



## TECHNICAL SUPPORT AND CONSULTING SERVICES DATA PROCESSING ADDENDUM (EEA VERSION)

This Data Processing Addendum (“Addendum”), including its Schedules and Appendices, made and entered into by and between MicroStrategy \_\_\_\_\_ (“we,” “us,” “our”, “MicroStrategy”), and the entity identified as “Customer” in the signature block below (“you,” “your”, “Customer”), supplements and amends the order(s) and, as applicable, the master agreement between you and us (collectively, the “Governing Agreement”) that governs your use of our Technical Support and Consulting Services (the “Services”). In the event of a conflict between any provision of the Governing Agreement relating to data processing activities (including any existing data processing addendums to the Governing Agreement) and any provision of this Addendum, the provision of this Addendum will prevail. In all other respects the Governing Agreement will remain in full force and effect.

By signing the Addendum, Customer enters into this Addendum on behalf of itself and, to the extent applicable, on behalf of members of its Customer Group. For the purposes of this Addendum only, and except where indicated otherwise, the term “Customer” shall include where applicable Customer Group.

### 1. Definitions.

“**Applicable Data Protection Law**” means all applicable laws and regulations where these apply to MicroStrategy, its group and third parties who may be utilized in respect of the performance of the Services relating to the processing of personal data and privacy, including, without limitation, the General Data Protection Regulation (EU) 2016/679 and the California Consumer Protection Act (Cal. Civ. Code §§ 1798.100 et. seq.) (CCPA). The terms “**Controller**,” “**Business**,” “**Processor**,” “**Data Subject**,” “**Service Provider**,” “**Supervisory Authority**,” “**process**,” “**processing**,” and “**personal data**” shall be construed in accordance with their meanings as defined under Applicable Data Protection Law.

“**Customer Group**” means you and any affiliate, subsidiary, subsidiary undertaking and holding company of Customer (acting as a Controller) accessing or using the Services on Customer’s behalf or through Customer’s systems or who is permitted to use the Services pursuant to the Governing Agreement between Customer and MicroStrategy, but who has not signed its own Order Form with MicroStrategy.

“**International Transfer**” means a transfer of personal data from a country within the European Economic Area (EEA) or Switzerland (a country not in the EEA or the EU) to a country or territory to which such transfer is prohibited or subject to any requirement to take additional steps to adequately protect personal data.

“**Standard Contractual Clauses**” means Module 2 of those clauses comprised within the European Commission Decision (2021/914) of 4 June 2021 on standard contractual clauses for the transfer of personal data to processors established in third countries under Regulation 2016/679, as may be updated, supplemented or replaced from time to time under Applicable Data Protection Law, and are attached hereto and form part of this Addendum as Schedule 2.

“**Sub-Processor**” means any third party appointed by MicroStrategy to process personal data.

**2. Data Processing.** In relation to Consulting Services, unless expressly agreed and documented in **Schedule 1**, Customer shall not provide or disclose to MicroStrategy personal data in the performance of Consulting Services, and MicroStrategy shall have no liability or responsibility in respect of any personal data which is provided by any act or omission of Customer or member of Customer’s Group, without prior agreement and documentation in **Schedule 1**. Where that has been so agreed, Customer shall ensure that only that personal data which is necessary to be disclosed is so disclosed for those purposes, and shall (i) provide MicroStrategy consultants with Customer Data (as defined below) only via a folder located on Customer’s systems and not via email; and (ii) (a) where Consulting Services are performed onsite at a Customer-designated location, provide MicroStrategy consultants with all hardware, software and equipment for Consulting Services performed for or on Customer’s behalf, configured to prevent the use of flash drives, USB drives, thumb drives or any other external drives and to prevent access to any email systems; or (b) where Consulting Services are performed remotely, transfer Customer Data to MicroStrategy solely via a secure VPN connection set-up by Customer using encrypted data.

Where MicroStrategy processes personal data, it will do so as a Data Processor and the personal data shall be specified in **Schedule 1** in connection with the Services as instructed by you or provided by you as Data Controller to us (collectively, “**Customer Data**”) in accordance with your documented instructions. Customer authorizes MicroStrategy, on its own behalf and on behalf of the other members of Customer’s Group, to process Customer Data during the term of this Addendum as a Data Processor for the purpose set out in **Schedule 1**.

The parties agree that this Addendum is your complete and final documented instruction to MicroStrategy in relation to Customer Data. Additional instructions outside the scope of this Addendum (if any) require prior written agreement between MicroStrategy and you, including agreement on any additional fees payable by you to MicroStrategy for carrying out such instructions. You are entitled to terminate this Addendum if MicroStrategy declines to follow reasonable instructions requested by you that are outside the scope of, or changed from, those given or agreed to be given in this Addendum. You shall ensure that your instructions comply with all rules and regulations applicable in relation to Customer Data, and that the processing of Customer Data in accordance with your instructions will not cause MicroStrategy to be in breach of Applicable Data Protection Law. We will not process Customer Data outside the scope of this Addendum.

MicroStrategy will:

- a) process Customer Data only on documented instructions from Customer (unless MicroStrategy or the relevant Sub-Processor (see Section 4 below) is required to process Customer Data to comply with applicable laws, in which case MicroStrategy will notify Customer of such legal requirement prior to such processing unless such applicable laws prohibit notice to Customer on public interest grounds);
- b) immediately inform Customer in writing if, in its reasonable opinion, any instruction received from Customer infringes any Applicable Data Protection Law;
- c) ensure that any individual authorized to process Customer Data complies with Section 2a); and
- d) at the option of Customer, delete or return to Customer all Customer Data after the end of the provision of the Services relating to processing, and delete any remaining copies. MicroStrategy will be entitled to retain any Customer Data which it has to keep to comply with any applicable law or which it is required to retain for insurance, accounting, taxation or record keeping purposes. Section 3 will continue to apply to retained Customer Data.

