



Vendor Data Processing Addendum (EU version)

(Updated 8 October 2021)

Based on the General Data Protection Regulation (EU GDPR) and European Commission Decision (EU) 2021/914 - Standard Contractual Clauses (Processors)

This Data Processing Addendum (“DPA”) forms part of (and is incorporated into) the agreements between Epicor and “Vendor,” (which term, for the avoidance of doubt, includes independent contractors and/or independent software vendors engaged by Epicor) for the provision of services to Epicor (identified collectively either as the “Service” or otherwise in the applicable agreement, and hereinafter defined as the “Service”), wherein such agreements are hereinafter collectively defined as the “Agreement,” and whereby this DPA reflects the parties’ agreement with regard to the Processing of Personal Data regulated by the European Union’s version of the General Data Protection Regulation (EU GDPR) (as defined below).

By completing (and submitting) Epicor’s Vendor Data Processing Agreement assessment (that references this DPA and its terms) through OneTrust, Vendor acknowledges that it is entering into this DPA on behalf of itself and, to the extent required under applicable Data Protection Laws and Regulations, in the name and on behalf of its Authorized Affiliates, if and to the extent Vendor processes Personal Data for which such Authorized Affiliates qualify as a Processor under the EU GDPR. In providing the Service to Epicor pursuant to the Agreement, Vendor may Process Personal Data on behalf of Epicor, and the parties agree to comply with the following provisions with respect to any Personal Data.

INSTRUCTIONS ON HOW TO EXECUTE THIS DPA WITH EPICOR

1. This DPA consists of distinct parts: this body and its set of definitions and provisions, the Standard Contractual Clauses (as updated and issued by the EU Commission on 4th June 2021), and Appendices 1-3.
2. **By completing (and submitting) Epicor’s Vendor Data Processing Agreement assessment (that references this DPA and its terms) through OneTrust, Vendor agrees to be bound by the terms and conditions of this DPA.**
3. **Upon receipt and approval, by Epicor, of a validly submitted DPA through OneTrust, this DPA shall come into effect and legally bind the parties.**

APPLICATION OF THIS DPA

If the Vendor entity completing the DPA Assessment through OneTrust is a party to the Agreement, then this DPA is an addendum to, and forms part of, the Agreement. In such case, the Epicor entity (i.e., either Epicor or a subsidiary of Epicor) that is party to the Agreement is party to this DPA.

If the Vendor entity completing the DPA Assessment through OneTrust is not a party to the Agreement, then this DPA is not valid and therefore is not legally binding. Such entity should request that the Vendor entity who is a party to the Agreement execute this DPA.

DPA DEFINITIONS

“**Affiliate**” means any entity that directly or indirectly controls, is controlled by, or is under common control of a Party signing this Agreement. “Control,” for purposes of this definition, means direct or indirect ownership or control of more than 50% of the voting interests of the subject entity.

“**Authorized Affiliate**” means any Epicor Affiliate which (a) is subject to the data protection laws and regulations of the European Union, the European Economic Area and/or their member states, Switzerland and/or the United Kingdom, and (b) is permitted to use the Service pursuant to the Agreement between Epicor and Vendor but has not signed its own Agreement with Vendor.



“**Controller**” means the entity which determines the purposes and means of the Processing of Personal Data and may include Epicor.

“**Customer Data**” has the same meaning as under the Agreement.

“**Data Protection Laws and Regulations**” means all laws and regulations, including laws and regulations of the European Union, the European Economic Area and their member states, including Switzerland applicable to the Processing of Personal Data under the Agreement.

“**Data Subject**” means the identified or identifiable person to whom Personal Data relates.

“**Epicor**” means the Epicor entity, which is a party to this DPA, as specified in the Amendment of Compliance executed by the parties, being Epicor, a company incorporated in Delaware and its primary address as 804 Las Cimas Parkway, Austin Texas 78746, and any Affiliates of Epicor, as applicable.

“**Epicor Data**” means all electronic data (including any Personal Data and/or Customer Data) submitted by or on behalf of Epicor, or an Authorized Affiliate, to the Service.

“**EU GDPR**” means the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (as applicable and in force across the European Union) 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) as amended, replaced or superseded.

“**Personal Data**” means any information relating to (i) an identified or identifiable natural person and, (ii) an identified or identifiable legal entity (where such information is protected similarly as personal data or personally identifiable information under applicable Data Protection Laws and Regulations), where for each (i) or (ii) such data is Epicor Data.

“**Processing**” (including its root word, “Process”) means any operation or set of operations which is performed upon Personal Data, whether or not by automatic means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

“**Processor**” means a natural or legal person, public authority, agency or other body which Processes Personal Data on behalf of the controller, including Vendor when Epicor is in the role of a Controller.

“**Standard Contractual Clauses**” means the agreement executed by and between Epicor and Vendor and incorporated herein, pursuant to the European Commission’s decision (EU) 2021/914 of 4th June 2021 on Standard Contractual Clauses for the transfer of personal data to processors established in third countries which do not ensure an adequate level of data protection.

“**Sub-processor**” means a natural or legal person, public authority, agency or other body which Processes Personal Data on behalf of a Processor, including Vendor when Epicor is in the role of a Processor and any Sub-processors engaged by Vendor in connection with Epicor Data.

“**Supervisory Authority**” means an independent public authority which is established by an EU Member State pursuant to the EU GDPR.

DPA TERMS

Epicor and Vendor hereby enter into this DPA effective as of the date Vendor submits (and Epicor approves) a completed Vendor DPA Assessment through OneTrust. This DPA is incorporated into and forms part of the Agreement.



1. **Provision of the Service.** Vendor provides the Service to Epicor under the Agreement. In connection with the Service, the parties anticipate that Vendor may Process Epicor Data that contains Personal Data relating to Data Subjects.

2. **The Parties' Roles.** Epicor, as Controller, appoints Vendor as a Processor to process the Personal Data on Epicor's behalf. In some circumstances Epicor may be a Processor, in which case Epicor appoints Vendor as Epicor's sub-processor, which shall not change the obligations of either Epicor or Vendor under this DPA, as Vendor will remain a Processor with respect to Epicor in such event. Vendor may engage Sub-processors pursuant to the requirements of this DPA.

3. **Epicor Responsibilities.** Epicor shall, in its use of the Service, Process Personal Data in accordance with the requirements of Data Protection Laws and Regulations. For the avoidance of doubt, Epicor's instructions to Vendor for the Processing of Personal Data shall comply with Data Protection Laws and Regulations. As between the parties, Epicor shall have sole responsibility for the accuracy, quality, and legality of Personal Data provided to Vendor and the means by which Epicor acquired Personal Data.

4. **Processing Purposes.** Vendor shall keep Personal Data confidential and shall only Process Personal Data on behalf of and in accordance with Epicor's documented instructions for the following purposes: (i) Processing in accordance with the Agreement and applicable Order Form(s); (ii) Processing initiated by Epicor in its use of the Service; and (iii) Processing to comply with other documented, reasonable instructions provided by Epicor (for example, via email) where such instructions are consistent with the terms of the Agreement. Vendor shall not be required to comply with or observe Epicor's instructions if such instructions would violate the EU GDPR or other EU law or EU member state data protection provisions.

