

DATA PROCESSING AGREEMENT

1 INTRODUCTION

1.1 The Parties have entered into an agreement, including terms and conditions, (the “**Agreement**”) under which Propstreet (the “**Processor**”) will process personal data on behalf of the Customer (the “**Controller**”). This data processing agreement (the “**DPA**”) constitutes a written agreement in accordance with the EU General Data Protection Regulation (679/2016) (the “**GDPR**”) concerning the processing of personal data under the Agreement. A description of the processing is attached as [annex 1](#).

1.2 If the terms concerning the processing of personal data of the DPA and the Agreement are in conflict, the Parties shall apply the terms of this DPA.

2 DEFINITIONS

2.1 In accordance with the GDPR, the terms below are defined as follows:

“**Sub-processor**” shall mean a third party appointed by the Processor to process personal data on behalf of the Controller.

“**Standard Contractual Clauses**” shall mean the standard contractual clauses for the transfer of personal data to third countries pursuant to Regulation (EU) 2016/679 adopted by the European Commission Implementing Decision (EU) 2021/914 of 4 June 2021, or such approved clauses replacing or supplementing them.

“**Applicable Laws**” shall mean the GDPR and laws implementing or supplementing the GDPR (including, when applicable, binding guidance, opinions and decisions published by supervisory authorities, court or other competent authority) applicable to the processing of personal data under this DPA, and as amended or supplemented during the term of this DPA.

Terms used but not defined herein, such as “personal data”, “processing”, “data subject”, “personal data breach” and “supervisory authority”, shall have the same meanings as in the GDPR, and their cognate terms shall be construed accordingly.

3 DATA PROTECTION AND PROCESSING OF PERSONAL DATA

3.1 The Parties undertake to abide by Applicable Laws.

3.2 The Processor shall only process the personal data and other data of the Controller in accordance with the Agreement, this DPA and according to the written instructions of the Controller. The Processor shall notify the Controller if any conflict with Applicable Laws is detected in the instructions and in such a case, the Processor may immediately decline and stop applying the instructions of the Controller. However, the Processor shall not be obliged to verify whether any instruction given by the Controller complies with Applicable Laws, as the Controller is responsible for such compliance verification of its instructions.

3.3 In the event that the Processor, in its opinion, lacks the necessary instructions in order to fulfil this DPA the Processor shall, without undue delay, notify the Controller thereof and wait for new correct instructions. The Processor has the right to, without liability, cease the processing during the time the Processor awaits the new correct instructions.

3.4 The Controller is responsible for complying with its obligations under Applicable Laws, for example having obtained the necessary consents for the processing of personal data. The Controller is responsible for drafting the privacy policy and informing the data subjects. The Controller is responsible for ensuring that the personal data delivered to the Processor is accurate and up to date.

3.5 The Controller shall define the purpose and methods of the processing of personal data.

3.6 The Processor shall maintain a record of processing activities, where it is required to do so according to article 30 of the GDPR.

3.7 The Processor is entitled to collect anonymized and statistical data of the use of the services pursuant to the Agreement, provided that such data has been irreversibly anonymized in accordance with GDPR standards ensuring that no individual can be re-identified, and may use such data for providing analyzing and developing its services. This includes aggregated Propstreet Data. The anonymization process shall be documented and available for audit.

4 SUB-PROCESSORS

4.1 The Processor shall have the right to use Sub-Processors for the processing of personal data provided that the Sub-processors are bound by the same commitments and obligations toward the Controller as the Processor, in accordance with this DPA. The Processor is fully liable toward the Controller for the Sub-processor’s actions and any failure by the Sub-processor to adhere to its data protection obligations when processing the Controller’s personal data.

4.2 The Processor shall make available to the Controller the current list of Sub-processors used to provide the services (“**Sub-processor list**”). Such Sub-processor list shall include the identities of those Sub-processors, their country of location and a general description of the service they provide. The Sub-processor list is available at www.propstreet.com/subprocessors, where an option to subscribe to notifications of new Sub-processors will be available. The Sub-processors listed in the Sub-processor list are deemed approved when this DPA is concluded.

4.3 The Processor shall inform the Controller beforehand of new Sub-processors the Processor intends to use in processing the personal data pursuant to the Agreement and this DPA. The Processor will inform the Controller by updating the Sub-Processor list and notice of a new Sub-processor is deemed given and received upon the Processor’s update of the Sub-processor list.