MicroStrategy will not “sell” Customer Data as that term is defined in the CCPA, nor will it retain, use, or disclose Customer Data for any purpose other than for the specific purpose of performing the Services specified in the Governing Agreement, or as otherwise permitted by the CCPA or its implementing regulations. MicroStrategy certifies that it understands the restrictions and obligations under the CCPA, including the restrictions and obligations in the previous sentence, and will comply with CCPA. In addition, MicroStrategy will comply with any applicable amendments to the CCPA or its regulations.

**3. Confidentiality.** MicroStrategy will not disclose Customer Data to any government or any other third party, except as necessary to comply with the law or a valid and binding order of a government or law enforcement agency (such as a subpoena or court order). If a government or law enforcement agency sends MicroStrategy a demand for Customer Data, MicroStrategy will attempt to redirect the government or law enforcement agency to request that data directly from you. As part of this effort, MicroStrategy may provide your basic contact information to the government or law enforcement agency. If compelled to disclose Customer Data to a government or law enforcement agency, then MicroStrategy will give you reasonable notice of the demand to allow you to seek a protective order or other appropriate remedy, unless MicroStrategy is legally prohibited from doing so. MicroStrategy restricts its personnel from processing Customer Data without authorization by MicroStrategy, and imposes appropriate contractual obligations upon its personnel, including, as appropriate, relevant obligations regarding confidentiality, data protection and data security. If the Standard Contractual Clauses apply, nothing in this section 3 varies or modifies the Standard Contractual Clauses, including without limitation the obligations within clause 5(a).

**4. Sub-Processing.** Customer provides general authorization to MicroStrategy to engage its own affiliated companies for the purposes of providing the Services and to use Sub-Processors to fulfill its contractual obligations under this Addendum or to provide certain services on its behalf.

The MicroStrategy websites at <https://community.microstrategy.com/s/article/GDPR-Technical-Support-Sub-Processors> and <https://community.microstrategy.com/s/article/GDPR-Consulting-Sub-Processors> list its Sub-Processors that are currently engaged to carry out specific processing activities on behalf of Customer. Customer hereby consents to MicroStrategy’s use of Sub-Processors as described in this Section 4. Before MicroStrategy engages any new Sub-Processor to carry out specific processing activities on behalf of Customer, MicroStrategy will update the applicable website. If Customer objects to a new Sub-Processor, Customer shall inform MicroStrategy in writing within thirty (30) days following the update of the applicable Sub-Processors list and such objection shall describe Customer’s legitimate reasons for objection. If Customer objects to the use of a new Sub-Processor pursuant to the process provided under this Section, MicroStrategy will not engage such Sub-Processor to carry out specific processing activities on behalf of Customer without Customer’s written consent. Further, MicroStrategy shall have the right to cure any objection by, in its sole discretion, either choosing to a) take any corrective steps requested by Customer in its objection (which steps will be deemed to resolve Customer’s objection) and proceed to use the Sub-Processor or b) suspend and/or terminate any product or service that would involve the use of the Sub-Processor.

If MicroStrategy appoints a Sub-Processor, MicroStrategy will (i) restrict the Sub-Processor’s access to Customer Data only to what is necessary to provide the Services to Customer and will prohibit the Sub-Processor from accessing Customer Data for any other purpose; (ii) will enter into a written agreement with the Sub-Processor; (iii) to the extent the Sub-Processor is performing the same data processing services that are being provided by MicroStrategy under this Addendum, impose on the Sub-Processor substantially similar terms to those imposed on MicroStrategy in this Addendum; and (iv) comply with the Standard Contractual Clauses, which separately contain obligations in respect of the terms to be imposed in respect of an onward transfer of Personal Data to a Sub-Processor. MicroStrategy will remain responsible to Customer for performance of the Sub-Processor’s obligations.

## 5. International Transfers.

To provide the Services, Customer acknowledges and confirms MicroStrategy may make International Transfers of Customer Data, including onward transfers to its affiliated companies and/or Sub-Processors. Where those International Transfers occur the Customer agrees to enter into, complete and execute a copy of the Standard Contractual Clauses contained in Schedule 2 to this Addendum. The Standard Contractual Clauses in Schedule 2 have been pre-signed by MicroStrategy Services Corporation as the data importer. The Customer acknowledges that there may be instances where the contracting MicroStrategy entity or entities executing the Governing Agreement and Addendum may differ from the MicroStrategy entity (data importer) named in the Standard Contractual Clauses. This may occur for example where the MicroStrategy entity signing the Governing Agreement and Addendum is based within the EEA or Switzerland (and is thus not an offshore processor, importing the personal data for the purposes of the Standard Contractual Clauses), and Customer Data is being shared onwards with another MicroStrategy entity who is based outside of the EEA or Switzerland.

In the event that the form of the Standard Contractual Clauses is changed or replaced by the relevant authorities under Applicable Data Protection Law, the Customer as Controller should complete the updated form and notify MicroStrategy as Processor of such form. Provided that such form is accurate and applicable to MicroStrategy as Processor, such form shall then be binding upon the parties when both parties have executed the revised form, subject to the expiration of a grace period, if any, determined by the relevant supervisory authorities. If the Customer does not enter into and execute the Standard Contractual Clauses (either out of a failure to provide the appropriate form or because, in MicroStrategy's sole discretion, Customer is unreasonably withholding, delaying or conditioning execution of such form), upon notification from MicroStrategy, MicroStrategy shall in any event have the right to suspend and/or terminate any product or service requiring the International Transfer of Customer Data upon giving 30 (thirty) days of written notice.