5. **Scope of Processing.** The subject-matter of Processing of Personal Data by Vendor is the performance of the Service pursuant to the Agreement. The duration of the Processing, the nature and purpose of the Processing, the types of Personal Data and categories of Data Subjects Processed under this DPA are further specified in Annex 1 to the Standard Contractual Clauses.

6. **Data Subject Requests.** To the extent legally permitted and required, Vendor shall promptly notify Epicor if Vendor receives a request from a Data Subject to exercise the Data Subject's right of access, right to rectification, restriction of Processing, erasure ("**right to be forgotten**"), data portability, objection to the Processing, or its right not to be subject to an automated individual decision making ("**Data Subject Request**"). Factoring into account the nature of the Processing, Vendor shall assist Epicor by appropriate organizational and technical measures, insofar as this is possible, for the fulfilment of Epicor's obligation to respond to a Data Subject Request under Data Protection Laws and Regulations and its agreements with its customers. In addition, to the extent Epicor, in its use of the Service, does not have the ability to address a Data Subject Request, Vendor shall, upon Epicor's request, provide commercially reasonable efforts to assist Epicor in responding to such Data Subject Request, to the extent that Vendor is legally authorized to do so, and the response to such Data Subject Request is required under Data Protection Laws and Regulations and Epicor's agreements with its customers.

7. **Vendor Personnel.** Vendor shall ensure that its personnel engaged in the Processing of Personal Data are informed of the confidential nature of the Personal Data, have received appropriate training regarding their responsibilities, and have executed written confidentiality agreements. Vendor shall take commercially reasonable steps to ensure the reliability of any Vendor personnel engaged in the Processing of Personal Data. Vendor shall ensure that Vendor's access to Personal Data is limited to those personnel assisting in the provision of the Service in accordance with the Agreement.

8. **Data Protection Officer.** Vendor shall have appointed, or shall appoint, a data protection officer if and whereby such appointment is required by Data Protection Laws and Regulations.

9. **Vendor's Sub-processors.** Epicor has instructed or authorized the use of Sub-processors to assist Vendor with respect to the performance of Vendor's obligations under the Agreement. Upon written



request of Epicor, Vendor will provide to Epicor a list of its then-current Sub-processors. Epicor acknowledges and agrees that (a) Vendor's Affiliates may be retained as Sub-processors; and (b) Vendor and Vendor's Affiliates respectively may engage third-party Sub-processors in connection with the provision of the Service. Vendor shall provide notification to Epicor of any and all new Sub-processors before authorizing any and all new Sub-processors to process Personal Data in connection with the provision of the applicable Service. In order to exercise its right to object to Vendor's use of a new Sub-processor, Epicor shall notify Vendor promptly in writing within thirty (30) business days after receipt of Vendor's notice. In the event Epicor objects to a new Sub-processor, and that objection is not unreasonable, Vendor will use reasonable efforts to make available to Epicor a change in the Service or recommend a commercially reasonable change to Epicor's configuration or use of the Service to avoid Processing of Personal Data by the objected-to new Sub-processor without unreasonably burdening Epicor. If Vendor is unable to make available such change within a reasonable time period, which shall not exceed thirty (30) days of Epicor's objection, Epicor may terminate the applicable Order Form(s) with respect only to those aspects of the Service which cannot be provided by Vendor without the use of the objected-to new Sub-processor by providing written notice to Vendor. Vendor will refund Epicor any prepaid fees covering the remainder of the term of such Order Form(s) following the effective date of termination with respect to such terminated Service. The parties agree that the copies of the Sub-processor agreements that must be provided by Vendor to Epicor pursuant to Clause 9 (c) of the Standard Contractual Clauses may have all commercial information, or clauses unrelated to the Standard Contractual Clauses or their equivalent, removed by Vendor beforehand; and, that such copies will be provided by Vendor, in a manner to be determined in its discretion, only upon request by Epicor.

10. **Liability for Sub-processors.** Vendor shall be liable for the acts and omissions of its Sub-processors to the same extent Vendor would be liable if performing the services of each Sub-processor directly under the terms of this DPA, except as otherwise set forth in the Agreement.

11. **Security Measures.** Vendor shall maintain appropriate organizational and technical measures for protection of the security (including protection against unauthorized or unlawful Processing, and against unlawful or accidental destruction, alteration or damage or loss, unauthorized disclosure of, or access to, Epicor Data), confidentiality, and integrity of Epicor Data. Vendor regularly monitors compliance with these measures. Vendor will not materially decrease the overall security of the Service during Epicor's and/or Authorized Affiliates' subscription term.

12. **Third-Party Certifications and Audit Results.** Upon Epicor's written request at reasonable intervals, and subject to the confidentiality obligations set forth in the Agreement, Vendor shall make available to Epicor a copy of Vendor's then most recent third-party certifications or audit results, as applicable.

13. **Notifications Regarding Epicor Data.** Vendor has in place reasonable and appropriate security incident management policies and procedures and shall notify Epicor without undue delay after becoming aware of the accidental or unlawful destruction, loss, alteration or damage, unauthorized disclosure of, or access to, Epicor Data, including Personal Data, transmitted, stored or otherwise Processed by Vendor or its Sub-processors of which Vendor becomes aware (hereinafter, a "**Epicor Data Incident**"), as required to assist Epicor in ensuring compliance with its obligations to notify the Supervisory Authority in the event of Personal Data breach. Vendor shall make reasonable efforts to identify the cause of such Epicor Data Incident, and take those steps as Vendor deems necessary and reasonable in order to remediate the cause of such an Epicor Data Incident, to the extent that the remediation is within Vendor's reasonable control. The obligations set forth herein shall not apply to incidents that are solely caused by Epicor.

14. **Return of Epicor Data.** Vendor shall return Epicor Data to Epicor and, to the extent allowed by applicable law, delete Epicor Data upon Epicor's request, unless the retention of the data is requested from Vendor according to mandatory statutory laws.

15. **Authorized Affiliates.** The parties agree that, by executing the DPA, Epicor enters into the DPA on behalf of itself and, as applicable, in the name and on behalf of its Authorized Affiliate(s), thereby establishing a separate DPA between Vendor and each such Authorized Affiliate, subject to the provisions of

the Agreement. Each Authorized Affiliate agrees to be bound by the obligations under this DPA and, to the extent applicable, the Agreement. An Authorized Affiliate is not and does not become a party to the Agreement and is only a party to the DPA. All access to and use of the Service by Authorized Affiliate(s) must comply with the terms and conditions of the Agreement and any violation thereof by an Authorized Affiliate shall be deemed a violation by Epicor.

16. **Communications.** The Epicor entity that is the contracting party to the Agreement shall remain responsible for coordinating all communication with Vendor under this DPA and shall be entitled to transmit and receive any communication in relation to this DPA on behalf of its Authorized Affiliate(s).

17. **Exercise of Rights.** Where an Authorized Affiliate becomes a party to the DPA, it shall to the extent required under applicable Data Protection Laws and Regulations be entitled to exercise the rights and seek remedies under this DPA.

