

# DATA PROCESSING ADDENDUM

WELL ARCHITECTED REVIEW



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# 1. SUBJECT AND DURATION OF THE ADDENDUM

This Addendum supplements the "**Framework Data Processing Agreement – (DPA)**" and is an integral part of it, concluded between SoftwareOne ("**Processor**") and Customer ("**Controller**") and describes the subject-matter, the nature and purpose of the processing, the type of personal data and the categories of data subjects. This is based on the Service Contract concluded between the parties.

The duration of the Addendum corresponds to the duration of the DPA.

# 2. SUBJECT-MATTER OF THE DATA PROCESSING

The provision of contracted Services by SoftwareONE to the Customer. The key objectives of an AWS Well-Architected Review are to assess the architecture of your AWS workloads and provide guidance on how to improve their security, reliability, performance efficiency, cost optimization, and operational excellence.

# 3. NATURE AND PURPOSE OF THE DATA PROCESSING

The purpose of data processing is to enable SoftwareONE to provide the contracted Services to the Customer, including :

- **Security:** Evaluate the security controls and measures in place to protect your AWS resources and data. Identify potential vulnerabilities, risks, and compliance issues. Provide recommendations to enhance security and implement best practices.
- **Reliability:** Assess the ability of your workload to withstand component failures and maintain operational continuity. Identify single points of failure, recovery mechanisms, and fault-tolerant designs. Offer recommendations to improve resilience and ensure high availability.
- **Performance Efficiency:** Evaluate the performance characteristics of your workload and its ability to efficiently use AWS resources. Identify areas of improvement for optimizing compute, storage, networking, and database usage. Provide guidance on scaling, caching, and performance monitoring.
- **Cost Optimization:** Analyze the cost structure of your workload and identify opportunities to optimize expenses. Identify cost drivers, unused or underutilized resources, and potential cost-saving measures. Recommend strategies for optimizing resource allocation and implementing cost-effective architectures.
- **Operational Excellence:** Assess the operational practices and procedures surrounding your workload. Evaluate the automation, monitoring, and management capabilities. Identify areas for improvement in areas like deployment, change management, and incident response. Provide recommendations to enhance operational efficiency and enable continuous improvement.

# 4. TYPE OF PERSONAL DATA

All data necessary for the provision of the Service, in particular person master data (name, surname), communication data (telephone, email), geographical information, job function (or role), and contractual data.

# 5. CATEGORIES OF DATA SUBJECTS

## 6. Employees, contractors, consultants and/or agents of the Customer and/or its sub-contractors, suppliers, and customers. APPROVED SUBCONTRACTORS

The Controller agrees to the engagement of the subcontractors listed below by entering this Addendum. The following subcontractors may be used by the Processor and are approved by the Controller:

Subcontractor (Name, Company, place of business)	Processing site	Type of service	Contractual Protections in place
SoftwareOne AG and its Affiliates	Updates to the processing sites can be found here: <a href="https://www.softwareone.com/-/media/publishing-documents/swo-data-processing-swo-delivery-sites.pdf">https://www.softwareone.com/-/media/publishing-documents/swo-data-processing-swo-delivery-sites.pdf</a>	SoftwareOne will provide support to provide the service	Intra Group Agreement + Standard Contractual Clauses
Microsoft Ireland Operations Limited, Atrium Building Block B, Carmenhall Road Sandyford, Industrial Estate, Dublin 18, Ireland	Amsterdam (The Netherlands)  Dublin (Ireland)  Updates to the processing sites can be found here: <a href="https://azure.microsoft.com/en-us/global-infrastructure/locations/">https://azure.microsoft.com/en-us/global-infrastructure/locations/</a>	Platform and tools provider, delivering IaaS and PaaS services for the Customer through a SoftwareOne aligned contract	DPA + Standard Contractual Clauses
Amazon Inc.  Seattle, USA	Updates to the processing sites can be found here: <a href="https://aws.amazon.com/about-aws/global-infrastructure/regional-product-services/?p=ngi&amp;loc=4">https://aws.amazon.com/about-aws/global-infrastructure/regional-product-services/?p=ngi&amp;loc=4</a>	Public Cloud Provider. Platform and tools provider in respect of the Services.	DPA + Standard Contractual Clauses