For International Transfers which are subject to the Applicable Data Protection Law of Switzerland, the parties agree that the additional clauses below shall be added as an annex to the Standard Contractual Clauses contained in Schedule 2:

1. "The term EU Member State in this Addendum shall always include the EEA Member Countries and Switzerland";
2. "The data transfer is subject to the provisions of the GDPR. The provisions of the Swiss Data Protection Act are additionally applicable on a secondary basis."
3. "With regard to data transfers of personal data from Switzerland, the Federal Data Protection and Information Commissioner is the competent supervisory authority."
4. "Pursuant to the current Swiss Data Protection Act and until the revised Swiss Data Protection Act enters into force, the term personal data with respect to Switzerland also includes the data of legal entities and not only of natural persons."

Notwithstanding the foregoing, the Standard Contractual Clauses (or obligations the same as those under the Standard Contractual Clauses) will not apply if MicroStrategy has adopted an alternative recognized compliance standard for the lawful transfer of personal data outside the EEA or Switzerland, to protect Customer Data.

With respect to other International Transfers (outside of those covered by the Standard Contractual Clauses contained in Schedule 2), MicroStrategy will only make a transfer of Customer Data if:

- a) adequate safeguards are in place for that transfer of Customer Data in accordance with Applicable Data Protection Law, in which case Customer will execute any documents (including without limitation Standard Contractual Clauses) relating to that International Transfer, which MicroStrategy or the relevant Sub-Processor reasonably requires it to execute from time to time; or
- b) MicroStrategy or the relevant Sub-Processor is required to make such an International Transfer to comply with applicable laws, in which case MicroStrategy will notify Customer of such legal requirement prior to such International Transfer unless such applicable laws prohibit notice to Customer on public interest grounds; or
- c) otherwise lawfully permitted to do so by Applicable Data Protection Law.

**6. Security of Data Processing.** MicroStrategy has implemented and will maintain appropriate technical and organizational measures, including, as appropriate:

- a) security of the MicroStrategy network;
- b) physical security of the facilities;
- c) measures to control access rights for MicroStrategy employees and contractors in relation to the MicroStrategy network; and

- d) processes for regularly testing, assessing and evaluating the effectiveness of the technical and organizational measures implemented by MicroStrategy.

**7. Security Breach Notification.** We will, to the extent permitted by law, notify Customer without undue delay after becoming aware of any actual accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, any Customer Data by us or our Sub-Processor(s) (a “Security Incident”). To the extent such a Security Incident is caused by a violation of the requirements of this Addendum by us, we will make reasonable efforts to identify and remediate the cause of such breach, including steps to mitigate the effects and to minimize any damage resulting from the Security Incident.

You agree that an unsuccessful Security Incident will not be subject to this Section 7. An unsuccessful Security Incident is one that results in no actual unauthorized access to Customer Data or to any of MicroStrategy’s or MicroStrategy’s Sub-Processor’s equipment or facilities storing Customer Data, and may include, without limitation, pings and other broadcast attacks on firewalls or edge servers, port scans, unsuccessful log-in attempts, denial of service attacks, packet sniffing (or other unauthorized access to traffic data that does not result in access beyond headers), or similar incidents; and MicroStrategy’s obligation to report or respond to a Security Incident under this Section 7 is not and will not be construed as an acknowledgement by MicroStrategy of any fault or liability of MicroStrategy with respect to the Security Incident.

Notification(s) of Security Incidents, if any, will be delivered to Customer by any means MicroStrategy selects, including via email. It is your sole responsibility to ensure that you provide us with accurate contact information and secure transmission at all times.

The information made available by MicroStrategy is intended to assist you in complying with your obligations under Applicable Data Protection Law in respect of data protection impact assessments and prior consultation.

**8. Audit.** MicroStrategy will allow for and contribute to audits, including inspections, conducted by Customer or another auditor mandated by Customer, provided that Customer gives MicroStrategy at least 30 days’ reasonable prior written notice of such audit and that each audit is carried out at Customer’s cost, during business hours, at MicroStrategy nominated facilities, and so as to cause the minimum disruption to MicroStrategy’s business and without Customer or its auditor having any access to any data belonging to a person other than Customer. Any materials disclosed during such audits and the results of and/or outputs from such audits will be kept confidential by Customer. Such audit shall be performed not more than once every 12 months and Customer shall not copy or remove any materials from the premises where the audit is performed.

If the Standard Contractual Clauses apply under Section 5(a), then Customer agrees to exercise its audit and inspection right by instructing MicroStrategy to conduct an audit as described in this Section 8, and the parties agree that notwithstanding the foregoing nothing varies or modifies the Standard Contractual Clauses nor affects any Supervisory Authority’s or Data Subject’s rights under those Standard Contractual Clauses.

**9. Independent Determination.** You are responsible for reviewing the information made available by MicroStrategy as it is provided to you from time to time relating to data security and making an independent determination as to whether the Services meets your requirements and legal obligations as well as your obligations under this Addendum.

**10. Data Subject Rights.** MicroStrategy will provide reasonable assistance to Customer in:

- a) complying with its obligations under the Applicable Data Protection Law relating to the security of processing Customer Data;
- b) responding to requests for exercising Data Subjects’ rights under the Applicable Data Protection Law, including without limitation by appropriate technical and organizational measures, insofar as this is possible;
- c) documenting any Security Incidents and reporting any Security Incidents to any Supervisory Authority and/or Data Subjects;
- d) conducting privacy impact assessments of any processing operations and consulting with Supervisory Authorities, Data Subjects and their representatives accordingly; and
- e) making available to Customer information necessary to demonstrate compliance with the obligations set out in this Addendum.

