

DATA PROCESSING AGREEMENT

For the purposes of Article 28(3) of Regulation 2016/679 (the GDPR)

between

The Customer

(the data controller)

and

Goodwings ApS
Company reg. no. 37036749
Gl. Kongevej 3E, St.,
1610 København
Denmark

(the data processor)

each a 'party'; together 'the parties'

HAVE AGREED on the following Contractual Clauses (the Clauses) in order to meet the requirements of the GDPR and to ensure the protection of the rights of the data subject.

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CONTENTS

1. CONTENTS 2

2. PREAMBLE 3

3. THE RIGHTS AND OBLIGATIONS OF THE DATA CONTROLLER 3

4. THE DATA PROCESSOR ACTS ACCORDING TO INSTRUCTIONS 4

5. CONFIDENTIALITY 4

6. SECURITY OF PROCESSING 4

7. USE OF SUB-PROCESSORS 5

8. TRANSFER OF DATA TO THIRD COUNTRIES OR INTERNATIONAL ORGANISATIONS 6

9. ASSISTANCE TO THE DATA CONTROLLER 7

10. NOTIFICATION OF PERSONAL DATA BREACH 8

11. ERASURE AND RETURN OF DATA 8

12. AUDIT AND INSPECTION 8

13. THE PARTIES' AGREEMENT ON OTHER TERMS 9

14. COMMENCEMENT AND TERMINATION 9

15. DATA PROCESSOR CONTACT POINT 9

APPENDIX A: INFORMATION ABOUT THE PROCESSING 10

APPENDIX B: AUTHORISED SUB-PROCESSORS 13

APPENDIX C: INSTRUCTION PERTAINING TO THE USE OF PERSONAL DATA 16

APPENDIX D: THE PARTIES' TERMS OF AGREEMENT ON OTHER SUBJECTS 18

PREAMBLE

- 1.1 These Contractual Clauses (the Clauses) set out the rights and obligations of the data controller and the data processor, when processing personal data on behalf of the data controller.
- 1.2 The Clauses have been designed to ensure the parties' compliance with Article 28(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).
- 1.3 In the context of the provision of business travel services as further specified in the Standard Terms entered into by the parties (the Services), the data processor will process personal data on behalf of the data controller in accordance with the Clauses.
- 1.4 The Clauses shall take priority over any similar provisions contained in other agreements between the parties.
- 1.5 Four appendices are attached to the Clauses and form an integral part of the Clauses.
- 1.6 Appendix A contains details about the processing of personal data, including the purpose and nature of the processing, type of personal data, categories of data subject and duration of the processing.
- 1.7 Appendix B contains the data controller's conditions for the data processor's use of sub-processors and a list of sub-processors authorised by the data controller.
- 1.8 Appendix C contains the data controller's instructions with regards to the processing of personal data, the minimum security measures to be implemented by the data processor and how audits of the data processor and any sub-processors are to be performed.
- 1.9 Appendix D contains provisions for other activities which are not covered by the Clauses.
- 1.10 The Clauses along with appendices shall be retained in writing, including electronically, by both parties.
- 1.11 The Clauses shall not exempt the data processor from obligations to which the data processor is subject pursuant to the General Data Protection Regulation (the GDPR) or other legislation.

THE RIGHTS AND OBLIGATIONS OF THE DATA CONTROLLER

- 2.1 The data controller is responsible for ensuring that the processing of personal data takes place in compliance with the GDPR (see Article 24 GDPR), the applicable EU or Member State¹ data protection provisions and the Clauses.

¹ References to "Member States" made throughout the Clauses shall be understood as references to "EEA Member States".

- 2.2 The data controller has the right and obligation to make decisions about the purposes and means of the processing of personal data.
- 2.3 The data controller shall be responsible, among other, for ensuring that the processing of personal data, which the data processor is instructed to perform, has a legal basis.

THE DATA PROCESSOR ACTS ACCORDING TO INSTRUCTIONS

- 3.1 The data processor shall process personal data only on documented instructions from the data controller, unless required to do so by Union or Member State law to which the processor is subject. Such instructions shall be specified in appendices A and C. Subsequent instructions can also be given by the data controller throughout the duration of the processing of personal data, but such instructions shall always be documented and kept in writing, including electronically, in connection with the Clauses.
- 3.2 The data processor shall immediately inform the data controller if instructions given by the data controller, in the opinion of the data processor, contravene the GDPR or the applicable EU or Member State data protection provisions.

