

NEXTHINK DATA PROCESSING SCHEDULE

PROCESSING BY NEXTHINK (incl. Affiliates)

Subject matter of the processing:	Provision of the products and services relating to real-time analytics, instant remediation, automation, and employee feedback of customer IT systems.
Duration of the processing:	As set forth in the Agreement or order form(s), as applicable.
Nature/purpose of the processing:	Operation, support, and delivery of Nextthink products and services as described in the Agreement.
Types of Personal Data Processed according to Customer use of Services (at Customer direction):	<p>For Customers with optional settings set to include Personal Data collection by the Collector (software agent):</p> <p>Identifiers, job title, login data, user privileges, login time, login duration, first name, last name, professional phone number, professional email, IP addresses, domain names.</p> <p>For Customers that elect optional Application Experience functionality:</p> <p>Page load times, URLs accessed, number of visits to URLs, keyboard/mouse interaction within Customer defined web applications (excluding what is actually typed), duration of user actions (such actions defined by the Customer).</p> <p>For Customers that request or provide data within support ticket(s):</p> <p>Contents of requests in support tickets might also contain Personal Data from those types included within the Services.</p> <p>Responses to ticket requests may involve collection or reporting of Personal Data from those types included within the Services, necessary to remediate issue notified by Customer</p>
Categories of Data Subjects:	<p>Employees and other end users of the Customer.</p> <p>References to “employees of the data controller” in attached schedules are deemed to include all end-users to which Customer makes the Services available, regardless of their employment status or relationship with the Customer.</p>
Processing operations	Personal data will be subject to the following basic processing operations as applicable to the products and services provided under the Agreement and the instructions of the customer: collecting, recording, organizing, structuring, storing, altering, retrieving, using, disclosing, combining, erasing and destroying personal data.

HOSTING PROVIDERS

**SCOPE MANAGED BY CUSTOMER
LOCATION MANAGED BY CUSTOMER**

Company	Address	Nature of Processing	Type of Personal Data	Categories of Data Subject	Data Storage Location	Transfer Mechanism/Additional Measures
Microsoft Corporation	One Microsoft Way Redmond, WA 98052 USA	Hosting of data	Identifiers, job title, login data, user privileges, login time, login duration.	Employees of the data controller.	Selected by Customer from available options	-
Amazon Web Services EMEA SARL (AWS)	38 Avenue John F. Kennedy L-1855 Luxembourg	Hosting of data	Identifiers, job title, login data, user privileges, login time, login duration.	Employees of the data controller.	Selected by Customer from available options	-

AUXILIARY SERVICES

**NON-CORE SERVICES PROVIDED AT CUSTOMER REQUEST OR IN SUPPORT SERVICE CASES
SCOPE MANAGED BY CUSTOMER**

Company	Address	Nature of Processing	Type of Personal Data	Categories of Data Subject	Data Storage Location	Transfer Mechanism/Additional Measures
Zendesk, Inc.	1019 Market Street San Francisco, CA 94103 USA	Support services	Full name, professional phone number and email. Support requests may additionally include IP addresses and domain names. Contents of requests in support tickets might also contain personal data.	-Employees of the data controller internally in charge of the Nextthink account. -Employees of the data controller making a support request	AWS locations in the European Economic Area, Japan, Australia, and the USA	Binding Corporate Rules , including additional measures against data access requests of authorities; Additional technical safeguards , including data encryption in transit and at rest;
Sendgrid, Inc.	1801 California St #500 Denver, CO 80202 USA	Email service (expected through Q3, 2021)	Professional email	Employees of the data controller using the products and services	USA	Twilio (Sendgrid's parent company) provides Binding Corporate Rules . Additional technical safeguards , including data encryption in transit and at rest
Okta, Inc.	100 First Street San Francisco, CA 94105 USA	Delivery of authentication capabilities for access	First name, surname, professional email address	Employees of the data controller internally in charge of the Nextthink account.	European Economic Area	-
SendSafely, Inc.	SendSafely Inc. 40 East Main Street, Suite 897 Newark, DE 19711 USA	Secure data transfer services	Encrypted personal data containing details of support requests	-Employees internally in charge of the Nextthink account. -Employees making a support request	AWS locations across Australia (NSW), Singapore Europe and the USA	Standard Contractual Clauses End-to-end data encryption

OPTIONAL SERVICES

**NON-CORE SERVICES PROVIDED AT REQUEST OF CUSTOMER
SCOPE MANAGED BY CUSTOMER**

Company	Address	Nature of Processing	Type of Personal Data	Categories of Data Subject	Data Storage Location	Transfer Mechanism/Additional Measures
Amazon Web Services (AWS)	410 Terry Ave N Seattle, WA 98109 USA	Optional Application Experience functionality	Page load times, URLs accessed, number of visits to URLs, keyboard/mouse interaction (excluding what is actually typed), duration of user actions, focus time (time spent using the business application), all defined by Customer	Employees of the data controller using the products and services	Selected by Customer from available options	-
Atlassian	Level 6, 341 George Street Sydney, NSW 2000 Australia	Support services for optional Managed Services using Jira software	Full name, professional email address and phone number, IP addresses and domain names.	- Employees internally in charge of the Nextthink account. - Employees making a support request.	AWS locations across Australia (NSW), the European Economic Area and the USA	-
idalko	Dianalaan 151 2600 Berchem Belgium	Support services for optional Managed Services using Jira software	Full name, professional email address and phone number, IP addresses and domain names.	- Employees of the data controller internally in charge of the Nextthink account. - Employees of the data controller making a support request.	European Economic Area	-