

ATTACHMENT 1 TO THE DATA PROCESSING ADDENDUM

DESCRIPTION OF PROCESSING ACTIVITIES

Processing purpose

inSided provides a public community and help center platform as SaaS where any interested user can engage online in discussions about the customer and can ask questions related to the customer's services. These community discussions serve as a rich public "wiki" that multiple other users can consult as self-service to resolve their questions. Users need to proactively register their own accounts to be able to participate and share, for which they are aware which personal data details are shared with inSided as the data processor. inSided is not allowed to use customer data for any purpose other than providing services for the customer.

Data subjects

Data subjects include the individuals about whom personal data is provided to inSided via the Services by (or at the direction of) the Customer or by Customer's end users, the extent of which is determined and controlled by the Customer in its sole discretion, and which may include but is not limited to personal data relating to the following categories of data subjects:

1. Community and platform end-users (website visitors and customers).

Categories of data

Personal data relating to individuals provided to inSided via the Services, by (or at the direction of) Customer or by Customer's end users, the extent of which is determined and controlled by the Customer in its sole discretion, and which may include but is not limited to personal data relating to the following categories of data:

Data category	Data subject	Special data	Explanation
Community user ID	Community end-user	Normal	Identifier number generated by inSided to represent the user account within the community platform.

Username (nickname)	Community end-user	Normal	<p>Through proposed moderation policies by inSided, the customer's community managers are generally instructed to disallow for and proactively correct end-users that mimic their real names or other forms of personal identification (e.g. telephone numbers) within their usernames.</p> <p>The username is a required field when end-users register on the community.</p> <p>The username cannot be directly changed by the user through their community settings, so a change may be requested through a moderator.</p> <p>The username is publicly displayed on users' profiles and alongside their posts.</p>
Email address	Community end-user	Normal	<p>Hidden from public view, but available to moderators and community managers.</p> <p>The email address cannot be directly changed by the user through their community settings, so a change may be requested through a moderator.</p>
Single Sign-on Identifier (ID)	Community end-user	Normal	<p>Optional, depends on community configuration. Usually, this ID relates to CRM/back-office data for the inSided customer, to identify their customer as a community end-user. It might also contain a reference to a Facebook or LinkedIn SSO user ID.</p>
Avatar (profile picture)	Community end-user	Normal	<p>The avatar is optional for end-users to choose and upload and may be changed or removed at any time, but by default will be set as copied from their Facebook profile picture if they registered the community user account using this SSO method.</p> <p>The avatar is publicly displayed on users' profiles and alongside their posts.</p> <p>The picture may be a real photo of the person behind the user account, but may also be depictions of interests, such as a logo or hobby.</p>

Profile fields	Community end-user	Normal	Optional, depends on community configuration. Field data might be publicly displayed data on users' community profiles. There can be any number of fields as chosen by the community manager, and usually involve optional questions such as gender or location of residence.
IP address	Community end-user	Normal	Hidden from public view, but available in control environment. Saved at time of user account registration, for every pageview and for every topic and post created. Purpose IP addresses are stored for up to six months in order to be able to proactively and retroactively detect threats to the community platform.

Processing operations

Customer Personal Data will be processed in accordance with the Agreement and this DPA.

ATTACHMENT 2 TO THE DATA PROCESSING ADDENDUM

INFRASTRUCTURE AND SUB-PROCESSOR LIST

Sub-processors

inSided operates a worldwide infrastructure with server hosting facilities of industry-leading cloud service providers. inSided owns and controls logical access to the infrastructure maintained by the entities set forth below, while these entities maintain the physical security of the servers, network and the data center.

inSided works with certain third-parties to provide a specific functionality within its Services. These third-parties are Sub-processors with limited use indicated below and access to Customer Data in order to provide the relevant functionality.

Vendor	Note(s)	Data center location(s)	Certification(s)
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<u>Amazon Web Services (AWS) - Not US</u>	Main supplier for infrastructure and webhosting to support SaaS subscription service	Amazon Web Services Ireland Limited One Burlington Plaza Burlington Road Dublin 4 Ireland	<u>CSA, ISO 9001, ISO 27001, ISO 27017, ISO 27018, PCI DSS Level 1, SOC 1, SOC 2, SOC 3 and EU-US Privacy Shield</u>
<u>Amazon Web Services (AWS) - US</u>	Main supplier for infrastructure and webhosting to support SaaS subscription service	United States	<u>CSA, ISO 9001, ISO 27001, ISO 27017, ISO 27018, PCI DSS Level 1, SOC 1, SOC 2, SOC 3 and EU-US Privacy Shield</u>
<u>TransIP</u>	Supplier for off-site backup hosting to enable disaster recovery for SaaS subscription service	TransIP B.V. Schipholweg 9B 2316 XB Leiden The Netherlands	<u>ISO 9001, ISO 27001:2013, ISO 14001, NEN 7510, PCI, DSS</u>
<u>Algolia</u>	Supplier to host data for our search capabilities	Europe (Germany): one datacenter in Frankfurt (two independent Autonomous Systems)	ISO27001, SOC 2, PCI DSS
<u>Google Analytics</u>	Supplier that provides analytics to measure community success.		ISO 27001, ISO 27017, ISO 27018, SSAE16/ISAE 3402, Privacy Shield, FedRAMP and PCI DSS (Payment Card Industry Data Security Standard).