4.4 The Controller has the right to object to the use of a new Sub-processor. The Controller shall notify the Processor of such objection within ten (10) days of the Processor’s notice to the Controller. If the Controller does not object within ten (10) days of the Processor’s notice to the Controller, the Controller shall be deemed to having accepted the use of the new Sub-processor.

4.5 In the event that opposition to such Sub-processor, in the Processor’s opinion, prevents effective provision of Processor’s services in accordance with the Agreement, the Processor may terminate the Agreement without penalty or

liability, with thirty (30) days' notice.

- 4.6 The Processor shall, upon the Controller's request, provide a copy of relevant parts of sub-processing agreements between the Processor and the Sub-processor needed for the Processor to show compliance with its obligations under this DPA.

5 PROCESSING OF PERSONAL DATA OUTSIDE THE EU/EEA

- 5.1 The Processor and its Sub-Processors may process personal data outside the EU/EEA area, provided that the Processor ensures that the transfer: is based upon an adequacy decision published by the European Commission, that Standard Contractual Clauses will apply to the processing or that the processing is otherwise allowed under Applicable Laws.
- 5.2 If the transfer mechanism used to comply with 5.1 would be declared invalid or illegal by the European Court of Justice, the European Commission or any other competent EU institution or national court or authority, the Processor shall ensure that all processing of personal data outside the EU/EEA is based on another permitted transfer mechanism under Applicable Laws.
- 5.3 By signing this DPA the Controller authorizes the Processor to represent the Controller in the signing of Standard Contractual Clauses on behalf of and in the name of the Controller. Furthermore, the Controller explicitly accepts that the Processor may also represent the Sub-processor in question in relation to the Standard Contractual Clauses.

6 PROCESSOR'S OBLIGATION TO PROVIDE ASSISTANCE

- 6.1 The Processor is obligated to, taking into account the nature of the processing of personal data and the data available, insofar as this is possible, assist the Controller in ensuring that the Controller complies with its legal obligations, including, where applicable, the Controller's obligations related to data protection impact assessments and prior consultation with supervisory authorities pursuant to Articles 35 and 36 of the GDPR. The Processor is obligated to assist the Controller only to the extent that Applicable Laws obliges the Processor.
- 6.2 The Processor shall, taking into account the nature of the processing, by appropriate technical and organizational measures, insofar as this is possible, assist the Controller with its obligations to respond to requests from Data Subjects exercising their rights under Applicable Laws.
- 6.3 The Processor shall forward all inquiries made by data subjects, supervisory authorities, other authorities or a third party directly to the Controller and shall await further instructions from the Controller. Unless otherwise agreed, the Processor is not authorized to represent the Controller or act on behalf of the Controller in relation to data subjects, supervisory authorities, other authorities or a third party.
- 6.4 Unless otherwise agreed, the Processor is entitled to compensation in accordance with the Processor's pricelist for assistance pursuant to section 6.

7 AUDIT & REVIEW

- 7.1 The Controller or an auditor authorized by the Controller and accepted by the Processor shall have the right to, upon thirty (30) days' advance written notice to the Processor, verify that the Processor complies with this DPA, through audit and/or review of the Processor's policies, procedures and documentation, solely as they relate to compliance with this

DPA.

- 7.2 Such audit (i) must be conducted during the Processor's regular business hours so as not to cause disruption to the Processor's business; (ii) may only be conducted by a party who is subject to a confidentiality agreement with Processor; (iii) must be performed in accordance with Processor's security requirements, and (iiii) shall be carried out in a way that does not impede the obligations of the Processor or its Sub-processors with regard to third parties.
- 7.3 The Controller shall be responsible for all costs associated with the audit, including the Processor's internal expenses, unless the audit reveals a material breach by the Processor of its obligations under this DPA.
- 7.4 Processor shall allow for and contribute to inspections that the competent supervisory authority may require to ensure proper processing of personal data, as well as comply with any decisions of the competent supervisory authority regarding measures to comply with the security requirements under Applicable Laws.

8 DATA SECURITY

- 8.1 The Processor shall, in accordance with article 32 of the GDPR, implement the appropriate technical and organizational measures to protect the personal data of the Controller, taking into account all the risks of processing. When organizing the security measures, the available technology and the cost of implementation shall be assessed in relation to the special risks of the processing at hand and the sensitivity of the personal data processed.
- 8.2 The Controller shall be obligated to ensure that the Processor is informed of all the circumstances concerning the personal data the Controller has delivered which can affect the technical and organizational measures that the Processor shall implement pursuant to this DPA.
- 8.3 The Processor shall ensure that the personnel of the Processor and the Sub-Processors that have access to personal data shall abide by the appropriate non-disclosure commitments.

