

# Specification of the processing of Personal Data

## 1. Parties

Controller of personal data

Customer

Processor for the processing of personal data

Webforum Europe AB ("Supplier")

## 2. INSTRUCTIONS

### 2.1 Purpose of Processing

Personal data is processed for the following purposes:

- 1) Processing required to deliver the services covered by the Agreement
- 2) Processing initiated by the customer's user in the system
- 3) Processing at the customer's request (e.g. by email) when such instructions are in accordance with the Agreement
- 4) Processing to communicate information about the system
- 5) Processing to handle customer support
- 6) Processing for troubleshooting and correcting errors
- 7) Processing to develop and improve services

### 2.2 Categories of personal data

The customer's choice of services under the Agreement and the customer's own choices in the use of these services govern which personal data is handled. Examples of personal data are contact information for users, such as name, phone number and email address. For logging in order to achieve traceability and to enable troubleshooting and statistical analysis, information about user's IP address, browser, and the like is saved.

Specific categories of personal data (according to the data protection regulation definition) may be processed if the customer chooses to store such data.

### 2.3 Categories of registered

The supplier will process personal information for users in the system, the customer's contacts and the categories of registered whose personal information the customer chooses to process.

### 2.4 Processing activities

The supplier will perform the storage, processing, alteration and deletion of personal data, as well as other actions to comply with the Agreement and Customer's instructions.

Personal data may be transferred to and from the supplier's system in the form of file import, file export and other methods.

#### 2.5 Location for processing of personal data

The personnel who have access to the customer's data are based in Sweden and data storage is mainly in Sweden. To the extent that any data is sent to another country for processing or storage, this is shown in the list of Subscriptions (see below).

### 3. Security Precautions

Personal data is encrypted when transferred and stored in two geographically separate data halls in Sweden with full redundancy. Safety tests are carried out continuously. The supplier has taken appropriate technical and organizational measures to protect the personal data processed against unauthorized access, destruction and modification.

Information on the supplier's work with security can be found in documents available at <https://webforum.com/about-us/security-and-accessibility/>.

### 4. Sub-processors

The supplier hires external parties ("sub-processors") to deliver the services subscribed to by the customer. In some cases, this means that the sub-processor is processing personal information for which the customer is responsible.

The following list shows which subcontractors handle personal data, what personal data is processed and where this happens geographically. The sub-processors listed are authorized to process personal data in the context of the Data Processing Agreement.

Section 3.4.2 of the "Special provisions for handling personal data in connection with cloud services" governs information about changes to this list and the customer's ability to object to new sub-contractors.

## Sub-processors

The sub-processors used by Webforum to manage customer's information.

### Webforum's cloud service

#	Sub-processor	Definition
C1	Axians AB	Application hosting and file storage (Sweden)
C2	Mailgun Technologies, Inc.	Email delivery (EU/EES)
C3	Amazon Web Service ("AWS") EMEA SARL	File storage (Sweden)
C4	Binero AB	Backup of file storage (Sweden)
C5	Assently AB	Identification and login via e-ID (Sweden)

### Webforum's cloud service – options

Customers can choose to use or not use these additional services.

#	Sub-processor	Definition
O1	Accusoft	Document viewer (USA)
O2	Assently AB	Digital signatures (Sweden)
O3	Autodesk	Document viewer for drawings (EU/EES)
O4	Microsoft	Document viewer and editor (USA)
O5	SMS Teknik	SMS delivery (Sweden)

## Support

Webforum use the following suppliers to support and assist customers through contact by phone and email.

#	Sub-processor	Definition
S1	Fortnox	Financial system (Sweden)
S2	Freshworks	Support system (USA)
S3	HubSpot	CRM (USA)
S4	Paloma	Email messages to customers (Sweden)