

Terms and Conditions for Managed IT Services of COMPRION GmbH (as of 12.05.2021) incl. Controller and Processor Agreement

A. GENERAL CONDITIONS FOR MANAGED IT SERVICES

1 Scope of application / terminology

1.1 These Terms and Conditions apply exclusively to all business relationships, including future ones, between COMPRION GmbH, Lise-Meitner-Str. 3, 33104 Paderborn (hereinafter referred to as "COMPRION GmbH") and the customer concerning Managed IT Services of COMPRION GmbH. The General Terms and Conditions of COMPRION GmbH, as amended from time to time, shall apply in addition. In the event of contradictions, these Terms and Conditions shall take precedence over the General Terms and Conditions of COMPRION GmbH if the services of COMPRION GmbH are Managed IT Services.

1.2 Other general terms and conditions of the customer shall not become subject matter of the contract, even if they are not explicitly rejected by COMPRION GmbH or if no explicit reference was made hereto upon conclusion of similar contracts, unless otherwise agreed by the Contractual Parties.

1.3 "Software" means the testing software provided as part of Managed IT Service.

1.4 "Managed IT Service" or just "IT Service" or "Service" means e.g. Software-as-a-Service, Platform-as-a-Service, Infrastructure-as-a-Service and other Services.

1.5 "Subjects of the contract" mean the services agreed between the contracting parties to be provided by COMPRION GmbH.

1.6 "Controller" means the customer / client of COMPRION GmbH in connection with the Controller and Processor Agreement.

1.7 "Processor" means, in relation to the Controller and Processor Agreement, COMPRION GmbH.

2 Subject of the contract

2.1 The object and components of the contractual relationship between the customer and COMPRION GmbH are the provision of the specifically agreed Managed IT Service.

2.2 The services of COMPRION GmbH are conclusively described in the service descriptions and in the service level conditions (available on the Internet at www.COMPRION.com) for the respective Managed IT Service product and are thus part of the Subject Matter of the contract.

2.3 COMPRION GmbH undertakes, in accordance with the respective individual contract, to provide further terms and conditions of third party providers or subcontractors that apply to and are agreed upon for the contractual relationship between COMPRION GmbH and the customer upon request.

2.4 The description of services available at the time of conclusion of the contract from the individual contract and the special service-related conditions is conclusively decisive for the quality of the services delivered by COMPRION GmbH. COMPRION GmbH does not owe any additional quality of the services.

2.5 COMPRION GmbH may have to adjust the agreed conditions from time to time during the term of the contract, e.g. at the request of a third party licensor or the manufacturer. COMPRION GmbH will only make these changes for valid reasons. The customer will be notified of changes in writing or text form at least three months before they come into force. If the customer does not agree with the change, he has the right to terminate the contract within 4 weeks' notice.

3 Provision

3.1 The software is provided when the customer has got access to the respective Managed IT Service.

3.2 If COMPRION GmbH provides additional services commissioned by the customer beyond the original agreement (for example consulting, training, support services, etc.), these will be remunerated separately. Unless otherwise agreed between the parties, additional expenses of COMPRION GmbH are to be remunerated according to the currently valid rates.

3.3 The quality of the products delivered by COMPRION GmbH is conclusively determined by the service description and service level conditions available at the time of conclusion of the contract from the individual contract. COMPRION GmbH does not owe any further quality of the products. In particular, the customer cannot derive such an obligation from other representations of the software in public statements or in advertising by COMPRION GmbH and/or a manufacturer, as well as their employees

or sales partners, unless COMPRION GmbH has expressly confirmed the quality going beyond this to the customer in writing.

4 Payment terms

4.1 All prices are in EUR and are subject to statutory VAT and possible customs and shipping costs.

4.2 The payment for the Managed IT Services is settled with the customer in advance, unless the parties have agreed otherwise (e.g. in the COMPRION GmbH offer). The payment can be settled via a service credit account. The customer will receive information regularly about the consumption of the service credits.