18. **Liability.** Each party's and all of its Affiliates' liability, taken together in the aggregate, arising out of or related to this DPA, and all DPAs between Authorized Affiliates and Vendor, whether in contract, tort or under any other theory of liability, is subject to the 'Limitation of Liability' section of the Agreement, and any reference in such section to the liability of a party means the aggregate liability of that party and all of its Affiliates under the Agreement and all DPAs together. Each reference to the DPA herein means this DPA including its Appendices.

19. **EU GDPR.** Vendor will Process Personal Data in accordance with the EU GDPR requirements directly applicable to Vendor's provision of the Service.

20. **Data Protection Impact Assessment.** Upon Epicor's request, Vendor shall provide Epicor with reasonable cooperation and assistance needed to fulfil Epicor's obligation under the EU GDPR to carry out a data protection impact assessment related to Epicor's use of the Service to the extent such assessment is required under applicable law, to the extent Epicor does not otherwise have access to the relevant information, and to the extent such information is available to Vendor. Vendor shall provide reasonable assistance to Epicor in the cooperation or prior consultation with the Supervisory Authority in the performance of its tasks relating to Section 21 of this DPA, to the extent required under the EU GDPR. Notwithstanding the foregoing, the Parties acknowledge and agree that, in general, each believes that the nature, scope and scale of any data processing by Vendor does not and will not rise to the level of requiring a Data Protection Impact Assessment under applicable law.

21. **Standard Contractual Clauses.** The Standard Contractual Clauses apply to (i) the legal entity that has executed the Standard Contractual Clauses as a data exporter and its Authorized Affiliates and, (ii) all Affiliates of Epicor established within the European Economic Area, Switzerland and the United Kingdom, which have signed Order Forms for the Service. For the purpose of the Standard Contractual Clauses the aforementioned entities shall be deemed "data exporters." **By agreeing to the terms of this DPA through OneTrust,** the parties will be deemed to have executed the Standard Contractual Clauses incorporated as part of this DPA, the terms and conditions of which are incorporated herein and form a part of this DPA.

22. **Epicor's Processing Instructions.** This DPA and the Agreement are Epicor's complete and final instructions at the time of signature of the Agreement to Vendor for the Processing of Personal Data. Any additional or alternate instructions must be agreed upon separately. For the purposes of sub-section (a) of sub-clause 8.1 (Instructions) of the Standard Contractual Clauses, the following is deemed an instruction by Epicor to process Personal Data: (a) Processing in accordance with the Agreement and applicable Order Form(s); (b) Processing initiated by Epicor in its use of the Service; and (c) Processing to comply with other reasonable instructions provided by Epicor (e.g., via email) where such instructions are consistent with the terms of the Agreement.

23. **Audits.** The parties agree that the audits described in sub-sections (c) and (d) to sub-clause 8.9 (Documentation and Compliance) of the Standard Contractual Clauses shall be carried out in accordance with



the following specifications: following Epicor’s written request, and subject to the confidentiality obligations set forth in the Agreement, Vendor shall make available to Epicor information regarding Vendor’s compliance with the obligations set forth in this DPA in the form of the third-party certifications and audits to the extent that Vendor makes them generally available to its customers. Epicor may contact Vendor in accordance with the “Notices” Section of the Agreement to request an on-site audit of the procedures relevant to the protection of Personal Data. Epicor shall reimburse Vendor for any time expended for any such on-site audit at the Vendor’s then-current professional services rates, which shall be made available to Epicor upon request. Before the commencement of any such on-site audit, Epicor and Vendor shall mutually agree upon the scope, timing, and duration of the audit in addition to the reimbursement rate for which Epicor shall be responsible. All reimbursement rates shall be reasonable, taking into account the resources expended by Vendor. Epicor shall promptly notify Vendor and provide information about any actual or suspected non-compliance discovered during an audit. The provision in this section shall by no means derogate from or materially alter the provisions on audits as specified in the Standard Contractual Clauses.

24. **Data Deletion.** The parties agree that the certification of deletion of Personal Data that is described in sub-clause 8.5 (Duration of processing and erasure or return of data) of the Standard Contractual Clauses shall be provided by Vendor to Epicor only upon Epicor’s request.

25. **Order of Precedence.** This DPA is incorporated into and forms part of the Agreement. For matters not addressed under this DPA, the terms of the Agreement apply. With respect to the rights and obligations of the parties vis-à-vis each other, in the event of a conflict between the terms of the Agreement and this DPA, the terms of this DPA will control. In the event of a conflict between the terms of the DPA and the Standard Contractual Clauses, the Standard Contractual Clauses will prevail.

SIGNATURES

Vendor	Epicor
<u>By entering into the Agreement with Epicor and/or by submitting a completed Vendor DPA Assessment through OneTrust, Vendor is deemed to have signed this DPA.</u>	The Epicor entity named in the Epicor Master Services Agreement and/or Order / Statement of Work <u>By entering into the Agreement with Vendor and/or approving a completed Vendor DPA Assessment through OneTrust, Epicor is deemed to have signed this DPA.</u>
Signature	Signature
Printed Name	Printed Name
Title	Title
Date	Date

As updated by the European Commission on 4 June 2021 and in force from 27 June 2021

for

Module THREE: Processor to Processor

STANDARD CONTRACTUAL CLAUSES

SECTION I

Clause 1

Purpose and scope

- (a) The purpose of these standard contractual clauses is to ensure compliance with the requirements of Regulation (EU) 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 (General Data Protection Regulation)¹ for the transfer of personal data to a third country.
- (b) The Parties:
 - (i) the natural or legal person(s), public authority/ies, agency/ies or other body/ies (hereinafter 'entity/ies') transferring the personal data, as listed in Annex I.A (hereinafter each 'data exporter'), and
 - (ii) the entity/ies in a third country receiving the personal data from the data exporter, directly or indirectly via another entity also Party to these Clauses, as listed in Annex I.A (hereinafter each 'data importer')have agreed to these standard contractual clauses (hereinafter: '**Clauses**').
- (c) These Clauses apply with respect to the transfer of personal data as specified in Annex I.B.
- (d) The Appendix to these Clauses containing the Annexes referred to therein forms an integral part of these Clauses.

Clause 2

Effect and invariability of the Clauses

- (a) These Clauses set out appropriate safeguards, including enforceable data subject rights and effective legal remedies, pursuant to Article 46(1) and Article 46(2)(c) of Regulation (EU) 2016/679 and, with respect to data transfers from controllers to processors and/or processors to processors, standard contractual clauses pursuant to Article 28(7) of Regulation (EU) 2016/679, provided they are not modified, except to select the appropriate Module(s) or to add or update information in the Appendix. This does not prevent the Parties from including the standard contractual clauses laid down in these Clauses in a wider contract and/or to add other clauses or additional safeguards, provided that they do not contradict, directly or indirectly, these Clauses or prejudice the fundamental rights or freedoms of data subjects.
- (b) These Clauses are without prejudice to obligations to which the data exporter is subject by virtue of Regulation (EU) 2016/679.

(1) ¹ Where the data exporter is a processor subject to Regulation (EU) 2016/679 acting on behalf of a Union institution or body as controller, reliance on these Clauses when engaging another processor (sub-processing) not subject to Regulation (EU) 2016/679 also ensures compliance with Article 29(4) of Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC(OJ L 295, 21.11.2018, p. 39), to the extent these Clauses and the data protection obligations as set out in the contract or other legal act between the controller and the processor pursuant to Article 29(3) of Regulation (EU) 2018/1725 are aligned. This will in particular be the case where the controller and processor rely on the standard contractual clauses included in Decision 2021/915.

