary to enable you to notify relevant Personal Data Breaches to competent authorities and/or affected Data Subjects, if you are required to do so under Data Protection Laws.

f. <u>Deletion or Return of Personal Data</u>. We will delete or return all Customer Data, including Personal Data (including copies thereof) Processed pursuant to this DPA, on termination or expiration of your Subscription Service in accordance with the procedures set out in our Product Specific Terms. This term will apply except where we are required by applicable law to retain some or all of the Customer Data, or where we have archived Customer Data on back-up systems, which data we will securely isolate and protect from any further Processing and delete in accordance with our deletion practices. You may request the deletion of your Subscription Service account after expiration or termination of your subscription by sending us a request using our UNIOSO Privacy Request Form in Annex 4 to our privacy@orgis.cz.

4. Data Subject Requests

The Subscription Service can assist you in connection with your obligations relating to responding to requests from Data Subjects to exercise their rights under applicable Data Protection Laws ("Data Subject Requests").

To the extent that you are unable to independently address a Data Subject Request through the Subscription Service, then upon your written request we will provide reasonable assistance to you to respond to any Data Subject Requests or requests from data protection authorities relating to the Processing of Personal Data under the Agreement. You will reimburse us for the commercially reasonable costs arising from this assistance.

If a Data Subject Request or other communication regarding the Processing of Personal Data under the Agreement is made directly to us, we will promptly inform you and will advise the Data Subject to submit their request to you. You will be solely responsible for responding substantively to any such Data Subject Requests or communications involving Personal Data.

5. Sub-Processors

You agree we may engage Sub-Processors to Process Personal Data on your behalf, and we do so in three ways. First, we may engage Sub-Processors to assist us with hosting and infrastructure. Second, we may engage with Sub-Processors to support product features and integrations. Third, we may engage with UNIOSO Affiliates as Sub-Processors for service and support. Some Sub-Processors will apply to you as default, and some Sub-Processors will apply only if you opt-in.

UNIOSO, s.r.o.
Nádražní 344/23, Praha
150 00

UNIOSO, s.r.o.
Nám. Míru 2, Plzeň
301 00

www.orgis.cz
info@orgis.cz

We have currently appointed, as Sub-Processors, the third parties listed in Annex 3 to this DPA.

Sub-processor Obligations. Where we engage Sub-Processors:
(i) we will restrict the Sub-processor's access to Customer Data only to what is necessary to provide or maintain the Services in accordance with the Documentation, and we will prohibit the Sub-processor from accessing Customer Data for any other purpose;
(ii) we will enter into a written agreement with the Sub-processor and, to the extent that the Sub-processor performs the same data processing services provided by us under this DPA, we will impose on the Sub-processor the same contractual obligations that we has under this DPA; and
(iii) we will remain responsible for its compliance with the obligations of this DPA and for any acts or omissions of the Sub-processor that cause us to breach any of its obligations under this DPA.

6. Data Transfers

You acknowledge and agree that we may access and Process Personal Data on a global basis as necessary to provide the Subscription Service in accordance with the Agreement, and in particular that Personal Data may be transferred to and Processed by UNIOSO to other jurisdictions where UNIOSO´s Affiliates and Sub-Processors have operations. Wherever Personal Data is transferred outside its country of origin, each party will ensure such transfers are made in compliance with the requirements of Data Protection Laws.

7. Additional Provisions for European Data

a. Scope. This 'Additional Provisions for European Data' section will apply only with respect to European Data.

b. Roles of the Parties. When Processing European Data in accordance with your Instructions, the parties acknowledge and agree that you are the Controller of European Data and we are the Processor.

c. Instructions. If we believe that your Instruction infringes European Data Protection Laws (where applicable), we will inform you without delay.

d. Objection to New Sub-Processors. We will give you the opportunity to object to the engagement of new Sub-Processors on reasonable grounds relating to the protection of Personal Data within 30 days of notifying you in accordance with the 'Sub-Processors' section. If you do notify us of such an objection, the parties will discuss your concerns in good faith with a view to achieving a commercially reasonable resolution. If no such resolution can be reached, we will, at our sole discretion, either not appoint the new Sub-Processor, or permit you to suspend or terminate the affected Subscription