CONFIDENTIALITY

- 4.1 The data processor shall only grant access to the personal data being processed on behalf of the data controller to persons under the data processor's authority who have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality and only on a need to know basis. The list of persons to whom access has been granted shall be kept under periodic review. On the basis of this review, such access to personal data can be withdrawn, if access is no longer necessary, and personal data shall consequently not be accessible anymore to those persons.
- 4.2 The data processor shall at the request of the data controller demonstrate that the concerned persons under the data processor's authority are subject to the abovementioned confidentiality.

SECURITY OF PROCESSING

- 5.1 Article 32 GDPR stipulates that, taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, the data controller and data processor shall implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk.
- 5.2 The data controller shall evaluate the risks to the rights and freedoms of natural persons inherent in the processing and implement measures to mitigate those risks. Depending on their relevance, 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 manner 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.
- 5.3 According to Article 32 GDPR, the data processor shall also – independently from the data controller – evaluate the risks to the rights and freedoms of natural persons inherent in the processing and implement measures to mitigate those risks. To this effect, the data controller shall provide the data processor with all information necessary to identify and evaluate such risks.
- 5.4 Furthermore, the data processor shall assist the data controller in ensuring compliance with the data controller’s obligations pursuant to Articles 32 GDPR, by *inter alia* providing the data controller with information concerning the technical and organisational measures already implemented by the data processor pursuant to Article 32 GDPR along with all other information necessary for the data controller to comply with the data controller’s obligation under Article 32 GDPR.
- 5.5 If subsequently – in the assessment of the data controller – mitigation of the identified risks require further measures to be implemented by the data processor, than those already implemented by the data processor pursuant to Article 32 GDPR, the data controller shall specify these additional measures to be implemented in Appendix C.

USE OF SUB-PROCESSORS

- 6.1 The data processor shall meet the requirements specified in Article 28(2) and (4) GDPR in order to engage another processor (a sub-processor).
- 6.2 The data processor shall therefore not engage another processor (sub-processor) for the fulfilment of the Clauses without the prior general written authorisation of the data controller.
- 6.3 The data processor has the data controller’s general authorisation for the engagement of sub-processors. The data processor shall inform in writing the data controller of any intended changes concerning the addition or replacement of sub-processors at least 14 days in advance, thereby giving the data controller the opportunity to object to such changes prior to the engagement of the concerned sub-processor(s). Longer time periods of prior notice for specific sub-processing services can be provided in Appendix B. The list of sub-processors already authorised by the data controller can be found in Appendix B.
- 6.4 Where the data processor engages a sub-processor for carrying out specific processing activities on behalf of the data controller, the same data protection obligations as set out in the Clauses shall be imposed on that sub-processor by way of a contract or other legal act under EU or Member State law, in particular providing sufficient

guarantees to implement appropriate technical and organisational measures in such a manner that the processing will meet the requirements of the Clauses and the GDPR.

- 6.5 The data processor shall therefore be responsible for requiring that the sub-processor at least complies with the obligations to which the data processor is subject pursuant to the Clauses and the GDPR.
- 6.6 A copy of such a sub-processor agreement and subsequent amendments shall – at the data controller’s request – be submitted to the data controller, thereby giving the data controller the opportunity to ensure that the same data protection obligations as set out in the Clauses are imposed on the sub-processor. Clauses on business related issues that do not affect the legal data protection content of the sub-processor agreement, shall not require submission to the data controller.
- 6.7 The data processor shall agree a third-party beneficiary clause with the sub-processor where – in the event of bankruptcy of the data processor – the data controller shall be a third-party beneficiary to the sub-processor agreement and shall have the right to enforce the agreement against the sub-processor engaged by the data processor, e.g. enabling the data controller to instruct the sub-processor to delete or return the personal data.
- 6.8 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 obligations of the sub-processor. This does not affect the rights of the data subjects under the GDPR – in particular those foreseen in Articles 79 and 82 GDPR – against the data controller and the data processor, including the sub-processor.