Clause 3

Third-party beneficiaries

- (a) Data subjects may invoke and enforce these Clauses, as third-party beneficiaries, against the data exporter and/or data importer, with the following exceptions:
- (i) Clause 1, Clause 2, Clause 3, Clause 6, Clause 7;
 - (ii) Clause 8 – Clause 8.1(a), (c) and (d) and Clause 8.9(a), (c), (d), (e), (f) and (g);
 - (iii) Clause 9 - Clause 9(a), (c), (d) and (e);
 - (iv) Clause 12 – Clause 12(a), (d) and (f);
 - (v) Clause 13;
 - (vi) Clause 15.1(c), (d) and (e);
 - (vii) Clause 16(e);
 - (viii) Clause 18 – Clause 18(a) and (b).
- (b) Paragraph (a) is without prejudice to rights of data subjects under Regulation (EU) 2016/679.

Clause 4

Interpretation

- (a) Where these Clauses use terms that are defined in Regulation (EU) 2016/679, those terms shall have the same meaning as in that Regulation.
- (b) These Clauses shall be read and interpreted in the light of the provisions of Regulation (EU) 2016/679.
- (c) These Clauses shall not be interpreted in a way that conflicts with rights and obligations provided for in Regulation (EU) 2016/679.

Clause 5

Hierarchy

In the event of a contradiction between these Clauses and the provisions of related agreements between the Parties, existing at the time these Clauses are agreed or entered into thereafter, these Clauses shall prevail.

Clause 6

Description of the transfer(s)

The details of the transfer(s), and in particular the categories of personal data that are transferred and the purpose(s) for which they are transferred, are specified in Annex I.B.

Clause 7 – Optional

Docking clause

- (a) An entity that is not a Party to these Clauses may, with the agreement of the Parties, accede to these Clauses at any time, either as a data

exporter or as a data importer, by completing the Appendix and signing Annex I.A.

- (b) Once it has completed the Appendix and signed Annex I.A, the acceding entity shall become a Party to these Clauses and have the rights and obligations of a data exporter or data importer in accordance with its designation in Annex I.A.
- (c) The acceding entity shall have no rights or obligations arising under these Clauses from the period prior to becoming a Party.

SECTION II – OBLIGATIONS OF THE PARTIES

Clause 8

Data protection safeguards

The data exporter warrants that it has used reasonable efforts to determine that the data importer is able, through the implementation of appropriate technical and organizational measures, to satisfy its obligations under these Clauses.

MODULE THREE: Transfer processor to processor

8.1 Instructions

- (a) The data exporter has informed the data importer that it acts as processor under the instructions of its controller(s), which the data exporter shall make available to the data importer prior to processing.
- (b) The data importer shall process the personal data only on documented instructions from the controller, as communicated to the data importer by the data exporter, and any additional documented instructions from the data exporter. Such additional instructions shall not conflict with the instructions from the controller. The controller or data exporter may give further documented instructions regarding the data processing throughout the duration of the contract.
- (c) The data importer shall immediately inform the data exporter if it is unable to follow those instructions. Where the data importer is unable to follow the instructions from the controller, the data exporter shall immediately notify the controller.
- (d) The data exporter warrants that it has imposed the same data protection obligations on the data importer as set out in the contract or other legal act under Union or Member State law between the controller and the data exporter.²

8.2 Purpose limitation

The data importer shall process the personal data only for the specific purpose(s) of the transfer, as set out in Annex I. B., unless on further instructions from the controller, as communicated to the data importer by the data exporter, or from the data exporter.

8.3 Transparency

On request, the data exporter shall make a copy of these Clauses, including the Appendix as completed by the Parties, available to the data subject free of charge. To the extent necessary to protect business secrets or other confidential information, including personal data, the data exporter may redact part of the text of the Appendix prior to sharing a copy, but shall provide a meaningful summary where the data subject would otherwise not be able to understand its content or exercise his/her rights. On request, the Parties shall provide the data subject with the reasons for the redactions, to the extent possible without revealing the redacted information.

(2) ² See Article 28(4) of Regulation (EU) 2016/679 and, where the controller is an EU institution or body, Article 29(4) of Regulation (EU) 2018/1725.

8.4 Accuracy

If the data importer becomes aware that the personal data it has received is inaccurate, or has become outdated, it shall inform the data exporter without undue delay. In this case, the data importer shall cooperate with the data exporter to rectify or erase the data.

8.5 Duration of processing and erasure or return of data

Processing by the data importer shall only take place for the duration specified in Annex I.B. After the end of the provision of the processing services, the data importer shall, at the choice of the data exporter, delete all personal data processed on behalf of the controller and certify to the data exporter that it has done so, or return to the data exporter all personal data processed on its behalf and delete existing copies. Until the data is deleted or returned, the data importer shall continue to ensure compliance with these Clauses. In case of local laws applicable to the data importer that prohibit return or deletion of the personal data, the data importer warrants that it will continue to ensure compliance with these Clauses and will only process it to the extent and for as long as required under that local law. This is without prejudice to Clause 14, in particular the requirement for the data importer under Clause 14(e) to notify the data exporter throughout the duration of the contract if it has reason to believe that it is or has become subject to laws or practices not in line with the requirements under Clause 14(a).

8.6 Security of processing

- (a) The data importer and, during transmission, also the data exporter shall implement appropriate technical and organizational measures to ensure the security of the data, including protection against a breach of security leading to accidental or unlawful destruction, loss, alteration, unauthorized disclosure or access to that data (hereinafter 'personal data breach'). In assessing the appropriate level of security, they shall take due account of the state of the art, the costs of implementation, the nature, scope, context and purpose(s) of processing and the risks involved in the processing for the data subject. The Parties shall in particular consider having recourse to encryption or pseudonymization, including during transmission, where the purpose of processing can be fulfilled in that manner. In case of pseudonymization, the additional information for attributing the personal data to a specific data subject shall, where possible, remain under the exclusive control of the data exporter or the controller. In complying with its obligations under this paragraph, the data importer shall at least implement the technical and organizational measures specified in Annex II. The data importer shall carry out regular checks to ensure that these measures continue to provide an appropriate level of security.
- (b) The data importer shall grant access to the data to members of its personnel only to the extent strictly necessary for the implementation, management and monitoring of the contract. It shall ensure that persons authorized to process the personal data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality.
- (c) In the event of a personal data breach concerning personal data processed by the data importer under these Clauses, the data importer shall take appropriate measures to address the breach, including measures to mitigate its adverse effects. The data importer shall also notify, without undue delay, the data exporter and, where appropriate and feasible, the controller after having become aware of the breach. Such notification shall contain the details of a contact point where more information can be obtained, a description of the nature of the breach (including, where possible, categories and approximate number of data subjects and personal data records concerned), its likely consequences and the measures taken or proposed to address the data breach, including measures to mitigate its possible adverse effects. Where, and in so far as, it is not possible to provide all information at the same time, the initial notification shall contain the information then available and further information shall, as it becomes available, subsequently be provided without undue delay.
- (d) The data importer shall cooperate with and assist the data exporter to enable the data exporter to comply with its obligations under Regulation (EU) 2016/679, in particular to notify its controller so that the latter may in turn notify the competent supervisory authority and the affected data subjects, taking into account the nature of processing and the information available to the data importer.