UNIOSO, s.r.o.
Nádražní 344/23, Praha
150 00

UNIOSO, s.r.o.
Nám. Míru 2, Plzeň
301 00

www.orgis.cz
info@orgis.cz

Service in accordance with the termination provisions of the Agreement without liability to either party (but without prejudice to any fees incurred by you prior to suspension or termination).

e. Sub-Processor Agreements. You acknowledge that we may be restricted from disclosing Sub-Processor agreements but we will use reasonable efforts to require any Sub-Processor we appoint to permit it to disclose the Sub-Processor agreement to you and will provide (on a confidential basis) all information we reasonably can.

f. Data Protection Impact Assessments and Consultation with Supervisory Authorities. To the extent that the required information is reasonably available to us, and you do not otherwise have access to the required information, we will provide reasonable assistance to you with any data protection impact assessments, and prior consultations with supervisory authorities to the extent required by European Data Protection Laws.

g. Transfer Mechanisms for Data Transfers.
UNIOSO will not transfer European Data to any country or recipient not recognized as providing an adequate level of protection for Personal Data (within the meaning of applicable European Data Protection Laws), unless it first takes all such measures as are necessary to ensure the transfer is in compliance with applicable European Data Protection Laws. Such measures may include (without limitation) transferring such data to a recipient that is covered by a suitable framework or other legally adequate transfer mechanism recognized by the relevant authorities or courts as providing an adequate level of protection for Personal Data, to a recipient that has achieved binding corporate rules authorization in accordance with European Data Protection Laws, or to a recipient that has executed appropriate standard contractual clauses in each case as adopted or approved in accordance with applicable European Data Protection Laws.

h. Demonstration of Compliance. We will make all information reasonably necessary to demonstrate compliance with this DPA available to youYou acknowledge that the Subscription Service is hosted by our hosting Sub-Processors who maintain independently validated security programs (including SOC 2 and ISO 27001) and that our systems areregularly tested by independent third party penetration testing firms. Further, at your written request, we will provide written responses (on a confidential basis) to all reasonable requests for information made by you necessary to confirm our compliance with this DPA, provided that you will not exercise this right more than once per calendar year unless you have reasonable grounds to suspect non-compliance with the DPA.

8. General Provisions

a. Amendments. Notwithstanding anything else to the contrary in the Agreement and without prejudice to the 'Compliance with Instructions' or 'Security' sections of this DPA, we reserve the right to make any updates and changes to this DPA and the terms that apply in the 'Amendment.

b. Severability. If any individual provisions of this DPA are determined to be invalid or unenforceable, the validity and enforceability of the other provisions of this DPA will not be affected.

c. Limitation of Liability. Each party and each of their Affiliates' liability, taken in aggregate, arising out of or related to this DPA (and any other DPAs between the parties) and the Standard Contractual Clauses (where applicable), whether in contract, tort or under any other theory of liability, will be subject to the limitations and exclusions of liability set out in the 'Contractual Penalty and Compensation' section of the General Terms (Article 13.3. of General Terms) and any reference in such section to the liability of a party means aggregate liability of that party and all of its Affiliates under the Agreement (including this DPA). In no event will either party's liability be limited with respect to any individual's data protection rights under this DPA (including the Standard Contractual Clauses) or otherwise.

d. Governing Law.
This Agreement and the legal relationships arising from it are governed by Czech law, with the exception of those provisions that would imply the application of the law of a foreign state.
Any dispute arising in connection with this Agreement, which the Parties will not be able to resolve amicably, will be submitted to the exclusive jurisdiction of the courts of Czech Republic.