4.3 Unless otherwise agreed, all payments shall be due immediately, without deduction of discount, after invoicing. COMPRION GmbH is entitled to invoice partial services.

4.4 COMPRION GmbH may adjust the prices for the use of its services, deliveries and performances during the respective contract period. COMPRION GmbH will inform the customer in case of a price increase three months before it comes into effect. If the customer does not agree with the change, he has the right to terminate the contract within 4 weeks' notice.

4.5 The customer must raise objections to invoices / overviews of used service credits for the services provided by COMPRION GmbH within 2 weeks of receipt of the invoice / overview. After expiry of the aforementioned period, the invoice shall be deemed to have been approved by the customer.

4.6 If the customer is in default of payment in a not inconsiderable amount, COMPRION GmbH is entitled to block the services at the customer's expense. In this case, the customer remains obliged to pay the remuneration. If the customer is in default of payment for more than 60 days, COMPRION GmbH may terminate the contractual relationship without notice. The assertion of further claims due to default of payment remains unaffected.

5 Obligations of the customer

5.1 The customer is responsible for compliance with (re-)export restrictions. This may be particularly relevant for deliveries with regard to the USA and the U.K.

5.2 The customer shall examine the contractual items immediately upon receipt, in particular with regard to completeness and functionality. The Customer shall undertake to comply with his duty to examine and give notice of defects in accordance with § 377 German Commercial Code (HGB).

5.3 COMPRION GmbH must be notified immediately of any defects discovered in this process, at least in text form. The notice of defects must contain as detailed and specific a description of the defects as possible.

5.4 Defects that could not be detected within the scope of the described proper inspection must again be notified in text form immediately after discovery. This notice of defects must also contain as detailed and specific a description of the defects as possible.

5.5 The customer shall support COMPRION GmbH to a reasonable extent in the performance of the service at its own expense.

5.6 The customer's obligation to cooperate is a primary obligation of the customer.

5.7 Upon request by COMPRION GmbH or as far as recognisably necessary for the customer, in particular during the permanent term of the contract, the customer shall name in text form a responsible person who has all the decision-making powers and authority required for the purposes of implementing this agreement.

5.8 The customer is obliged to keep any access data obtained secret from unauthorised third parties. The customer undertakes to inform COMPRION GmbH immediately as soon as he becomes aware that unauthorised third parties are aware of the access data and / or misuse is taking place. If faults occur in the use of services provided, the customer will inform COMPRION GmbH of these faults without delay.

5.9 The customer shall exceptionally install programme releases, error corrections and programme environments received from COMPRION GmbH on its hardware.

5.10 The Client may only use the Managed IT Services within the scope of the agreed contractual terms. In particular, he is prohibited from:

5.10.1 resell, sub-license, rent, time-share or otherwise make the Managed IT Service available to a third party outside its organisation without the prior written consent of COMPRION GmbH;

5.10.2 attempt to provide unauthorised access to or disrupt the integrity or performance of the Managed IT Service or the data contained therein;

5.10.3 modify, copy or create derivative works based on the Managed IT Service without the prior written consent of COMPRION GmbH;

- 5.10.4 reverse engineer the Managed IT Service;
- 5.10.5 spread viruses, trojan horses, worms or similar harmful or destructive programming routines or gain unauthorised access to the Service Platform in any way;
- 5.10.6 access or use the Managed IT Service to create a competing product or copy its features or user interface without the prior written consent of COMPRION GmbH; or
- 5.10.7 disrupt or interfere with any Managed IT Services or equipment by causing an excessive or disproportionate load on the Services.
- 5.11 The Client warrants that the data processed by the Client within the scope of the Managed IT Service are free from third party rights.
- 5.12 If a third party asserts claims against COMPRION GmbH due to infringement of its rights and if the customer is responsible for this infringement, the customer shall indemnify COMPRION GmbH against third party claims upon first request and shall bear the necessary (legal) costs for legal defence.