8.7 Sensitive data

Where the transfer involves personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, or biometric data for the purpose of uniquely identifying a natural person, data concerning health or a person's sex life or sexual orientation, or data relating to criminal convictions and offences (hereinafter '**sensitive data**'), the data importer shall apply the specific restrictions and/or additional safeguards set out in Annex I.B.

8.8 Onward transfers

The data importer shall only disclose the personal data to a third party on documented instructions from the controller, as communicated to the data importer by the data exporter. In addition, the data may only be disclosed to a third party located outside the European Union³ (in the same country as the data importer or in another third country, hereinafter 'onward transfer') if the third party is or agrees to be bound by these Clauses, under the appropriate Module, or if:

- (i) the onward transfer is to a country benefitting from an adequacy decision pursuant to Article 45 of Regulation (EU) 2016/679 that covers the onward transfer;
- (ii) the third party otherwise ensures appropriate safeguards pursuant to Articles 46 or 47 of Regulation (EU) 2016/679;
- (iii) the onward transfer is necessary for the establishment, exercise or defence of legal claims in the context of specific administrative, regulatory or judicial proceedings; or
- (iv) the onward transfer is necessary in order to protect the vital interests of the data subject or of another natural person.

Any onward transfer is subject to compliance by the data importer with all the other safeguards under these Clauses, in particular purpose limitation.

8.9 Documentation and compliance

- (a) The data importer shall promptly and adequately deal with enquiries from the data exporter or the controller that relate to the processing under these Clauses.
- (b) The Parties shall be able to demonstrate compliance with these Clauses. In particular, the data importer shall keep appropriate documentation on the processing activities carried out on behalf of the controller.
- (c) The data importer shall make all information necessary to demonstrate compliance with the obligations set out in these Clauses available to the data exporter, which shall provide it to the controller.
- (d) The data importer shall allow for and contribute to audits by the data exporter of the processing activities covered by these Clauses, at reasonable intervals or if there are indications of non-compliance. The same shall apply where the data exporter requests an audit on instructions of the controller. In deciding on an audit, the data exporter may take into account relevant certifications held by the data importer.
- (e) Where the audit is carried out on the instructions of the controller, the data exporter shall make the results available to the controller.
- (f) The data exporter may choose to conduct the audit by itself or mandate an independent auditor. Audits may include inspections at the premises or physical facilities of the data importer and shall, where appropriate, be carried out with reasonable notice.
- (g) The Parties shall make the information referred to in paragraphs (b) and (c), including the results of any audits, available to the competent supervisory authority on request.

⁽³⁾ The Agreement on the European Economic Area (EEA Agreement) provides for the extension of the European Union's internal market to the three EEA States Iceland, Liechtenstein and Norway. The Union data protection legislation, including Regulation (EU) 2016/679, is covered by the EEA Agreement and has been incorporated into Annex XI thereto. Therefore, any disclosure by the data importer to a third party located in the EEA does not qualify as an onward transfer for the purposes of these Clauses.

Clause 9

Use of sub-processors

MODULE THREE: Transfer processor to processor

- (a) **OPTION 2: GENERAL WRITTEN AUTHORISATION.** The data importer has the controller's general authorisation for the engagement of sub-processor(s) from an agreed list. The data importer shall specifically inform the controller in writing of any intended changes to that list through the addition or replacement of sub-processors at least five (5) business days in advance, thereby giving the controller sufficient time to be able to object to such changes prior to the engagement of the sub-processor(s). The data importer shall provide the controller with the information necessary to enable the controller to exercise its right to object. The data importer shall inform the data exporter of the engagement of the sub-processor(s).
- (b) Where the data importer engages a sub-processor to carry out specific processing activities (on behalf of the controller), it shall do so by way of a written contract that provides for, in substance, the same data protection obligations as those binding the data importer under these Clauses, including in terms of third-party beneficiary rights for data subjects.⁴ The Parties agree that, by complying with this Clause, the data importer fulfils its obligations under Clause 8.8. The data importer shall ensure that the sub-processor complies with the obligations to which the data importer is subject pursuant to these Clauses.
- (c) The data importer shall provide, at the data exporter's or controller's request, a copy of such a sub-processor agreement and any subsequent amendments. To the extent necessary to protect business secrets or other confidential information, including personal data, the data importer may redact the text of the agreement prior to sharing a copy.
- (d) The data importer shall remain fully responsible to the data exporter for the performance of the sub-processor's obligations under its contract with the data importer. The data importer shall notify the data exporter of any failure by the sub-processor to fulfil its obligations under that contract.
- (e) The data importer shall agree a third-party beneficiary clause with the sub-processor whereby – in the event the data importer has factually disappeared, ceased to exist in law or has become insolvent – the data exporter shall have the right to terminate the sub-processor contract and to instruct the sub-processor to erase or return the personal data.

Clause 10

Data subject rights

MODULE THREE: Transfer processor to processor

- (a) The data importer shall promptly notify the data exporter and, where appropriate, the controller of any request it has received from a data subject, without responding to that request unless it has been authorized to do so by the controller.
- (b) The data importer shall assist, where appropriate in cooperation with the data exporter, the controller in fulfilling its obligations to respond to data subjects' requests for the exercise of their rights under Regulation (EU) 2016/679 or Regulation (EU) 2018/1725, as applicable. In this regard, the Parties shall set out in Annex II the appropriate technical and organizational measures, taking into account the nature of the processing, by which the assistance shall be provided, as well as the scope and the extent of the assistance required.
- (c) In fulfilling its obligations under paragraphs (a) and (b), the data importer shall comply with the instructions from the controller, as communicated by the data exporter.

(4) ⁴ This requirement may be satisfied by the sub-processor acceding to these Clauses under the appropriate Module, in accordance with Clause 7.

Clause 11

Redress

- (a) The data importer shall inform data subjects in a transparent and easily accessible format, through individual notice or on its website, of a contact point authorized to handle complaints. It shall deal promptly with any complaints it receives from a data subject.

MODULE THREE: Transfer processor to processor

- (b) In case of a dispute between a data subject and one of the Parties as regards compliance with these Clauses, that Party shall use its best efforts to resolve the issue amicably in a timely fashion. The Parties shall keep each other informed about such disputes and, where appropriate, cooperate in resolving them.
- (c) Where the data subject invokes a third-party beneficiary right pursuant to Clause 3, the data importer shall accept the decision of the data subject to:
 - (i) lodge a complaint with the supervisory authority in the Member State of his/her habitual residence or place of work, or the competent supervisory authority pursuant to Clause 13;
 - (ii) refer the dispute to the competent courts within the meaning of Clause 18.
- (d) The Parties accept that the data subject may be represented by a not-for-profit body, organisation or association under the conditions set out in Article 80(1) of Regulation (EU) 2016/679.
- (e) The data importer shall abide by a decision that is binding under the applicable EU or Member State law.
- (f) The data importer agrees that the choice made by the data subject will not prejudice his/her substantive and procedural rights to seek remedies in accordance with applicable laws.