9. Parties to this DPA

a. Permitted Affiliates. By signing the Agreement, you enter into this DPA (including, where applicable, the Standard Contractual Clauses) on behalf of yourself and in the name and on behalf of your Permitted Affiliates. For the purposes of this DPA only, and except where indicated otherwise, the terms "Customer", "you" and "your" will include you and such Permitted Affiliates.

b. Authorization. The legal entity agreeing to this DPA as Customer represents that it is authorized to agree to and enter into this DPA for and on behalf of itself and, as applicable, each of its Permitted Affiliates.

c. Remedies. The parties agree that (i) solely the Customer entity that is the contracting party to the Agreement will exercise any right or seek any remedy any Permitted Affiliate may have under this DPA on behalf of its Affiliates, and (ii) the Customer entity that is the contracting party to the Agreement will exercise any such rights under this DPA not separately for each Permitted Affiliate individually but in a combined manner for itself and all of its Permitted Affiliates together. The Customer entity that is the contracting entity is responsible for coordinating all Instructions, authorizations and communications with us under the DPA and will be entitled to make and receive any communications related to this DPA on behalf of its Permitted Affiliates.

UNIOSO, s.r.o.
Nádražní 344/23, Praha
150 00

UNIOSO, s.r.o.
Nám. Míru 2, Plzeň
301 00

www.orgis.cz
info@orgis.cz

Annex 1 – Details of Processing

A. List of Parties

Data exporter:
Name: The Customer (on behalf of itself and Permitted Affiliates)
Address: The Customer's address
Contact person's name, position and contact details: The Customer's contact details
Activities relevant to the data transferred: Processing of Personal Data in connection with Customer's use of the UNIOSO Subscription Services.
Role (controller/processor): Controller

Data importer:
Name: UNIOSO s.r.o.
Address: Nádražní 344/23, Praha 150 00, Czech Republic
Contact person's name, position and contact details: Jana Prošková, Data Protection Officer, Nádražní 344/23, Praha 150 00, Czech Republic
Activities relevant to the data transferred: Processing of Personal Data in connection with Customer's use of the UNIOSO Subscription Services.
Role (controller/processor): Processor

B. Description of Transfer

Categories of Data Subjects whose Personal Data is Transferred
You may submit Personal Data in the course of using the Subscription Service, the extent of which is determined and controlled by you in your sole discretion, and which may include, but is not limited to Personal Data relating to the following categories of Data Subjects:

Your Contacts and other end users including your employees, contractors, collaborators, customers, prospects, suppliers and subcontractors. Data Subjects may also include individuals attempting to communicate with or transfer Personal Data to your end users.

Categories of Personal Data Transferred
You may submit Personal Data to the Subscription Services, the extent of which is determined and controlled by you in your sole discretion, and which may include but is not limited to the following categories of Personal Data:

a. Contact Information
b. Any other Personal Data submitted by, sent to, or received by you, or your end users, via the Subscription Service.

UNIOSO, s.r.o.
Nádražní 344/23, Praha
150 00

UNIOSO, s.r.o.
Nám. Míru 2, Plzeň
301 00

www.orgis.cz
info@orgis.cz

Sensitive Data transferred and applied restrictions or safeguards
The parties do not anticipate the transfer of sensitive data.

Frequency of the transfer
Continuous.

Nature of the Processing
Personal Data will be Processed in accordance with the Agreement (including this DPA) and may be subject to the following Processing activities:

1. Storage and other Processing necessary to provide, maintain and improve the Subscription Services provided to you; and/or
2. Disclosure in accordance with the Agreement (including this DPA) and/or as compelled by applicable laws.

Purpose of the transfer and further processing
We will Process Personal Data as necessary to provide the Subscription Services pursuant to the Agreement.

Period for which Personal Data will be retained
Subject to the 'Deletion or Return of Personal Data' section of this DPA, we will Process Personal Data for the duration of the Agreement, unless otherwise agreed in writing.

C. Competent Supervisory Authority

For the purposes of the Standard Contractual Clauses, the supervisory authority that will act as competent supervisory authority will be determined in accordance with GDPR.