6 Warranty and liability

- 6.1 COMPRION GmbH warrants that all services are free of (material) defects and/or defects of title.
- 6.2 Termination by the customer in relation to the Managed IT Services pursuant to Section 543 (2) Sentence 1 No. 1 of the German Civil Code (BGB) due to non-provision of use in accordance with the contract, is only permissible, if COMPRION GmbH has been given sufficient opportunity to remedy the defect and this has failed.
- 6.3 For the Managed IT Services, it also applies that the strict liability of COMPRION GmbH for initial defects is excluded.
- 6.4 The reduction claims within the scope of the use of the Managed IT Service are limited to the conditions agreed in the service level, except in the case of intent or gross negligence on the part of COMPRION GmbH.
- 6.5 COMPRION GmbH is not responsible (a) for third party networks or systems that are not provided by COMPRION GmbH or are not the subject of the Managed IT Service and (b) for errors that occur due to inappropriate or incorrect use of the Managed IT Service by the customer.
- 6.6 Mandatory unlimited liability of COMPRION GmbH provided by law remains unaffected by these regulations. (see also the general terms and conditions of COMPRION GmbH).
- 6.7 In all other respects, the liability for defects and the liability of COMPRION GmbH shall be governed by the terms and conditions of COMPRION GmbH as amended from time to time.

7 Term, termination of contract

- 7.1 The contract for the Managed IT Service ends if COMPRION GmbH terminates with a notice period of 6 months to the end of the month or the customer terminates with a notice period of 4 weeks to the end of the month. The contract period begins with the conclusion of the contract.
- 7.2 The right of both parties to extraordinary termination for good cause remains unaffected.
- 7.3 If insolvency proceedings are opened against the customer's assets or if an application for insolvency is filed with the competent court or if the customer is threatened with insolvency, COMPRION GmbH may, at its discretion, withdraw from any contracts concluded or suspend services.
- 7.4 Any termination must be in writing.

8 Rights to work products

- 8.1 Only COMPRION GmbH may freely dispose of ideas, procedures, concepts and other techniques that arise during the execution of the maintenance work under the contract and are included in the work results. The same applies to know-how and experience gained during the execution of the contractual maintenance work and the use of its results.

9 Final provisions

- 9.1 There are no oral collateral agreements. Changes and deviations from this agreement shall require the written form. This shall also apply to the deviation from the requirement of the written form.
- 9.2 COMPRION GmbH is entitled to make changes to the contractual conditions. The customer will be notified of changes in writing or by e-mail at least three months before they come into force. If the customer does not agree with the change, he has the right to terminate the contract within 4 weeks' notice.
- 9.3 The place of performance for all obligations as well as the sole place of jurisdiction for all disputes arising from and in relation to this agreement shall be COMPRION GmbH's registered office.

9.4 Contract language is German. An English version is provided. With various language versions solely the German text of these Terms and Conditions shall be decisive.

B. SUPPLEMENTARY CONDITIONS FOR PERSONAL DATA PROCESSING BY COMPRION

10 General

10.1 The following clauses **FOR PERSONAL DATA PROCESSING BY COMPRION** serve as the basis for compliance with the provisions of data protection law in accordance with the EU General Data Protection Regulation (hereinafter GDPR) and the Federal Data Protection Act in the version valid since 25 May 2018 (hereinafter BDSG), if and to the extent that COMPRION GmbH acts as a "processor".

11 Subject matter, nature, purpose and duration of the agreement

11.1 The subject matter and duration of the order result from the main contract concluded or the offer (if accepted) by COMPRION GmbH.

11.2 Within the scope of the order, COMPRION GmbH processes personal data for the client within the meaning of Art. 4 No. 2 and Art. 28 GDPR only on the basis of these terms and conditions.