Clause 12

Liability

MODULE THREE: Transfer processor to processor

- (a) Each Party shall be liable to the other Party/ies for any damages it causes the other Party/ies by any breach of these Clauses.
- (b) The data importer shall be liable to the data subject, and the data subject shall be entitled to receive compensation, for any material or non-material damages the data importer or its sub-processor causes the data subject by breaching the third-party beneficiary rights under these Clauses.
- (c) Notwithstanding paragraph (b), the data exporter shall be liable to the data subject, and the data subject shall be entitled to receive compensation, for any material or non-material damages the data exporter or the data importer (or its sub-processor) causes the data subject by breaching the third-party beneficiary rights under these Clauses. This is without prejudice to the liability of the data exporter and, where the data exporter is a processor acting on behalf of a controller, to the liability of the controller under Regulation (EU) 2016/679 or Regulation (EU) 2018/1725, as applicable.
- (d) The Parties agree that if the data exporter is held liable under paragraph (c) for damages caused by the data importer (or its sub-processor), it shall be entitled to claim back from the data importer that part of the compensation corresponding to the data importer's responsibility for the damage.
- (e) Where more than one Party is responsible for any damage caused to the data subject as a result of a breach of these Clauses, all responsible

Parties shall be jointly and severally liable and the data subject is entitled to bring an action in court against any of these Parties.

- (f) The Parties agree that if one Party is held liable under paragraph (e), it shall be entitled to claim back from the other Party/ies that part of the compensation corresponding to its/their responsibility for the damage.
- (g) The data importer may not invoke the conduct of a sub-processor to avoid its own liability.

Clause 13

Supervision

MODULE THREE: Transfer processor to processor

- (a) **Where the data exporter is not established in an EU Member State, but falls within the territorial scope of application of Regulation (EU) 2016/679 in accordance with its Article 3(2) and has appointed a representative pursuant to Article 27(1) of Regulation (EU) 2016/679:** The supervisory authority of the Member State in which the representative within the meaning of Article 27(1) of Regulation (EU) 2016/679 is established, as indicated in Annex I.C, shall act as competent supervisory authority.
- (b) The data importer agrees to submit itself to the jurisdiction of and cooperate with the competent supervisory authority in any procedures aimed at ensuring compliance with these Clauses. In particular, the data importer agrees to respond to enquiries, submit to audits and comply with the measures adopted by the supervisory authority, including remedial and compensatory measures. It shall provide the supervisory authority with written confirmation that the necessary actions have been taken.

SECTION III – LOCAL LAWS AND OBLIGATIONS IN CASE OF ACCESS BY PUBLIC AUTHORITIES

Clause 14

Local laws and practices affecting compliance with the Clauses

MODULE THREE: Transfer processor to processor

- (a) The Parties warrant that they have no reason to believe that the laws and practices in the third country of destination applicable to the processing of the personal data by the data importer, including any requirements to disclose personal data or measures authorizing access by public authorities, prevent the data importer from fulfilling its obligations under these Clauses. This is based on the understanding that laws and practices that respect the essence of the fundamental rights and freedoms and do not exceed what is necessary and proportionate in a democratic society to safeguard one of the objectives listed in Article 23(1) of Regulation (EU) 2016/679, are not in contradiction with these Clauses.
- (b) The Parties declare that in providing the warranty in paragraph (a), they have taken due account in particular of the following elements:
 - (i) the specific circumstances of the transfer, including the length of the processing chain, the number of actors involved and the transmission channels used; intended onward transfers; the type of recipient; the purpose of processing; the categories and format of the transferred personal data; the economic sector in which the transfer occurs; the storage location of the data transferred;
 - (ii) the laws and practices of the third country of destination – including those requiring the disclosure of data to public authorities or authorizing access by such authorities – relevant in light of the specific circumstances of the transfer, and the applicable limitations and safeguards;⁵
 - (iii) any relevant contractual, technical or organizational safeguards put in place to supplement the safeguards under these Clauses, including measures applied during transmission and to the processing of the personal data in the country of destination.
- (c) The data importer warrants that, in carrying out the assessment under paragraph (b), it has made its best efforts to provide the data exporter with relevant information and agrees that it will continue to cooperate with the data exporter in ensuring compliance with these Clauses.

⁵ As regards the impact of such laws and practices on compliance with these Clauses, different elements may be considered as part of an overall assessment. Such elements may include relevant and documented practical experience with prior instances of requests for disclosure from public authorities, or the absence of such requests, covering a sufficiently representative time-frame. This refers in particular to internal records or other documentation, drawn up on a continuous basis in accordance with due diligence and certified at senior management level, provided that this information can be lawfully shared with third parties. Where this practical experience is relied upon to conclude that the data importer will not be prevented from complying with these Clauses, it needs to be supported by other relevant, objective elements, and it is for the Parties to consider carefully whether these elements together carry sufficient weight, in terms of their reliability and representativeness, to support this conclusion. In particular, the Parties have to take into account whether their practical experience is corroborated and not contradicted by publicly available or otherwise accessible, reliable information on the existence or absence of requests within the same sector and/or the application of the law in practice, such as case law and reports by independent oversight bodies.

- (d) The Parties agree to document the assessment under paragraph (b) and make it available to the competent supervisory authority on request.
- (e) The data importer agrees to notify the data exporter promptly if, after having agreed to these Clauses and for the duration of the contract, it has reason to believe that it is or has become subject to laws or practices not in line with the requirements under paragraph (a), including following a change in the laws of the third country or a measure (such as a disclosure request) indicating an application of such laws in practice that is not in line with the requirements in paragraph (a). The data exporter shall forward the notification to the controller.
- (f) Following a notification pursuant to paragraph (e), or if the data exporter otherwise has reason to believe that the data importer can no longer fulfil its obligations under these Clauses, the data exporter shall promptly identify appropriate measures (e.g. technical or organisational measures to ensure security and confidentiality) to be adopted by the data exporter and/or data importer to address the situation if appropriate in consultation with the controller. The data exporter shall suspend the data transfer if it considers that no appropriate safeguards for such transfer can be ensured, or if instructed by the controller or the competent supervisory authority to do so. In this case, the data exporter shall be entitled to terminate the contract, insofar as it concerns the processing of personal data under these Clauses. If the contract involves more than two Parties, the data exporter may exercise this right to termination only with respect to the relevant Party, unless the Parties have agreed otherwise. Where the contract is terminated pursuant to this Clause, Clause 16(d) and (e) shall apply.

