

ANNEX II: DESCRIPTION OF THE PROCESSING

Categories of data subjects whose personal data is processed

- Customer employees
- Customers contract partners
- Optional: Other personnel

Categories of personal data processed

- Job information such as department, position and title.
- Login information such as username and password.
- Information specified by your browser, for example type of browser or console, language and the address requesting access as well as other things like IP address.
- Other information registered in Complete Control or as a task ordered by the person(s) responsible for Data, such as customer-specific fields that are not part of the standard delivery, containing personal data.

Nature of the processing

- Carry out continuous development of the Complete Control service, which includes:
- Carry out testing and analysis of the service
- Carry out special adaptation by agreement
- Develop new functions in the service
- Implement continuous security improvements, which include:
 - Carry out testing and analysis of the service
 - Investigating potential security alerts, e.g. virus
 - Restoring backup copies because of a security incident or exercise
 - Follow-up on errors and reduced system response time
- Provide customer service and support in Complete Control for Data Controllers, among other things, receiving feedback from the Data Controller's users, answering, and commenting on questions from the Data Controller's users.

Purpose(s) for which the personal data is processed on behalf of the controller

Contractor shall deliver the services to Customer as specified in the Main Agreement. This implies storage of Personal Data on Customers behalf related to Contract Management System “Complete Control”.

Duration of the processing

The processing is not time-limited and lasts until the agreement is terminated or canceled by one of the parties.