TRANSFER OF DATA TO THIRD COUNTRIES OR INTERNATIONAL ORGANISATIONS

- 7.1 Any transfer of personal data to third countries or international organisations by the data processor shall only occur on the basis of documented instructions from the data controller and shall always take place in compliance with Chapter V GDPR.
- 7.2 In case transfers to third countries or international organisations, which the data processor has not been instructed to perform by the data controller, is required under EU or Member State law to which the data processor is subject, 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.
- 7.3 Without documented instructions from the data controller, the data processor therefore cannot within the framework of the Clauses:
 - a. transfer personal data to a data controller or a data processor in a third country or in an international organization
 - b. transfer the processing of personal data to a sub-processor in a third country
 - c. have the personal data processed in by the data processor in a third country

- 7.4 The data controller's instructions regarding the transfer of personal data to a third country including, if applicable, the transfer tool under Chapter V GDPR on which they are based, shall be set out in Appendix C.6.
- 7.5 The Clauses shall not be confused with standard data protection clauses within the meaning of Article 46(2)(c) and (d) GDPR, and the Clauses cannot be relied upon by the parties as a transfer tool under Chapter V GDPR.

ASSISTANCE TO THE DATA CONTROLLER

- 8.1 Taking into account the nature of the processing, the data processor shall assist the data controller by appropriate technical and organisational measures, insofar as this is possible, in the fulfilment of the data controller's obligations to respond to requests for exercising the data subject's rights laid down in Chapter III GDPR.
- 8.2 This entails that the data processor shall, insofar as this is possible, assist the data controller in the data controller's compliance with:
- a. the right to be informed when collecting personal data from the data subject
 - b. the right to be informed when personal data have not been obtained from the data subject
 - c. the 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 restriction of processing
 - g. notification obligation regarding rectification or erasure of personal data or restriction of processing
 - h. the right to data portability
 - i. the right to object
 - j. the right not to be subject to a decision based solely on automated processing, including profiling
- 8.3 In addition to the data processor's obligation to assist the data controller pursuant to Clause 6.3., the data processor shall furthermore, taking into account the nature of the processing and the information available to the data processor, assist the data controller in ensuring compliance with:
- a. The data controller's obligation to without undue delay and, where feasible, not later than 72 hours after having become aware of it, notify the personal data breach to the competent supervisory authority, the Danish Data Protection Agency, unless the personal data breach is unlikely to result in a risk to the rights and freedoms of natural persons;
 - b. the data controller's obligation to without undue delay communicate the personal data breach to the data subject, when the personal data breach is likely to result in a high risk to the rights and freedoms of natural persons;

- c. the data controller's obligation to carry out an assessment of the impact of the envisaged processing operations on the protection of personal data (a data protection impact assessment);
 - d. the data controller's obligation to consult the competent supervisory authority, the Danish Data Protection Agency, prior to processing where a data protection impact assessment indicates that the processing would result in a high risk in the absence of measures taken by the data controller to mitigate the risk.
- 8.4 The parties shall define in Appendix C the appropriate technical and organisational measures by which the data processor is required to assist the data controller as well as the scope and the extent of the assistance required. This applies to the obligations foreseen in Clause 9.1. and 9.2.

NOTIFICATION OF PERSONAL DATA BREACH

- 9.1 In case of any personal data breach, the data processor shall, without undue delay after having become aware of it, notify the data controller of the personal data breach.
- 9.2 The data processor's notification to the data controller shall, if possible, take place within 24 hours after the data processor has become aware of the personal data breach to enable the data controller to comply with the data controller's obligation to notify the personal data breach to the competent supervisory authority, cf. Article 33 GDPR.
- 9.3 In accordance with Clause 9(2)(a), the data processor shall assist the data controller in notifying the personal data breach to the competent supervisory authority, meaning that the data processor is required to assist in obtaining the information listed below which, pursuant to Article 33(3)GDPR, shall be stated in the data controller's notification to the competent supervisory authority:
- a. The nature of the personal data including where possible, the categories and approximate number of data subjects concerned and the categories and approximate number of personal data records concerned;
 - b. the likely consequences of the personal data breach;
 - c. the measures taken or proposed to be taken by the controller to address the personal data breach, including, where appropriate, measures to mitigate its possible adverse effects.
- 9.4 The parties shall define in Appendix C all the elements to be provided by the data processor when assisting the data controller in the notification of a personal data breach to the competent supervisory authority.