**11. Customer Group Authorization.** Where the Customer is entering into and executing the Addendum on behalf of members of its Customer Group, the Customer warrants that it has full capacity and authority to do so and shall indemnify, and keep indemnified, MicroStrategy against any and all claims, costs, damages and expenses (including, without limitation, legal costs on a full indemnity basis) incurred by MicroStrategy arising out of and/or in connection with a breach of the warranties contained in this Clause 11. The terms of this Addendum shall apply as between MicroStrategy and relevant members of the Customer Group subject to the provisions of the Governing Agreement.

The parties agree that the Customer that is the contracting party to the Governing Agreement and this Addendum shall, to the fullest extent permissible under applicable law, have the sole right to exercise any rights or remedies available under this Addendum for itself and/or jointly on behalf of any or all of the members of its Customer Group – acting as their single nominated representative and the Customer warrants on behalf of the Customer Group that the Customer Group shall only exercise their respective rights through the Customer as their single nominated representative.

**12. Limitation of Liability.** The cumulative aggregate liability of us and all of our affiliates and licensors to you the Customer and all of your Customer Group related under the Governing Agreement whether in contract tort or otherwise, will not exceed the amount of the fees paid or payable to us in the twelve (12) months immediately preceding the claim. In no event will we or any of our affiliates or licensors be liable to you or any of your Customer Group for any indirect, special, incidental, punitive, consequential, or exemplary damages, whether in contract, tort or otherwise, even if we or any of our affiliates or licensors have been advised of the possibility of such damages and even if an agreed remedy fails of its essential purpose or is held unenforceable for any other reason. Subject to the foregoing, our maximum liability for each claim made by you to the extent the claim arises from or is based upon the use of a third party solution, will not exceed the amount of the applicable third party solution provider's liability to us related in the claim.

**13. Termination of the Addendum.** This Addendum shall continue in force until the termination of the Governing Agreement.

Except as amended by this Addendum, the Governing Agreement will remain in full force and effect.

ACCEPTED AND AGREED TO BY:

**MicroStrategy** \_\_\_\_\_ **(We/Our)**

**Customer** \_\_\_\_\_ **(You/Your)**

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

## SCHEDULE 1

### Customer Data in relation to Consulting Services

[To be completed by the Customer where Consulting is being provided]

<b>Subject matter of Processing</b>	[DETAILS]
<b>Duration of Processing</b>	[DETAILS]
<b>Nature of Processing</b>	[DETAILS]
<b>Purpose of Processing</b>	[DETAILS]
<b>Type of Personal Data</b>	[DETAILS]
<b>Categories of Data Subject</b>	[DETAILS]

### Customer Data in relation to Technical Support

<b>Subject matter of Processing</b>	Provision of Services to the Customer in connection with the resolution of a Technical Support case.
<b>Duration of Processing</b>	Term of Technical Support contract.
<b>Nature of Processing</b>	Storage, back-up, recovery and processing of Customer Data in connection with a Technical Support case.
<b>Purpose of Processing</b>	Provision of Technical Support.
<b>Type of Personal Data</b>	The Customer Data that is uploaded or transferred in connection with the resolution of a Technical Support case.
<b>Categories of Data Subject</b>	Employees of the Customer or Customer's customers, prospects, business partners and vendors and employees of agents of the Customer.

## SCHEDULE 2

### Standard Contractual Clauses

#### SECTION 1

#### 1. PURPOSE AND SCOPE

1.1 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) for the transfer of personal data to a third country.

1.2 The Parties:

1.2.1 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 1.A** (hereinafter each 'Data Exporter'); and

1.2.2 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 1.A** (hereinafter each 'Data Importer')

have agreed to these standard contractual clauses (hereinafter: 'clauses').

1.3 These clauses apply with respect to the transfer of personal data as specified in **Annex 1.B**.

1.4 The Appendix to these clauses containing the Annexes referred to therein forms an integral part of these clauses.

#### 2. EFFECT AND INVARIABILITY OF THE CLAUSES

2.1 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.

2.2 These clauses are without prejudice to obligations to which the Data Exporter is subject by virtue of Regulation (EU) 2016/679.

#### 3. THIRD-PARTY BENEFICIARIES

3.1 Data subjects may invoke and enforce these clauses, as third-party beneficiaries, against the Data Exporter and/or Data Importer, with the following exceptions:

3.1.1 **clause 1, clause 2, clause 3, clause 6, clause 7;**

3.1.2 **clause 8.1.2, 8.9.1, 8.9.3, 8.9.4 and 8.9.5;**

3.1.3 **clause 9.1, 9.3, 9.4 and 9.5;**

3.1.4 **clause 12.1, 12.4 and 12.6;**

3.1.5 **clause 13;**

3.1.6 **clause 15.1.3, 15.1.4 and 15.1.5;**

3.1.7 **clause 16.5;**

3.1.8 **clause 18.1 and 18.2.**

3.2 **Clause 3.1** is without prejudice to rights of data subjects under Regulation (EU) 2016/679.

#### 4. **INTERPRETATION**

4.1 Where these clauses use terms that are defined in Regulation (EU) 2016/679, those terms shall have the same meaning as in that Regulation.

4.2 These clauses shall be read and interpreted in the light of the provisions of Regulation (EU) 2016/679.

4.3 These clauses shall not be interpreted in a way that conflicts with rights and obligations provided for in Regulation (EU) 2016/679.

#### 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.

#### 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 1.B**.

#### 7. **DOCKING CLAUSE**

7.1 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 1.A**.

7.2 Once it has completed the Appendix and signed **Annex 1.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 1.A**.

7.3 The acceding entity shall have no rights or obligations arising under these clauses from the period prior to becoming a Party.

