

## Schedule 4

### Processing, Personal Data and Data Subjects

The Personal Data processing activities carried out by essensys under this Agreement may be described as follows:

#### Subject matter of processing

The processing of Personal Data by essensys in connection with the performance of the Services as set out in this Agreement.

#### Nature and purpose of processing

essensys will Process Personal Data:

- as necessary to perform the Services pursuant to the Agreement (including any Service Order), as further specified in the Agreement, the relevant Service Order and the Documentation;
- as necessary to comply with any additional written instructions of Customer in connection with the Services (provided such instructions are lawful); and for the purposes of complying with Applicable Laws in which case, unless such law prohibits such notification on important grounds of public interest, essensys shall notify Customer of the relevant legal requirement before processing the Personal Data for that purpose.
- It will also process information for invoicing and marketing purposes and to provide support for internet services, wi-fi, etc. and provide content in local language.

#### Categories of Personal Data

Personal Data relating to any of the data subjects listed below, including:

- First and last name
- Title
- Position
- Employer
- Contact information (company, email address, phone, physical business address)
- ID data
- Professional life data, including job titles for key decision makers to ensure correct flow of information and event attendance.
- Connection data, including audit logs of when a User logs into the application or uses the Solution. This data may be used by essensys to help diagnose any issues that User may experience.
- Localisation data, including User location details used for troubleshooting if a User experiences any service issues when roaming between Wi-Fi access points.
- Additional information which may be processed:
- Amounts spent, order details, records of complaints and queries etc.
- Records of marketing and other communications etc.
- In relation to use of browser extension: URLs of the pages visited.
- Certain text displayed on the pages browsed
- System and browser information
- Search queries
- Logs of browser usage data

- Whether emails sent to customers by the Group have been received or opened etc.
- Connection data, including audit logs of when a User logs into the application or uses the Solution. This data may be used by essensys to help diagnose any issues that User may experience etc.
- Any other data collected from Customer and/or End User for the provision of the Services

### **Categories of data subjects**

Current, prospective (including applicants) and former employees, contractors, freelancers, agents, officers, directors and other representatives (including any Users) of:

- Customer;
- any Customer Company;
- current or former Customers or Clients of Customer and any Customer Company;
- contractors (including any Other Vendors), agents, business partners, advisors, consultants, authorised representatives or any other suppliers of Customer, any Customer Company, or any current or former Customers or Clients of Customer or any Customer Company;

### **Duration**

The Processing of Personal Data shall continue for the duration of the Term as determined by clause 3.1, plus any additional periods explicitly permitted or required under: (i) this Agreement; or (ii) Applicable Laws.