9 PERSONAL DATA BREACHES

- 9.1 The Processor must notify the Controller without undue delay and, where feasible, not later than 72 hours after becoming aware of a personal data breach.
- 9.2 The Processor shall furthermore give the Controller all relevant information concerning the personal data breach. Provided that the information in question is available to the Processor, the Processor shall describe at least the following to the Controller:
- a) the occurred personal data breach,
 - b) insofar as is possible, the categories and number of Data Subjects and personal data affected by the personal data breach,
 - c) a description of the likely consequences caused by the data breach, and
 - d) if applicable, a description of the corrective measures that the Processor has implemented or shall implement in order to minimize the potential harmful effects of the personal data breach.
- 9.3 The Controller shall be responsible for the necessary communication with and notifications to the supervisory authorities.

10 LIMITATION OF LIABILITY

10.1 The Processor shall compensate the Controller only for direct damages or costs incurred by the Controller, to the extent the Processor's fault or gross negligence of its obligations under this DPA has contributed to such damages or costs. Under no circumstances shall the Processor be liable for any indirect, incidental, special, consequential or punitive damages, including but not limited to loss of profits, loss of business, loss of data or business interruption. To the extent permitted by the Applicable Laws, and except for cases involving violations of GDPR obligations specifically directed to processors or where the Processor has acted outside or contrary to lawful instructions of the Controller, the Processor's liability shall under no circumstance exceed 100% of the remuneration paid by the Controller to the Processor under a calendar year.

11 DELETION OR RETURN OF PERSONAL DATA

11.1 After the completion of the processing on behalf of the Controller, or upon the Controller's request, the Processor shall delete the personal data, unless the Controller has requested the Processor to return the personal data.

11.2 This section 11 shall not apply if further processing is needed to fulfil legal obligations.

12 OTHER CONDITIONS

12.1 The Parties agree to amend and supplement the DPA to the extent required to comply with Applicable Laws, or, where necessary, in view of forthcoming case law or guidelines from supervisory authorities.

12.2 The Parties shall agree on all additions and amendments to this DPA in writing.

12.3 This DPA shall remain in force as long as the Agreement is in force or the Parties have obligations concerning personal data processing activities towards one another.

This DPA shall be governed by Swedish law. Any dispute, controversy or claim arising out of or in connection with this contract, or the breach, termination or invalidity thereof, shall be finally determined by a court of general jurisdiction in Sweden, whereas Stockholm District Court shall be the first instance.

ANNEX 1

PROCESSING SPECIFICATION FORM

This table specifies the processing assignment that the Processor performs on behalf of the Controller in the manner provided for in the Agreement and this DPA.

Nature and purpose of the processing	Processing for the purpose of providing the service in accordance with the Agreement and the Controller's instructions.
Processing activities	To enable the Controller to communicate with other users of the service and for Customers to store uploaded documents, manage customer relationships through the CRM feature (including storing contact information, communication history, and sending messages to contacts), and related processing activities necessary for the provision of the service.
Geographical location of personal data	The Processor processes personal data primarily within the EU/EEA. Specific Sub-processor locations are detailed in the Sub-processor list per §4.2. International transfers outside the EU/EEA are governed by the safeguards set out in §5.
Categories of data subjects	The Controller's employees, consultants, customers, suppliers, business contacts, and prospects managed through the CRM-functionality. Other categories of data subjects may be included depending on the information provided in the uploaded documents, CRM entries, or in the communication between the users of the service.
Categories of personal data	The categories of personal data depend on the information provided in the uploaded documents, CRM entries, or in the communication between the users of the service. Expected categories of personal data include contact details (such as name, email, phone number, address), communication history, business relationship details, and other CRM-related data of the Controller's customers, suppliers, business contacts and prospects, as well as any additional information the Controller chooses to store in the CRM system.
Duration of the processing	Processing will take place for the duration of the Agreement. Upon termination of the Agreement, the Processor shall retain the personal data for a limited period thereafter ("Post-Termination Period"), after which the Processor shall delete or return all personal data to the Controller, at the Controller's choice. Where applicable, The Controller shall be solely responsible for extracting or backing up any data stored in the CRM functionality prior to the end of the Post-Termination Period. The Controller acknowledges that it is responsible for setting and managing retention periods for contacts and communications within the CRM system during the term of the Agreement.