### **SECTION 2 – OBLIGATIONS OF THE PARTIES**

#### 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 organisational measures, to satisfy its obligations under these clauses.

#### 8.1 **INSTRUCTIONS**

8.1.1 The Data Importer shall process the personal data only on documented instructions from the Data Exporter. The Data Exporter may give such instructions throughout the duration of the contract.

8.1.2 The Data Importer shall immediately inform the Data Exporter if it is unable to follow those instructions.

## 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 1.B**, unless on further instructions 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 the measures described in **Annex 2** and personal data, the Data Exporter may redact part of the text of the **Appendix** to these clauses prior to sharing a copy, but shall provide a meaningful summary where the data subject would otherwise not be able to understand the 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. This clause is without prejudice to the obligations of the Data Exporter under Articles 13 and 14 of Regulation (EU) 2016/679.

## 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 erase or rectify 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 1.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 Data Exporter 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 14.5** 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 14.1**.

## 8.6 SECURITY OF PROCESSING

8.6.1 The Data Importer and, during transmission, also the Data Exporter shall implement appropriate technical and organisational measures to ensure the security of the data, including protection against a breach of security leading to accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access to that data (hereinafter 'personal data breach'). In assessing the appropriate level of security, the Parties 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 subjects. The Parties shall in particular consider having recourse to encryption or pseudonymisation, including during transmission, where the purpose of processing can be fulfilled in that manner. In case of pseudonymisation, 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. In complying with its obligations under this paragraph, the Data Importer shall at least implement the technical and organisational measures specified in **Annex 2**. The Data Importer shall carry out regular checks to ensure that these measures continue to provide an appropriate level of security.

8.6.2 The Data Importer shall grant access to the personal 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 authorised to process the personal data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality.

8.6.3 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 the Data Exporter without undue delay 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 breach including, where appropriate, 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.

- 8.6.4 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 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 described in **Annex 1.B**.

## 8.8 ONWARD TRANSFERS

The Data Importer shall only disclose the personal data to a third party on documented instructions from the Data Exporter. In addition, the data may only be disclosed to a third party located outside the European Union (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:

- 8.8.1 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;
- 8.8.2 the third party otherwise ensures appropriate safeguards pursuant to Articles 46 or 47 Regulation of (EU) 2016/679 with respect to the processing in question;
- 8.8.3 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
- 8.8.4 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

- 8.9.1 The Data Importer shall promptly and adequately deal with enquiries from the Data Exporter that relate to the processing under these clauses.
- 8.9.2 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 Data Exporter.
- 8.9.3 The Data Importer shall make available to the Data Exporter all information necessary to demonstrate compliance with the obligations set out in these clauses and at the Data Exporter's request, allow for and contribute to audits of the processing activities covered by these clauses, at reasonable intervals or if there are indications of non-compliance. In deciding on a review or audit, the Data Exporter may take into account relevant certifications held by the Data Importer.
- 8.9.4 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.

8.9.5 The Parties shall make the information referred to in **clauses 8.9.2** and **8.9.3**, including the results of any audits, available to the competent supervisory authority on request

## 9. USE OF SUB-PROCESSORS

9.1 The Data Importer has the Data Exporter's general authorisation for the engagement of sub-processor(s) from an agreed list. The Data Importer shall specifically inform the Data Exporter in writing of any intended changes to that list through the addition or replacement of sub-processors at least 14 days in advance, thereby giving the Data Exporter 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 Data Exporter with the information necessary to enable the Data Exporter to exercise its right to object.

9.2 Where the Data Importer engages a sub-processor to carry out specific processing activities (on behalf of the Data Exporter), 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. 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.

9.3 The Data Importer shall provide, at the Data Exporter's request, a copy of such a sub-processor agreement and any subsequent amendments to the Data Exporter. 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.

9.4 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.

9.5 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.

## 10. DATA SUBJECT RIGHTS

10.1 The Data Importer shall promptly notify the Data Exporter of any request it has received from a data subject. It shall not respond to that request itself unless it has been authorised to do so by the Data Exporter.

10.2 The Data Importer shall assist the Data Exporter in fulfilling its obligations to respond to data subjects' requests for the exercise of their rights under Regulation (EU) 2016/679. In this regard, the Parties shall set out in **Annex 2** the appropriate technical and organisational 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.

10.3 In fulfilling its obligations under **clauses 10.1** and **10.2**, the Data Importer shall comply with the instructions from the Data Exporter.

## 11. REDRESS

11.1 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 authorised to handle complaints. It shall deal promptly with any complaints it receives from a data subject.

11.2 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.

11.3 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:

11.3.1 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**;

11.3.2 refer the dispute to the competent courts within the meaning of **clause 18**.

11.4 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.

11.5 The Data Importer shall abide by a decision that is binding under the applicable EU or Member State law.

11.6 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.

## 12. **LIABILITY**

12.1 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.

12.2 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.

12.3 Notwithstanding **clause 12.2**, 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.

12.4 The Parties agree that if the Data Exporter is held liable under **clause 12.3** 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.

12.5 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.

12.6 The Parties agree that if one Party is held liable under **clause 12.5**, 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.

12.7 The Data Importer may not invoke the conduct of a sub-processor to avoid its own liability.

## 13. **SUPERVISION**

13.1 Where the Data Exporter is established in an EU Member State: The supervisory authority with responsibility for ensuring compliance by the Data Exporter with Regulation (EU) 2016/679 as regards the data transfer, as indicated in **Annex 1.C**, shall act as competent supervisory authority.

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 1.C**, shall act as competent supervisory authority.

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) without however having to appoint a representative pursuant to Article 27(2) of Regulation (EU) 2016/679: The supervisory authority of one of the Member States in which the data subjects whose personal data is transferred under these clauses in relation to the offering of goods or services to them, or whose behaviour is monitored, are located, as indicated in **Annex 1.C**, shall act as competent supervisory authority.