11.3 The contractually agreed service shall be provided exclusively in a member state of the European Union or in a contracting state of the Agreement on the European Economic Area. Any relocation of the service or parts thereof to a third country requires the prior consent of the client and may only take place if the special requirements of Art. 44 et seq. GDPR are fulfilled (e.g. adequacy decision of the Commission, standard data protection clauses, approved codes of conduct).

11.4 The client may terminate the contract at any time without notice if there is a serious breach by COMPRION GmbH of data protection regulations or the provisions of this contract, if COMPRION GmbH is unable or unwilling to carry out an instruction from the client or if COMPRION GmbH refuses to grant the client control rights in breach of the contract.

11.5 In particular, non-compliance with the obligations agreed in this contract and derived from Art. 28 GDPR constitutes a serious breach.

11.6 The nature and purpose of the agreement, the type of personal data as well as the categories of data subjects are derived from the following list or the concluded main contract or from the offer. For his part, the controller is obliged to check the following description and may request any additions. The subject of the contract, the term, the concrete description of the services, the categories of groups of persons concerned as well as the categories of personal data are described in the service description of the respective service.

11.7 Categories of special personal data are only processed in exceptional cases. In this case, the client must notify this circumstance and any special need for protection.

12 Rights and duties as well as powers of instruction of the principal

12.1 The client alone is responsible for assessing the permissibility of the processing in accordance with Art. 6 (1) GDPR and for safeguarding the rights of the data subjects in accordance with Art. 12 to 22 GDPR. Nevertheless, COMPRION GmbH is obliged to forward all such requests to the client without delay, provided that they are recognisably directed exclusively to the client.

12.2 Changes to the processing object and process changes are to be agreed jointly between the client and COMPRION GmbH and specified in writing or in a documented electronic format.

12.3 As a rule, the Client shall issue all orders, partial orders and instructions in writing or in a documented electronic format. Verbal instructions shall be confirmed immediately in writing or in a documented electronic format.

12.4 The client is entitled to satisfy itself before the start of processing and then regularly in an appropriate manner of compliance with the technical and organisational measures taken at COMPRION GmbH and the obligations set out in this contract.

12.5 The client shall inform COMPRION GmbH immediately if it discovers errors or irregularities in the examination of the order results.

12.6 The client is obliged to treat all knowledge of business secrets and data security measures of COMPRION GmbH obtained within the framework of the contractual relationship as confidential. This obligation shall remain in force even after termination of this contract.

12.7 The parties shall inform each other of the authorised persons of the client and the recipients of COMPRION GmbH's instructions upon request.

12.8 In the event of a change or longer-term prevention of the customer's contact persons, COMPRION GmbH must be informed immediately and in principle in writing or electronically of the successors or the representatives.

12.9 The instructions shall be kept for their period of validity and subsequently for three full calendar years.

13 Duties of COMPRION GmbH

13.1 COMPRION GmbH shall process personal data exclusively within the framework of the agreements made and in accordance with the instructions of the Principal, unless it is obliged to do so by the law of the Union or the Member States to which the Processor is subject (e.g. investigations by law enforcement or state protection authorities); in such a case, the Processor shall notify the Controller of these legal requirements prior to the processing, unless the law in question prohibits such notification due to an important public interest (Article 28 (3) sentence 2 lit. a GDPR).

13.2 COMPRION GmbH shall not use the personal data provided for processing for any other purposes, in particular not for its own purposes. Copies or duplicates of the personal data will not be made without the knowledge of the client.

13.3 COMPRION GmbH guarantees that the data processed for the client are separated from other data stocks. The data carriers originating from the client or used for the client are specially marked. Incoming and outgoing data as well as ongoing use shall be documented. The result of the checks shall be documented.

13.4 COMPRION GmbH shall cooperate to the necessary extent in the fulfilment of the rights of the data subjects pursuant to Art. 12 to 22 of the GDPR by the client, in the creation of the lists of processing activities and in any necessary data protection impact assessments of the client and support the client appropriately as far as possible (Art. 28 (3) sentence 2 lit. e and f of the GDPR). It shall immediately forward the information required for this purpose to the person authorised to issue instructions to the client.