Clause 15

Obligations of the data importer in case of access by public authorities

MODULE THREE: Transfer processor to processor

15.1 Notification

- (a) The data importer agrees to notify the data exporter and, where possible, the data subject promptly (if necessary with the help of the data exporter) if it:
 - (i) receives a legally binding request from a public authority, including judicial authorities, under the laws of the country of destination for the disclosure of personal data transferred pursuant to these Clauses; such notification shall include information about the personal data requested, the requesting authority, the legal basis for the request and the response provided; or
 - (ii) becomes aware of any direct access by public authorities to personal data transferred pursuant to these Clauses in accordance with the laws of the country of destination; such notification shall include all information available to the importer. The data exporter shall forward the notification to the controller.
- (b) If the data importer is prohibited from notifying the data exporter and/or the data subject under the laws of the country of destination, the data importer agrees to use its best efforts to obtain a waiver of the prohibition, with a view to communicating as much information as possible, as soon as possible. The data importer agrees to document its best efforts in order to be able to demonstrate them on request of the data exporter.
- (c) Where permissible under the laws of the country of destination, the data importer agrees to provide the data exporter, at regular intervals for the duration of the contract, with as much relevant information as possible on the requests received (in particular, number of requests, type of data requested, requesting authority/ies, whether requests have been challenged and the outcome of such challenges, etc.). The data exporter shall forward the information to the controller.
- (d) The data importer agrees to preserve the information pursuant to paragraphs (a) to (c) for the duration of the contract and make it available to the competent supervisory authority on request.

- (e) Paragraphs (a) to (c) are without prejudice to the obligation of the data importer pursuant to Clause 14(e) and Clause 16 to inform the data exporter promptly where it is unable to comply with these Clauses.

15.2 Review of legality and data minimisation

- (a) The data importer agrees to review the legality of the request for disclosure, in particular whether it remains within the powers granted to the requesting public authority, and to challenge the request if, after careful assessment, it concludes that there are reasonable grounds to consider that the request is unlawful under the laws of the country of destination, applicable obligations under international law and principles of international comity. The data importer shall, under the same conditions, pursue possibilities of appeal. When challenging a request, the data importer shall seek interim measures with a view to suspending the effects of the request until the competent judicial authority has decided on its merits. It shall not disclose the personal data requested until required to do so under the applicable procedural rules. These requirements are without prejudice to the obligations of the data importer under Clause 14(e).
- (b) The data importer agrees to document its legal assessment and any challenge to the request for disclosure and, to the extent permissible under the laws of the country of destination, make the documentation available to the data exporter. It shall also make it available to the competent supervisory authority on request. The data exporter shall make the assessment available to the controller.
- (c) The data importer agrees to provide the minimum amount of information permissible when responding to a request for disclosure, based on a reasonable interpretation of the request.

SECTION IV – FINAL PROVISIONS

Clause 16

Non-compliance with the Clauses and termination

- (a) The data importer shall promptly inform the data exporter if it is unable to comply with these Clauses, for whatever reason.
- (b) In the event that the data importer is in breach of these Clauses or unable to comply with these Clauses, the data exporter shall suspend the transfer of personal data to the data importer until compliance is again ensured or the contract is terminated. This is without prejudice to Clause 14(f).
- (c) The data exporter shall be entitled to terminate the contract, insofar as it concerns the processing of personal data under these Clauses, where:
 - (i) the data exporter has suspended the transfer of personal data to the data importer pursuant to paragraph (b) and compliance with these Clauses is not restored within a reasonable time and in any event within one month of suspension;
 - (ii) the data importer is in substantial or persistent breach of these Clauses; or
 - (iii) the data importer fails to comply with a binding decision of a competent court or supervisory authority regarding its obligations under these Clauses.

In these cases, it shall inform the competent supervisory authority and the controller] of such non-compliance. Where the contract involves more than two Parties, the data exporter may exercise this right to termination only with respect to the relevant Party, unless the Parties have agreed otherwise.

- (d) Personal data that has been transferred prior to the termination of the contract pursuant to paragraph (c) shall at the choice of the data exporter immediately be returned to the data exporter or deleted in its entirety. The same shall apply to any copies of the data. The data importer shall certify the deletion of the data to the data exporter. Until the data is deleted or returned, the data importer shall continue to ensure compliance with these Clauses. In case of local laws applicable to the data importer that prohibit the return or deletion of the transferred personal data, the data importer warrants that it will continue to ensure compliance with these Clauses and will only process the data to the extent and for as long as required under that local law.
- (e) Either Party may revoke its agreement to be bound by these Clauses where (i) the European Commission adopts a decision pursuant to Article 45(3) of Regulation (EU) 2016/679 that covers the transfer of personal data to which these Clauses apply; or (ii) Regulation (EU) 2016/679 becomes part of the legal framework of the country to which the personal data is transferred. This is without prejudice to other obligations applying to the processing in question under Regulation (EU) 2016/679.

Governing law

MODULE THREE: Transfer processor to processor

OPTION 2. These Clauses shall be governed by the law of the EU Member State in which the data exporter is established. Where such law does not allow for third-party beneficiary rights, they shall be governed by the law of another EU Member State that does allow for third-party beneficiary rights. The Parties agree that this shall be the law of the **Republic of Ireland**.



Clause 18

Choice of forum and jurisdiction

MODULE THREE: Transfer processor to processor

- (a) Any dispute arising from these Clauses shall be resolved by the courts of an EU Member State.
 - (b) The Parties agree that those shall be the courts of the **Republic of Ireland**.
 - (c) A data subject may also bring legal proceedings against the data exporter and/or data importer before the courts of the Member State in which he/she has his/her habitual residence.
 - (d) The Parties agree to submit themselves to the jurisdiction of such courts.
-



ANNEX I

A. LIST OF PARTIES

MODULE THREE: Transfer processor to processor

Data Exporter (s)

Name of Data Exporter	Address	Contact person's name, position and contact details:	Activities relevant to the data transferred under these Clauses:	Role	Signature	Date of Signature
Epicor Software entity and/or entities/ affiliates listed on a vendor order or SoW	Epicor's address set out on Vendor Order or SoW	Epicor Software Corporation c/o 6 Arlington Square West, Bracknell, Berkshire RG12 1PU United Kingdom	Processing of Epicor Data and/or Personal Data submitted by a Customer (where Epicor is acting as a Data Processor) or by an Epicor Employee/ Contractor (where Epicor is acting as a Data Controller) to enable Epicor (and/or its affiliates) to perform Epicor's contractual obligations under a Cloud based services agreement; perform software maintenance and support services to Customer and/or, when Epicor is acting as Data Controller, to provide services as an employer. To the extent Vendor/Contractor is Processing Personal Data for Epicor where Epicor is a Processor for its customers, <u>Epicor's customers can enforce against the data importer or any subsequent sub-processor clauses 3 (Third Party Beneficiaries), 8 (Data Protection Safeguards) and 10 (Data Subject Rights), clause 12 (Liability) and clauses 14 (Local Laws and Practices Affecting Compliance with the Clauses) to 18 (Choice of Forum and Jurisdiction) of the Standard Contract Clauses as third-party beneficiary.</u>	Data Processor and/or, where applicable, Data Controller	Epicor, by signing the vendor Order and/or the relevant Epicor Master Services Agreement is deemed to have signed this Annex 1 <u>Further, _____ by approving _____ a completed Vendor DPA Assessment through OneTrust, Epicor is deemed to have signed this Annex 1.</u>	Same date as Epicor's signature to Vendor's order and/or Epicor's signature to Epicor's Master Services Agreement

Data importer(s): [Identity and contact details of the data importer(s), including any contact person with responsibility for data protection]

Data Importer(s):