13.2 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 3 – LOCAL LAWS AND OBLIGATIONS IN CASE OF ACCESS BY PUBLIC AUTHORITIES**

#### **14. LOCAL LAWS AND PRACTICES AFFECTING COMPLIANCE WITH THE CLAUSES**

14.1 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 authorising 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.

14.2 The Parties declare that in providing the warranty in **clause 14.1**, they have taken due account in particular of the following elements:

14.2.1 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;

14.2.2 the laws and practices of the third country of destination– including those requiring the disclosure of data to public authorities or authorising access by such authorities – relevant in light of the specific circumstances of the transfer, and the applicable limitations and safeguards;

14.2.3 any relevant contractual, technical or organisational 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.

14.3 The Data Importer warrants that, in carrying out the assessment under **clause 14.2**, 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.

14.4 The Parties agree to document the assessment under **clause 14.2** and make it available to the competent supervisory authority on request.

14.5 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 **clause 14.1**, 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 **clause 14.1**.

14.6 Following a notification pursuant to **clause 14.5**, 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. 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 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 16.4** and **16.5** shall apply.

#### **15. OBLIGATIONS OF THE DATA IMPORTER IN CASE OF ACCESS BY PUBLIC AUTHORITIES**

##### **15.1 NOTIFICATION**

15.1.1 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:

15.1.1.1 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

15.1.1.2 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.

15.1.2 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.

15.1.3 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.).

15.1.4 The Data Importer agrees to preserve the information pursuant to **clauses 15.1.1 to 15.1.3** for the duration of the contract and make it available to the competent supervisory authority on request.

15.1.5 **Clauses 15.1.1 to 15.1.3** are without prejudice to the obligation of the Data Importer pursuant to **clause 14.5** 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**

15.2.1 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 14.5**.

15.2.2 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.

15.2.3 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 4 – FINAL PROVISIONS**

### 16. **NON-COMPLIANCE WITH THE CLAUSES AND TERMINATION**

16.1 The Data Importer shall promptly inform the Data Exporter if it is unable to comply with these clauses, for whatever reason.

16.2 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 14.6**.

- 16.3 The Data Exporter shall be entitled to terminate the contract, insofar as it concerns the processing of personal data under these clauses, where:
- 16.3.1 the Data Exporter has suspended the transfer of personal data to the Data Importer pursuant to **clause 16.2** and compliance with these clauses is not restored within a reasonable time and in any event within one month of suspension;
  - 16.3.2 the Data Importer is in substantial or persistent breach of these clauses; or
  - 16.3.3 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 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.

- 16.4 Personal data that has been transferred prior to the termination of the contract pursuant to **clause 16.3** 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.
- 16.5 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.

## 17. **GOVERNING LAW**

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 Ireland.

## 18. **CHOICE OF FORUM AND JURISDICTION**

- 18.1 Any dispute arising from these clauses shall be resolved by the courts of an EU Member State.
- 18.2 The Parties agree that those shall be the courts of the EU Member State chosen in accordance with Clause 17 above.
- 18.3 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.
- 18.4 The Parties agree to submit themselves to the jurisdiction of such courts.

## **APPENDIX**

### EXPLANATORY NOTE:

It must be possible to clearly distinguish the information applicable to each transfer or category of transfers and, in this regard, to determine the respective role(s) of the Parties as data exporter(s) and/or data importer(s). This does not necessarily require completing and signing separate appendices for each transfer/category of transfers and/or contractual relationship, where this transparency can be achieved through one appendix. However, where necessary to ensure sufficient clarity, separate appendices should be used.

## Annex 1

### A. LIST OF PARTIES

**Data exporter(s):** Identity and contact details of the data exporter(s) and, where applicable, of its/their data protection officer and/or representative in the European Union **[DATA EXPORTER TO COMPLETE]**

19. Name: .....
- Address: .....
- Contact person's name, position and contact details: .....
- Activities relevant to the data transferred under these clauses: .....
- Signature and date: .....
- Role (controller/processor): .....

20. [REPLICATE SECTION 1 ABOVE IF THERE ARE MULTIPLE EXPORTERS]

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

1. **Name:** MicroStrategy Services Corporation
- Address:** 1850 Towers Crescent Plaza, Tysons Corner, VA 22182, U.S.A.
- Contact person's name, position and contact details:** Phong Le, President and Treasurer, phle@microstrategy.com
- Activities relevant to the data transferred under these clauses:** MicroStrategy is a provider of business intelligence, mobile software, and cloud-based services. For the purposes of the Addendum, MicroStrategy provides business intelligence as a service including reporting, analysis, and mobile analytics capabilities through the cloud and processes personal data upon the instruction of the data exporter in accordance with the terms of the Governing Agreement

**Signature and date:** \_\_\_\_\_ 

**Role (controller/processor):** Processor

2. [REPLICATE SECTION 1 ABOVE IF THERE ARE MULTIPLE IMPORTERS]

### B. DESCRIPTION OF TRANSFER

#### Categories of data subjects whose personal data is transferred

The personal data transferred concern the following categories of data subjects (please specify):

Data exporter may submit personal data in connection with the provision of technical support or consulting services, the extent of which is determined and controlled by the data exporter in its sole discretion, and which may include, but is not limited to personal data concerning the following categories of data subjects (please specify):

- Prospects, customers, business partners and vendors of data exporter (who are natural persons)

- Employees or contact persons of the data exporter’s prospects, customers, business partners and vendors
- Employees or agents of the data exporter, including those who have been authorized to use the Services
- Data exporter’s users authorized by data exporter to use the Services

**Categories of personal data transferred**

Data exporter may submit personal data in connection with the provision of technical support or consulting services, the extent of which is determined and controlled by the data exporter in its sole discretion, and which may include, but is not limited to personal data concerning the following categories of data (please specify):

[Data exporter to complete.]