Annex 2 - Security Measures

We currently observe the Security Measures described in this Annex 2. All capitalized terms not otherwise defined herein will have the meanings as set forth in the General Terms. More information on these security measures, please refer to UNIOSO Security Overview available at https://odoois.com/cs_CZ/hosting-conditions

a) Access Control

i) Preventing Unauthorized Product Access

Outsourced processing: We host our Service with outsourced cloud infrastructure providers. Additionally, we maintain contractual relationships with vendors in order to provide the Service in accordance with our DPA. We rely on contractual agreements, privacy policies, and vendor compliance programs in order to protect data processed or stored by these vendors.

Physical and environmental security: We host our product infrastructure with multi-tenant, outsourced infrastructure providers. We do not own or maintain hardware located at the outsourced infrastructure providers' data centers.

Authentication: We implement a uniform password policy for our customer products. Customers who interact with the products via the user interface must authenticate before accessing non-public customer data.

Authorization: Customer Data is stored in multi-tenant storage systems accessible to Customers via only application user interfaces and application programming interfaces. Customers are not allowed direct access to the underlying application infrastructure. The authorization model in each of our products is designed to ensure that only the appropriately assigned individuals can access relevant features, views, and customization options. Authorization to data sets is performed through validating the user's permissions against the attributes associated with each data set.

Application Programming Interface (API) access: Public product APIs may be accessed using an API key or through Oauth authorization.

ii) Preventing Unauthorized Product Use

We implement industry standard access controls and detection capabilities for the internal networks that support its products.

Access controls: Network access control mechanisms are designed to prevent network traffic using unauthorized protocols from reaching the product infrastructure. The technical measures implemented differ between infrastructure   providers and include Virtual Private Cloud (VPC) implementations, security group assignment, and traditional firewall rules.

UNIOSO, s.r.o.
Nádražní 344/23, Praha
150 00

UNIOSO, s.r.o.
Nám. Míru 2, Plzeň
301 00

www.orgis.cz
info@orgis.cz

Intrusion detection and prevention: We implement a Web Application Firewall (WAF) solution to protect hosted customer websites and other internet-accessible applications. The WAF is designed to identify and prevent attacks against publicly available network services.

Static code analysis: Code stored in our source code repositories is checked for best practices and identifiable software flaws using automated tooling.

Penetration testing: We maintain relationships with industry recognized penetration testing service providers. The intent of the penetration tests is to identify and resolve foreseeable attack vectors and potential abuse scenarios.

iii)   Limitations of Privilege & Authorization Requirements

Product access: A subset of our employees have access to the products and to customer data via controlled interfaces. The intent of providing access to a subset of employees is to provide effective customer support, product development and research, to troubleshoot potential problems, to detect and respond to security incidents and implement data security. Access is enabled through "just in time" (JITA) requests for access; all such requests are logged.

Background checks: All UNIOSO employees are required to conduct themselves in a manner consistent with company guidelines, non-disclosure requirements, and ethical standards.

b)   Transmission Control

In-transit: We require HTTPS encryption (also referred to as SSL or TLS) on all login interfaces. Our HTTPS implementation uses industry standard algorithms and certificates.

At-rest: We store user passwords following policies that follow industry standard practices for security. We have implemented technologies to ensure that stored data is encrypted at rest.

c)   Input Control

Detection: We designed our infrastructure to log extensive information about the system behavior, traffic received, system authentication, and other application requests. Internal systems aggregate log data and alert appropriate employees of malicious, unintended, or anomalous activities. Our personnel, including security, operations, and support personnel, are responsive to known incidents.

Response and tracking: We maintain a record of known security incidents that includes description, dates and times of relevant activities, and incident disposition. Suspected and confirmed security incidents are investigated by security, operations, or support personnel; and appropriate resolution steps are identified and documented. For any confirmed incidents, we will take appropriate steps to

UNIOSO, s.r.o.
Nádražní 344/23, Praha
150 00

UNIOSO, s.r.o.
Nám. Míru 2, Plzeň
301 00

www.orgis.cz
info@orgis.cz

minimize product and Customer damage or unauthorized disclosure. Notification to you will be in accordance with the terms of the Agreement.

d) Availability Control

Infrastructure availability: The infrastructure providers use commercially reasonable efforts to ensure a minimum of 99.5% uptime. The providers maintain a minimum of N+1 redundancy to power, network, and heating, ventilation and air conditioning (HVAC) services.