13.5 COMPRION GmbH will immediately draw the client's attention to the fact if, in its opinion, an instruction issued by the client violates statutory provisions (Art. 28 (3) sentence 3 GDPR). COMPRION GmbH is entitled to suspend the implementation of the corresponding instruction until it is confirmed or changed by the responsible person at the client after review.

13.6 COMPRION GmbH shall correct, delete or restrict the processing of personal data from the contractual relationship if the client requests this by means of an instruction and if legitimate interests of COMPRION GmbH do not conflict with this.

13.7 COMPRION GmbH may only provide information about personal data from the contractual relationship to third parties or the person concerned after prior instruction or consent by the client.

13.8 COMPRION GmbH agrees that the client - by appointment - is entitled to monitor compliance with the regulations on data protection and data security as well as the contractual agreements to a reasonable and necessary extent itself or through third parties commissioned by the client, in particular by obtaining information and inspecting the stored data and the data processing programmes as well as through on-site reviews and inspections (Art. 28 (3) sentence 2 lit. h GDPR).

13.9 COMPRION GmbH is obliged to assist in these checks as far as necessary.

13.10 COMPRION GmbH confirms that it is aware of the data protection regulations of the GDPR relevant to the commissioned processing. It undertakes to observe the secrecy rules relevant to this order, which are the responsibility of the client. The client shall inform COMPRION GmbH in advance of any special secrecy rules.

13.11 COMPRION GmbH undertakes to maintain confidentiality when processing the client's personal data in accordance with the order. This obligation shall continue to exist even after termination of the contract.

13.12 COMPRION GmbH guarantees that it will familiarise the staff employed in the performance of the work with the provisions of data protection applicable to them before they commence their activities and that they will be bound to secrecy in an appropriate manner for the duration of their activities as well as after termination of the employment relationship (Art. 28 (3) sentence 2 lit. b and Art. 29 GDPR).

13.13 COMPRION GmbH monitors compliance with data protection regulations in its operations. The data protection officer is published in the internet under www.COMPRION.com.

13.14 COMPRION GmbH undertakes to inform the client without delay of the exclusion of any approved codes of conduct pursuant to Art. 41 (4) GDPR and the revocation of any certification received that is relevant for the client pursuant to Art. 42 (7) GDPR.

13.15 Notification obligations of COMPRION GmbH in the event of processing disruptions and breaches of personal data protection

13.15.1 COMPRION GmbH shall notify the client without delay of any disruptions, infringements by COMPRION GmbH or the persons employed by COMPRION GmbH as well as infringements of data protection provisions or the stipulations made in the order as well as any suspected data protection infringements or irregularities in the processing of personal data. This also applies in particular with regard to any reporting and notification obligations of the client pursuant to Art. 33 and Art. 34 of the GDPR.

13.15.2 COMPRION GmbH guarantees to adequately support the client, if necessary, in its obligations according to Art. 32 to 36 GDPR (Art. 28 para. 3 sentence 2 lit. f GDPR). COMPRION GmbH may only carry out notifications in accordance with Art. 33 or 34 of the GDPR for the client after prior instruction of this contract.

14 Subcontracting relationships with subcontractors (Art. 28 (3) sentence 2 lit. d GDPR)

14.1 COMPRION GmbH is only permitted to commission subcontractors to process the client's data with the client's approval, Art. 28 (2) GDPR.

14.2 Subcontracting relationships within the meaning of this regulation are those services which relate directly to the provision of the main service. This does not include ancillary services which COMPRION GmbH uses e.g. as telecommunication and information services, postal/transport services, in payment transactions (banks, credit card institutions), maintenance and user service or the disposal of data carriers as well as other measures to ensure the confidentiality, availability, integrity and resilience of the hardware and software of data processing systems. COMPRION GmbH is, however, obliged to make appropriate and legally compliant contractual agreements as well as control measures to ensure data protection and data security of the client's data also in the case of outsourced ancillary services.