ERASURE AND RETURN OF DATA

- 10.1** On termination of the provision of personal data processing services, the data processor shall be under obligation to delete all personal data processed on behalf of the data controller and certify to the data controller that it has done so unless Union or Member State law requires storage of the personal data.

AUDIT AND INSPECTION

- 11.1** The data processor shall make available to the data controller all information necessary to demonstrate compliance with the obligations laid down in Article 28 and the Clauses and allow for and contribute to audits, including inspections, conducted by the data controller or another auditor mandated by the data controller.
- 11.2** Procedures applicable to the data controller's audits, including inspections, of the data processor and sub-processors are specified in appendices C.7. and C.8.
- 11.3** 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.

THE PARTIES' AGREEMENT ON OTHER TERMS

- 12.1** The parties may agree other clauses concerning the provision of the personal data processing service specifying e.g. liability, as long as they do not contradict directly or indirectly the Clauses or prejudice the fundamental rights or freedoms of the data subject and the protection afforded by the GDPR.

COMMENCEMENT AND TERMINATION

- 13.1** The Clauses shall become effective on the date of both parties' signature.
- 13.2** Both parties shall be entitled to require the Clauses renegotiated if changes to the law or expediency of the Clauses should give rise to such renegotiation.
- 13.3** The Clauses shall apply for the duration of the provision of personal data processing services. For the duration of the provision of personal data processing services, the Clauses cannot be terminated unless other Clauses governing the provision of personal data processing services have been agreed between the parties.
- 13.4** If the provision of personal data processing services is terminated, and the personal data is deleted or returned to the data controller pursuant to Clause 11.1. and Appendix C.4., the Clauses may be terminated by written notice by either party.
- 13.5** By accepting the Standard Terms, to which these Clauses serve as an appendix, and by engaging with or utilizing the services outlined in the Standard Terms, both parties explicitly acknowledge and mutually agree to be bound by these Clauses.

DATA PROCESSOR CONTACT POINT

14.1 The controller may contact the processor other using the following contact point:

E-mail dpo@goodwings.com

APPENDIX A: INFORMATION ABOUT THE PROCESSING

A.1. The purpose of the data processor's processing of personal data on behalf of the data controller is:

The purpose of the data processor's processing of personal data on behalf of the data controller is to fulfil its obligations under the Standard Terms to the extent that provision of Services entails the processing of personal data.

A.2. The data processor's processing of personal data on behalf of the data controller shall mainly pertain to (the nature of the processing):

The data processor is authorized to collect, store, use, record, structure, alter, erase, transfer and disclose personal data as necessary to provide Services pursuant to the Standard Terms.

The Services provided by the data processor through their platform, which allows the data controller to search, book, manage, report and control costs of business travels, may include the following activities depending on the Services purchased by the data controller:

- Create, maintain and update customer accounts
- Manage travel bookings, process orders and payments.
- Send notices to users regarding: (i) cancellation, modification, or no-show; (ii) unfinished booking processes; (iii) booking recommendations based on their previous bookings and search history
- Provide customer support and handle special requests.
- Inform customers and end-users about Services updates, including new features and functionalities.
- Render all services hired by customers from time to time, such as business travel management, API access, services related to Climate Account, etc.
- Notify an emergency to the contact person informed by the customers for this purpose.

A.3. The processing includes the following types of personal data about data subjects:

- Identification information such as name and surname, ID or passport details, contact details, date of birth, professional address, country of residence, nationality/citizenship, professional email address.
- Travel affiliation cards.
- Special meals, special necessities if any.
- Payment methods.
- Information on bookings and trips and related requests.
- Customer care requests or complaints.

The data processor does not require end-users to disclose any special categories of personal data as specified in GDPR Article 9. The data controller shall properly inform end-users to

only disclose special categories of personal data when strictly necessary for the provision of Services.