Name of Data Importer (Vendor)	Address	Contact person's name, position and contact details:	Activities relevant to the data transferred under these Clauses:	Role	Signature	Date of Signature
Vendor/Contractor named on Vendor/Contractor order (or SoW) or in Epicor's Master Services Agreement/ Independent Contractor Agreement	Vendor's/Contractor's address on Vendor order (or SoW) and/or executed Epicor Master Services Agreement/ Independent Contractor Agreement	Same details as set forth on Vendor's/Contractor's order (or SoW)	Processing of Epicor Data and/or Personal Data submitted by a Customer (where Epicor is acting as a Data Processor) or by an Epicor Employee/ Contractor (where Epicor is acting as a Data Controller) to enable Epicor (and/or its affiliates) to perform Epicor's contractual obligations under a Cloud based services agreement; perform software maintenance and support services to Customer and/or, when Epicor is acting as Data Controller, to provide services as an employer. To the extent Vendor/ Contractor is Processing Personal Data for Epicor where Epicor is a Processor for its customers, <u>Epicor's customers can enforce against the data importer or any subsequent sub-processor clauses 3 (Third Party Beneficiaries), 8 (Data Protection Safeguards) and 10 (Data Subject Rights), clause 12 (Liability) and clauses 14 (Local Laws and Practices Affecting Compliance with the Clauses) to 18 (Choice of Forum and Jurisdiction) of the Standard Contract Clauses as third-party beneficiary.</u>	Processor and/or, where applicable, Joint Data Controller	<u>Vendor/Contractor, by signing the vendor Order (or SoW) and/or the relevant Epicor Master Services Agreement (or any amendment thereto) is deemed to have signed this Annex 1.</u> <u>Further, _____ by submitting _____ a completed Vendor DPA Assessment through OneTrust, Vendor is deemed to have signed this Annex 1.</u>	Same date as Vendor's/Contractor's signature to Vendor's order and/or vendor's/ Contractor's signature to Epicor's Master Services Agreement/ Independent Contractor Agreement.

2. Other Data Exporters:

Not applicable. See above



B. DESCRIPTION OF TRANSFER

MODULE THREE: Transfer processor to processor

Categories of data subjects whose personal data is transferred

Epicor (as the data exporter) may share/transfer Epicor Data (including Personal Data) with Vendor/Contractor, the extent of which is determined and controlled by Epicor (as the Data Processor and/or Data Controller) in its sole discretion, and which may include, but is not limited to Personal Data relating to the following categories of data subjects who are natural persons:

- Customers, prospective customers, business partners, and vendors of Epicor and its affiliates.
- Employees, former employees or contact persons of Epicor's and its affiliates customers, business partners, and vendors.
- Agents, advisors, contractors, or any user authorized by Epicor .

Categories of personal data transferred

Epicor (as data exporter) may submit Epicor Data (including Personal Data) to Vendor, the extent of which is determined and controlled by Epicor (as the Data Processor and/or Data Controller) in its sole discretion, and which may include, but is not limited to the following categories of personal data:

- First and last name
- Family member names (spouse, dependents, partner)
- Business contact information (company name, email, phone, physical business address)
- Personal contact information (name, email, phone, physical address)
- Government issued ID
- Job title
- Compensation
- Bank account details
- Benefits
- Employee performance
- Employment application details (employment history, education, certifications)
- Personal life data (in the form of security questions and answers)
- User login credentials (user IDs, passwords)
- System usage activity by users

Sensitive data transferred (if applicable) and applied restrictions or safeguards that fully take into consideration the nature of the data and the risks involved, such as for instance strict purpose limitation, access restrictions (including access only for staff having followed specialised training), keeping a record of access to the data, restrictions for onward transfers or additional security measures.

None

The frequency of the transfer (e.g., whether the data is transferred on a one-off or continuous basis).

- Continuous Transfer during the Term of the Services Agreement with Customer;
- Continuous Transfer during Employee's/ contractor's employment with Epicor.



Nature of the processing

Contractual

Purpose(s) of the data transfer and further processing

To comply with

- (1) Epicor's contractual obligations as a Data Processor under a Services Agreement between Epicor and Customer; and/or**
- (2) to comply with Epicor's obligations as a Data Controller.**

The period for which the personal data will be retained, or, if that is not possible, the criteria used to determine that period

- **Where Epicor acts as a Data Processor: Duration of the Services Agreement with the relevant Customer, plus 6 years (statute of limitations period)**
- **Where Epicor acts as a Data Controller: duration of employee/ contractors' engagement with Epicor, plus 6 years**

For transfers to (sub-) processors, also specify subject matter, nature and duration of the processing

Subject Matter of the processing	Processing of the categories of Personal Data listed above
Nature of processing	To fulfill contractual obligations
Duration of the processing	Duration of the Services Agreement plus 6 years (statute of limitations period)

C. COMPETENT SUPERVISORY AUTHORITY

MODULE THREE: Transfer processor to processor

Identify the competent supervisory authority/ies in accordance with Clause 13

Epicor's Supervisory Authority: The Data Protection Office of the Slovak Republic (the '**Slovak Office**') is: **Úrad na ochranu osobných údajov Slovenskej republiky (Official Slovak Name)**

**Hraničná 12
820 07, Bratislava 27
Slovak Republic**

The Slovak Office is the supervisory authority and is responsible for overseeing the Slovak Data Protection Act and the EU GDPR in Slovakia.

Article 27 EU Representative:

Name	Epicor Entity	Address
Marian Janci Director of Finance	Epicor Software Slovakia, s.r.o.	Žižkova 22B Bratislava 81102 Slovak Republic



ANNEX II

TECHNICAL AND ORGANISATIONAL MEASURES INCLUDING TECHNICAL AND ORGANISATIONAL MEASURES TO ENSURE THE SECURITY OF THE DATA

MODULE THREE: Transfer processor to processor

Vendor shall maintain administrative, physical and technical safeguards for protection of the security, confidentiality and integrity of Epicor Data, including Personal Data equal to the technical safeguards ensured by Epicor and listed at <https://www.epicor.com/en-uk/company/compliance/> On request, a detailed description of such safeguards shall be provided to Epicor. Vendor regularly monitors compliance with these safeguards. Vendor will not materially decrease the overall security of their Services during the term of the Agreement.

LIST OF SUB-PROCESSORS

MODULE THREE: Transfer processor to processor

Clause 9 (a) OPTION 1: If Specific Prior Authorization is elected pursuant to Clause 9 (a) Option 1, the Controller has authorized the following specific sub-processors:

Name	Purpose	Country

Clause 9 (a) OPTION 2: The controller has authorized the use of the following sub-processors: <https://www.epicor.com/en-uk/company/compliance/sub-processors/>

Name	Purpose	Country
Amazon Web Services	Cloud hosting services	USA
AT&T	US datacenter hosting facility	USA
Avaya	Technical support	USA
CDW	UK datacenter network provider	UK
CenturyLink	Global network provider	USA
Cisco Systems	Global network provider	USA
Deutsch Telecom	Technical support	Germany
Freppa	Technical support	Germany
Iron Mountain	Backup data storage	USA
Lenovo	Global computer technical support	USA
Microsoft Azure	Cloud hosting services	Global
Riverbed	Global network provider	USA
ServiceNow	Technical support	USA
Teamviewer	Technical support	USA
Telstra	UK and Australia datacenter hosting facility	UK & Australia
Webex	Technical support	USA