14.3 COMPRION GmbH is entitled to use subcontractors. COMPRION GmbH always informs the client of any intended change with regard to the use of new subcontractors or the replacement of existing subcontractors, which gives the client the opportunity to object to such changes (Section 28 (2) sentence 2 of the GDPR). If and to the extent that personal data of the client becomes accessible to these subcontractors, COMPRION GmbH will only use these subcontractors with the prior consent of the client. The client will give its consent if there are no serious data protection reasons to the contrary. Consent is deemed to have been granted if the person concerned does not object within a period of 4 weeks. If the client and COMPRION GmbH cannot agree on a mutually acceptable solution after exercising the 4-week right of objection, COMPRION GmbH can terminate the main contract within 12 weeks after the failure of the negotiations (special right of termination).

14.4 If and to the extent that personal data of the client is or becomes accessible to subcontractors of COMPRION GmbH, COMPRION GmbH obliges the respective subcontractor to take appropriate technical and organisational measures. The forwarding of personal data of the client by COMPRION GmbH to subcontractors only takes place after the subcontractor has been obligated accordingly.

14.5 If subcontractors provide the agreed services outside of the EU / EEA, COMPRION GmbH shall ensure the admissibility under data protection law through appropriate measures or obtain the consent of the client.

14.6 At present, the subcontractors designated in the service description of the respective service with name, address and order content are employed by COMPRION GmbH with the processing of personal data to the extent stated therein. The client agrees to their commissioning.

15 Technical and organisational measures according to Art. 32 GDPR (Art. 28 Para. 3 Sentence 2 lit. c GDPR)

15.1 A level of protection appropriate to the risk to the rights and freedoms of the natural persons concerned by the processing shall be ensured for the specific processing operation.

15.2 To this end, the protection objectives of Article 32 (1) of the GDPR, such as confidentiality, integrity and availability of the systems and services, as well as their resilience in relation to the type, scope, circumstances and purpose of the processing operations, are taken into account in such a way that the risk is permanently contained through appropriate technical and organisational remedies.

15.3 A risk assessment methodology is used for the processing of personal data in accordance with the mandate, which takes into account the likelihood and severity of the risks to rights and freedoms.

15.4 The data protection concept presents in detail the selection of technical and organisational measures suitable for the identified risk, taking into account the protection goals according to the state

of the art and with special consideration of the IT systems and processing procedures used at COMPRION GmbH.

15.5 COMPRION GmbH shall, if occasion arises and on a regular basis, carry out a review, assessment and evaluation of the effectiveness of the technical and organisational measures to ensure the security of processing (Art. 32 (1) (d) of the GDPR). The result, including the complete audit report, shall be communicated to the client upon request.

15.6 Insofar as the measures taken at COMPRION GmbH do not meet the requirements of the client, it shall notify the client without delay.

15.7 The measures at COMPRION GmbH may be adapted to technical and organisational developments in the course of the contractual relationship, but must not fall below the agreed standards.

15.8 COMPRION GmbH must coordinate significant changes with the client in documented form (in writing, electronically). Such coordination shall be kept for the duration of this contract.

16 Obligations of COMPRION GmbH after termination of the contract, Art. 28 (3) sentence 2 lit. g GDPR

16.1 After completion of the contractual work, COMPRION GmbH shall hand over to the client or delete on request all data, documents and processing or usage results produced in connection with the contractual relationship that have come into its possession or to subcontractors.

17 Liability

17.1 In the internal relationship with the contractor, the client alone shall be responsible to the data subject for compensation for damages suffered by a data subject due to inadmissible data processing or use in accordance with the data protection laws within the scope of the commissioned processing, insofar as the contractor or a subcontractor or employees of the latter have not breached their obligations under the law or under this contract or the main contract.