**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.**

Data exporter may submit special categories of personal data in connection with the provision of technical support or consulting services, the extent of which is determined and controlled by the data exporter in its sole discretion, and which includes for the sake of clarity, personal data with information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person’s sex life or sexual orientation (please specify):

[Data exporter to complete. Select special categories or state “None”]

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

On a continuous basis throughout the Term of Technical Support, due to the nature of the Technical Support and Consulting Services .....

**Nature of the processing**

Storage, back-up, recovery and processing of Customer Data in connection with a Technical Support case.

**Purpose(s) of the data transfer and further processing**

The objective of processing of personal data by the data importer is the performance of the Technical Support pursuant to the Governing Agreement

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

For the Term of Technical Support

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

MicroStrategy uses certain third-party sub-processors to fulfil its contractual obligations to its customers or to provide certain services on its behalf. Information regarding the sub-processors that are currently engaged to carry out specific processing activities can be found here:

- <https://community.microstrategy.com/s/article/GDPR-Cloud-Sub-Processors>
- <https://community.microstrategy.com/s/article/GDPR-Technical-Support-Sub-Processors>
- <https://community.microstrategy.com/s/article/GDPR-Consulting-Sub-Processors-List>

For its offered products and services, MicroStrategy uses cloud service providers including Amazon Web Services (AWS), Microsoft Azure, or other such providers it may use in the future, for aspects of MicroStrategy’s data center hosting, infrastructure, and managed services. MicroStrategy customer environments are hosted in data centers run by these cloud service providers,

with which MicroStrategy has entered into GDPR-specific Data Processing Addendums that mirror the terms of MicroStrategy's own customer-facing Data Processing Addendum.

In addition, in providing Technical Support and/or Consulting Services, MicroStrategy may utilize customer management or technical collaboration software platforms such as Salesforce or Rally in order to temporarily store personal data in order to resolve a support case initiated by, or to provide the requested consulting services to, its customers.

**C. COMPETENT SUPERVISORY AUTHORITY**

Identify the competent supervisory authority/ies in accordance with **clause 13**

[Data exporter to complete, depending on which arm of clause 13.1 is engaged]

## Annex 2

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

#### EXPLANATORY NOTE:

**The technical and organisational measures must be described in specific (and not generic) terms. See also the general comment on the first page of the Appendix, in particular on the need to clearly indicate which measures apply to each transfer/set of transfers.**

**Description of the technical and organisational measures implemented by the data importer(s) (including any relevant certifications) to ensure an appropriate level of security, taking into account the nature, scope, context and purpose of the processing, and the risks for the rights and freedoms of natural persons.**

This Annex provides MicroStrategy's current technical and organizational security measures to protect the confidentiality, integrity and availability of personal data with MicroStrategy's products and services. MicroStrategy may change these measures at any time without notice so long as it maintains a comparable or better level of security.

- Measures of pseudonymisation and encryption of personal data
  - MicroStrategy requires that personal data is encrypted at rest and in transit. This can be achieved through application-level encryption, filesystem encryption or hardware-based encryption at a storage media level.
- Measures for ensuring ongoing confidentiality, integrity, availability and resilience of processing systems and services
  - MicroStrategy has established processes that incorporate security into the evaluation of a vendor, system, or service to ensure the confidentiality, integrity and availability of its data.
  - MicroStrategy has established rules of behaviour that are documented in its Acceptable Use Policy. The MicroStrategy Acceptable Use Policy provides common rules on the appropriate use of all MicroStrategy information technology resources for all users, including employees, interns, and contractors.
- Measures for ensuring the ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident
  - MicroStrategy has taken steps to ensure its business continue to operate, even during a disaster disrupting normal mode of operation. Critical systems and services have been identified and regular exercises are being held to ensure that personnel are prepared in the event that disaster recovery procedures must be invoked.
  - Backups are completed nightly, ensuring that critical systems can be restored with minimal data loss.
  - MicroStrategy has established incident response procedures, allowing for handling of incidents in a timely and controlled manner and in accordance with applicable law and obligations.
  - MicroStrategy has defined contingency plan(s) for its critical systems. Those plan(s) are tested at least annually and updated as needed.
- Processes for regularly testing, assessing and evaluating the effectiveness of technical and organisational measures in order to ensure the security of the processing
  - Independent third-party audits/certifications:
    - SOC-2: MicroStrategy has an independent accountant firm conduct an annual SOC-2 compliance audit of its Hosted Service, which is available to customers upon request.
    - ISO27001:2013: MicroStrategy has an independent accountant firm conduct an annual ISO27001 recertification of its Hosted Service. The certification letter is available to customers upon request.