A.4. Processing includes the following categories of data subject:

- End-users of the Services
- Emergency contacts added by end-users

A.5. The data processor's processing of personal data on behalf of the data controller may be performed when the Clauses commence. Processing has the following duration:

The processing activities shall be carried out throughout the duration of the Standard Terms and shall cease upon termination of the Standard Terms.

APPENDIX B: AUTHORISED SUB-PROCESSORS

B.1. Approved sub-processors

On commencement of the Clauses, the data controller authorises the engagement of the following sub-processors:

NAME	REGISTRATION NUMBER	ADDRESS	DESCRIPTION OF PROCESSING
Google Ireland Ltd.	368047	Google Building Gordon House, 4 Barrow St, Grand Canal Dock, Dublin 4, D04 V4X7, Ireland	Google Workspace
Amazon Web Services EMEA SARL	B186284	38 Avenue John F. Kennedy, L-1855 Luxembourg	Hosting processing
Zoho Corporation B.V.	NL855264263B01	Beneluxlaan 4B 3527 HT Utrecht The Netherlands	Payment processing
Stripe Payments Europe, Limited	3206488LH	The One Building 1 Grand Canal Street, Lower Dublin 2 Co. Dublin, Ireland	Payment processing
Expedia.com Limited	03847519	407 Angel Building, St John Street, London, EC1V 4EX	Booking processing
Sabre GBLB Inc.	-	3150 Sabre Drive, Southlake, TX 76092 USA	Booking processing
HubSpot Ireland Ltd	IE9849471F	Ground Floor, Two Dockland Central, Guild Street, D01 K2C5, Dublin	Order processing
The Rocket Science Group LLC	582554149	675 Ponce De Leon Ave NE Suite 5000, Atlanta, GA 30308, USA	Booking processing
JTB Pte Ltd.	-	79 Anson Road #07- 04/05 Singapore 079906	Booking processing

NAME	REGISTRATION NUMBER	ADDRESS	DESCRIPTION OF PROCESSING
JTB Europe Ltd.	-	1 Alie Street, London E1 8DE, United Kingdom	Booking processing
JTB Germany GmbH	-	Hanauer Landstrasse 291B, 60311 Frankfurt am Main, Germany	Booking processing
JTB Italy S.r.l.	-	Viale Castro Pretorio n. 124, 00185 Roma, Italy	Booking processing
JTB Viajes Spain S.A	-	Calle Jacometrezo 15, Planta 5a – Puerta A, 28013 Madrid	Booking processing
Kuoni GTS France SAS	-	22 Rue Dieumgard, 93400 Saint-Quen, France	Booking processing
Kuoni Destination Management s.r.o.	-	Rohanské nábřeží 671/15, Karlín, 186 00 Praha 8, Czech Republic	Booking processing
Travel Plaza Netherlands B.V.	-	Ragarweg 29, 1043NX Amsterdam, Netherlands	Booking processing
Tumlare Corporation A/S	-	Vester Farimagsgade 1,1., 1606 Copenhagen V, Denmark	Booking processing
Tumlare Corporation AS	-	Haslevangen 15, 0579 Oslo, Norway	Booking processing
Tumlare Corporation Hungary Kft.	-	Bajcsy-Zsilinszky út 12, 1051 Budapest, Hungary	Booking processing
Tumlare Corporation Sweden AB	-	Olof Palmesgata 29, 111 22 Stockholm, Sweden	Booking processing
Trainline.com Limited	-	3rd floor, 120 Holborn, London EC1N 2TD, United Kingdom	Booking processing
Crisis24	-	1390 Barre Street, Montreal (Quebec), Canada H3C 1N4	Booking processing

NAME	REGISTRATION NUMBER	ADDRESS	DESCRIPTION OF PROCESSING
Cirium	-	522 SW 5th Ave. Suite 200, Portland, OR 97204, USA	Booking processing
Grasp Technologies Inc.	-	6465 Reflections Drive, Suite 250, Dublin, Ohio 43017, USA	Booking processing
Prime Numbers Technology	-	200 Donald Lynch Blvd, Suite 103 Marlborough, MA 01752, USA	Booking processing
Procon Solution A/S	-	Stationsparken 25, DK2600 Glostrup, Denmark	Booking processing
Magnatech	-	1255 Philip Square, Suite 505, Montreal (Quebec), Canada H3B 3G1	Booking processing
MTrip	-	4388 rue Saint-Dennis, Suite 200, Montreal (Quebec), Canada H2J 2L1	Booking processing
Fair Fly Inc.	-	1313 North Market Street, Suite 5100, Wilmington, DE 19801, USA	Booking processing

The data controller shall on the commencement of the Clauses authorise the use of the abovementioned sub-processors for the processing described for that party. The data processor shall not be entitled – without the data controller’s explicit written authorisation – to engage a sub-processor for a ‘different’ processing than the one which has been agreed upon or have another sub-processor perform the described processing.