Fault tolerance: Backup and replication strategies are designed to ensure redundancy and fail-over protections during a significant processing failure. Customer data is backed up to multiple durable data stores and replicated across multiple availability zones.

Online replicas and backups: All databases are backed up and maintained using at least industry standard methods.

Our products are designed to ensure redundancy and seamless failover. The server instances that support the products are also architected with a goal to prevent single points of failure. This design assists our operations in maintaining and updating the product applications and backend while limiting downtime.

UNIOSO, s.r.o.
Nádražní 344/23, Praha
150 00

UNIOSO, s.r.o.
Nám. Míru 2, Plzeň
301 00

www.orgis.cz
info@orgis.cz

Annex 3 - Sub-Processors

To help UNIOSO deliver the Subscription Service, we engage Sub-Processors to assist with our data processing activities. A list of our Sub-Processors and our purpose for engaging them is listed below:

1. Infrastructure Sub-Processors

To help UNIOSO deliver the Subscription Service, we engage Sub-Processors to support our infrastructure. By agreeing to the DPA, you agree all of these Sub-Processors may have access to Customer Data.

Third Party Sub-Processor	Purpose	Applicable Service	US Data Center Sub-Processor Location: United States	EU Data Center Sub-Processor Location: EU or Other
Amazon Web Services, Inc	Hosting & Infrastructure	Used as a on-demand cloud computing platforms and APIs	United States	Germany

2. Feature Specific Sub-Processors

Some of our features and integrations require the use of additional Sub-Processors. Some Sub-Processors will apply to you as a default, and some Sub-Processors will apply to you only if and when you opt-in.

Third Party Sub-Processor	Purpose
Google reCAPTCHA	Form submission spam prevention
Google Suite	Emails, Contacts, Calendar, Maps
Twilio, Inc.	Calling Functionality
PowerBI (Microsoft Corporation)	Data reporting
Office 365 (cloud version)	Emails, Contacts, Calendar
Balíkobot	Delivery services
Zásilkovna	Delivery services
Mailchimp	Email marketing tool
ABRAFlexi	Accounting SW

UNIOSO, s.r.o.
Nádražní 344/23, Praha
150 00

UNIOSO, s.r.o.
Nám. Míru 2, Plzeň
301 00

www.orgis.cz
info@orgis.cz

3. Updates to this Annex

Due to the nature of our business and our ongoing efforts to delight our customers, our business needs and services providers may change from time to time. For example, we may deprecate a service provider to consolidate and minimize our use of service providers. Similarly, we may add a service provider if we believe that doing so will enhance our ability to deliver our Subscription Service.

UNIOSO, s.r.o.
Nádražní 344/23, Praha
150 00

UNIOSO, s.r.o.
Nám. Míru 2, Plzeň
301 00

www.orgis.cz
info@orgis.cz

Annex 4 - UNIOSO Privacy Request Form

You can use this form to submit a request regarding your own personal information that is controlled by UNIOSO. Please complete this form, send us to privacy@orgis.cz and we will respond as soon as possible.

For more details and information about how we use and protect your personal information, please visit our Privacy Policy available at https://odoois.com/hosting-conditions. Thank you!

Data Subject Details

We need your name and email address in order to process your request and safeguard your data. We will use the data gathered here only to process your request and for record-keeping as required by law.

First name:

Last name:

Email address:

Type of Request

(* select from the list below)

---

*

Download – We will provide a complete report of your personal data across our systems

Transfer – Package up your data and send it to a desired recipient

Delete – Delete your personal data found in our systems

Object to Processing – Ask us to stop processing your data for certain purposes (eg, public interest, legitimate interests, direct marketing)

Update Inaccuracies – Update any inaccuracy you've found in our systems

File a Complaint
(Report any data use concerns)

Additional information

Signature