17.2 The contracting parties shall each release themselves from liability if a contracting party proves that it is not responsible in any respect for the circumstance by which the damage occurred to an affected party.

17.3 For the purpose of indemnification pursuant to Article 82 (3) of the GDPR, the contractor is authorised to disclose details of the client's instructions and the data processing carried out. The Client is obliged to provide the Contractor with the best possible support so that the Contractor can exonerate itself from liability vis-à-vis the third party in accordance with Article 82(3) of the GDPR.

17.4 If a fine is imposed on the Contractor due to a breach of a data protection obligation which exclusively affects the Client, the Client shall indemnify the Contractor.

18 Final provisions

18.1 The recipients of instructions at COMPRION GmbH are:

Management at COMPRION GmbH

18.2 Agreements on technical and organisational measures as well as control and audit documents (also on subcontractors) shall be kept by both contracting parties for their period of validity and subsequently for three full calendar years.

18.3 For ancillary agreements, the written form or a documented electronic format is generally required.

18.4 Should the property or the personal data of the client to be processed at COMPRION GmbH be endangered by measures of third parties (such as seizure or attachment), by insolvency or composition proceedings or by other events, COMPRION GmbH shall notify the client immediately.

18.5 The defence of the right of retention within the meaning of § 273 of the German Civil Code (BGB) shall be excluded with regard to the data processed for the Client and the associated data carriers.

18.6 Should individual parts of this agreement be invalid, this shall not affect the validity of the rest of the agreement.

19 Technical and organisational measures of COMPRION GmbH

19.1 A level of protection appropriate for the specific commissioned processing is guaranteed by the contractor. The general technical and organisational measures for data protection and data security are described in Annex A. Service-specific measures can be found in the respective service descriptions.

Annex A: Technical and organisational measures of COMPRION GmbH

Physical access security

The office of COMPRION GmbH is equipped with security doors and security windows. All doors are automatically closing and secured by an electronic access control system. Badges which grant access are only assigned to employees and a limited number of dedicated persons. A dedicated badge / key management process exists, including documentation of all assigned keys / badges. The office building is secured by an alarm system.

Unauthorized access to data processing systems

Access to all data processing systems is secured by personalized log-in procedures. Access to a system is only granted to the minimum number of people who have a justified need to access the system, based on the role / functional responsibility. A password policy ensures an appropriate complexity of the passwords. Access to personal devices (laptops / desktops) is secured by automatic password protected screensavers.

Data storage encryption

Storage of all passwords is encrypted.

Data communication security

Data communication between data processing systems of COMPRION GmbH is encrypted by state-of-the-art methodologies, e.g. VPN, Secured WLAN, TLS, SFTP, SSH whenever appropriate and possible. Endpoint authentication is conducted as appropriate, e.g. by MAC address verification and TLS certificates. This includes also communication to laptops / desktops of staff members. Customer data communication with COMPRION Managed IT Services is secured by the same methodologies. Additionally, concepts like IP whitelisting and bastion hosts are implemented where appropriate. COMPRION GmbH Intranet and Managed Services access is secured by Firewalls.

Availability and recoverability

Data processing systems are located in dedicated rooms with dedicated access security and air condition. Redundant systems (servers, storage, power supply) are provided as appropriate. All data is backed-up according to a well-defined concept. The back-up copies are stored in a separate secure place. In case of a disaster, recoverability is ensured.

Procedures to ensure and maintain secure data processing

All data processing systems are designed and implemented with security as a key requirement from the start. Security is maintained over time by regular and timely patching of software. On a regular basis, security measures are assessed and if needed evolved.

Human resource and organizational aspects

All staff members of COMPRION GmbH are briefed / trained on data security aspects according to their role. Their contract of work contains obligations on confidentiality. All contractors are covered by similar obligations. COMPRION GmbH has an appointed data protection officer as well as a data protection manager / coordinator. In case of a security incident, a well-defined process exists.