- MicroStrategy has contracted with an independent third party to conduct an annual risk assessment of its Hosted Service.
- Vulnerability Scans
  - MicroStrategy has established weekly internal scans of its systems, identifying security vulnerabilities that need to be addressed.
  - Quarterly external scans are part of the PCI-DSS compliance efforts, to identify if there are any remotely exploitable vulnerabilities, in the Hosted Service, accessible from the Internet.
- Independent third-party pen-test: Semi-annual pen-tests are performed as part of the PCI-DSS compliance efforts of the Hosted Service.
- Internal Security Assessments
  - MicroStrategy conducts Health Insurance Portability and Accountability Act (HIPAA) self-assessments at least annually.
  - MicroStrategy performs an annual self-assessment for PCI-DSS compliance of its Hosted Service.
- Risk Assessment: MicroStrategy conducts independent third-party risk assessments at least annually for its Hosted Service.
- Measures for user identification and authorisation
  - MicroStrategy has established Identification and Authentication Policy and Procedures for its critical systems.
  - MicroStrategy has implemented physical access controls at all of our offices, requiring employees and onsite contractors to authenticate before entering the premises or special sections in the office. Third party hosting providers are required to provide evidence that physical access control requirements are met.
  - MicroStrategy has implemented system access control for all systems that are not for public access. Access control includes the usage of a username and a complex password and, with critical systems, multifactor authentication leveraging one-time credentials.
  - MicroStrategy has implemented network access control at all the ingress and egress network points. All network traffic is denied by default. Only traffic that meets an access control rule is allowed into the corporate network.
- Measures for the protection of data during transmission
  - MicroStrategy requires that data is encrypted during transit by leveraging common industry protocols as Transport Layer Security (TLS) or Virtual Private Networks (VPN).
  - Encrypted communication is used for all sensitive communication between systems.
- Measures for the protection of data during storage
  - MicroStrategy requires that data is encrypted during storage by leveraging common industry protocols such as AES-256bit level of encryption.
  - Encrypted storage of sensitive information is available for customers of the Hosted Service, ensuring the confidentiality of their data.
- Measures for ensuring physical security of locations at which personal data are processed
  - MicroStrategy requires that its data center hosting providers meet at a minimum SOC-2 and ISO27001 requirements. Hosting providers that host systems storing or processing regulated customer data (e.g.,

Protected Health Information (PHI) or card holder data) are required to have additional attestations in place, ensuring compliance and alignment with laws, regulations and business needs.

- MicroStrategy uses Public Cloud service providers, e.g Amazon Web Services (AWS), Microsoft Azure, and Google Cloud, as Sub-Processors providing the Hosted Service. The Public Cloud service providers meet SOC-2, ISO27001, HIPAA and PCI-DSS requirements. Each year MicroStrategy requests the Public Cloud service providers to provide updated documentation that demonstrate their compliance with those security standards/frameworks.
- Measures for ensuring events logging
  - Critical log events have been identified for all critical systems. These critical log events include information that is meaningful in identifying security incidents.
  - A third-party 24x7 monitoring services conducts log reviews, analysis and reporting and notifies MicroStrategy in case suspicious events are identified.
  - MicroStrategy has installed file integrity monitoring on critical systems. Any unauthorized change of files monitored would be detected and investigated.
  - Logs for critical systems are maintained according to the retention time required by law, regulation, business need or standard best practice.
- Measures for ensuring system configuration, including default configuration
  - MicroStrategy has established secure baseline configuration for its critical systems. Baselines are reviewed and updated as new security threats or needs are identified.
  - Hardening of systems is part of the deployment of new critical systems.
  - MicroStrategy has established a configuration management plan that identifies tools, methods, and processes on how changes are being implemented with its critical systems.
- Measures for internal IT and IT security governance and management
  - MicroStrategy has defined an IT governance program that addresses security. It establishes “security gates” with projects, ensuring that requirements and design address potential security threats.
- Measures for certification/assurance of processes and products
  - MicroStrategy has established change control processes for its critical systems. Every change request must be reviewed for impact, back-out procedure and approved by the Change Control Board (CCB).
- Measures for ensuring data minimisation
  - Data minimisation is conducted on a regular basis with systems or when deemed necessary to ensure only the minimum amount of necessary data is retained.
- Measures for ensuring data quality
  - File integrity monitoring is used to ensure that critical systems are protected from unauthorized changes by users or malicious code.
  - Malicious code protection uses a next generation based third party vendor solution that identifies malicious behaviour and allows roll-back of any actions taken.
- Measures for ensuring limited data retention
  - Data is retained on systems only for as long as deemed necessary to ensure system operability or as determined by contractual agreement.

- Measures for ensuring accountability
  - MicroStrategy adjusts access rights of personnel whenever they are transferred or assume different responsibilities.
  - MicroStrategy revokes all access of employees upon termination.
- Measures for allowing data portability and ensuring erasure
  - MicroStrategy has established Digital Media Handling Procedures addressing media access, media marking, media storage, media transport and media sanitization.

***For transfers to (sub-) processors, also describe the specific technical and organisational measures to be taken by the (sub-) processor to be able to provide assistance to the controller and, for transfers from a processor to a sub-processor, to the data exporter.***

MicroStrategy may use its own affiliated companies as sub-processors for the purposes of providing its products and services to its customers. MicroStrategy's affiliated companies use many of the technical and organizational security measures described above to protect the confidentiality, integrity and availability of personal data. In addition, MicroStrategy uses certain third-party sub-processors to fulfill its contractual obligations to its customers or to provide certain services on its behalf. Information regarding the specific technical and organizational measures taken by MicroStrategy's sub-processors can be found at the following MicroStrategy websites, which list its sub-processors that are currently engaged to carry out specific processing activities:

- <https://community.microstrategy.com/s/article/GDPR-Cloud-Sub-Processors>
- <https://community.microstrategy.com/s/article/GDPR-Technical-Support-Sub-Processors>
- <https://community.microstrategy.com/s/article/GDPR-Consulting-Sub-Processors-List>

On behalf of the data exporter:  
Name (written out in full):  
Position:  
Address:  
Other information necessary in order for the contract to be binding (if any):

Signature.....

(stamp of organisation)

On behalf of the data importer:  
Name (written out in full): Phong Le  
Position: President and Treasurer  
Address: 1850 Towers Crescent Plaza, Tysons Corner, VA 22182, U.S.A.  
Other information necessary in order for the contract to be binding (if any):



Signature.....

(stamp of organisation)