The list above encompasses all sub-processors engaged by the data processor, indicating where Standard Contractual Clauses (SCCs) are established to ensure adequate data protection measures in alignment with the terms of this Data Protection Agreement (DPA).

B.2. Prior notice for the authorisation of sub-processors

As established in Clause 7.3 above.

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 processor performing the following:

- Provision of Services as specified in the Standard Terms.

Personal data may only be processed for the purpose of fulfilling obligations pursuant to the Agreement.

C.2. Security of processing

The data processor shall 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:

- Establish a procedure for regular evaluation of the effectiveness of the implemented technical and organisational measures to ensure security of processing.
- Ensure that the personal data is always processed in a secure manner and that it is only accessible to those of the data processor's employees who need to process the personal data in order to fulfil the purpose of the processing, cf. C.1 above.
- Only store the personal data in a secure manner, so that third parties are unable to access the information.

C.3. Assistance to the data controller

The data processor shall insofar as this is possible – within the scope and the extent of the assistance specified below – assist the data controller in accordance with Clause 9.1. and 9.2. by implementing the following technical and organisational measures:

- Keep a record of processing activities in accordance with Article 30 GDPR describing the processing activities carried out on behalf of the data controller.
- Inform the data controller in writing, without undue delay after having been made aware of it, of any request addressed to the data processor by a data subject to exercise its rights under the GDPR and the applicable EU or Member State data provisions related to the data processor's processing activities on behalf of the data controller. The data processor shall not be entitled to respond to such requests unless instructed by the data controller.
- Provide the information referred to in Clause 10.3 to the data controller within the time limit referred to in Clause 10.2 and provide information necessary for the data

controller to notify the competent supervisory authority of a personal data breach or necessary for the data controller to notify the data subject.

C.4. Storage period/erasure procedures

Upon termination of the provision of personal data processing services, the data processor shall either delete or return the personal data in accordance with Clause 11.1., unless the data controller – after the signature of the contract – has modified the data controller’s original choice. Such modification shall be documented and kept in writing, including electronically, in connection with the Clauses.

C.5. Processing location

Processing of the personal data under the Clauses cannot be performed at other locations than the following without the data controller’s prior written authorisation:

- Locations of the data processor and sub-processors as listed in Appendix B.1.

C.6. Instruction on the transfer of personal data to third countries

If the data controller does not in the Clauses or subsequently provide documented instructions pertaining to the transfer of personal data to a third country, the data processor shall not be entitled within the framework of the Clauses to perform such transfer.

C.7. Procedures for the data controller’s audits, including inspections, of the processing of personal data being performed by the data processor

The data processor shall provide the data controller or the data controller’s representative, at the data controllers request, with all information necessary to demonstrate compliance with the GDPR, the applicable EU or Member State data protection provisions and the Clauses.

The data processor and the data controller shall agree in advance on a reasonable starting date, scope, duration and security and confidentiality controls of any audits.

C.8. Procedures for audits, including inspections, of the processing of personal data being performed by sub-processors

The data processor shall undertake necessary and appropriate audits and inspections of its sub-processors, taking into account the risks associated with the processing activity. The data processor shall without undue delay provide the data controller with documentation of the audits conducted upon request, including details of the audit types, outcomes, and any deviations and remedial measures taken for each sub-processor.

APPENDIX D: THE PARTIES' TERMS OF AGREEMENT ON OTHER SUBJECTS

D.1. Liability

The liability for non-compliance with applicable data protection legislation shall be regulated by the Standard Terms.

D.2. Law and venue

Any questions regarding law and venue shall be assessed in accordance with the terms specified in the Standard Terms.