

# DATA PROCESSING AGREEMENT FOR KONE INFORMATION SERVICES (“DPA”)

## 1. Purpose and Scope of the Data Processing

KONE Information Services can be used to manage content on Media Player(s) and/or Media Screen(s). This content may include tenant repositories and possibly other personally identifiable information (the “Personal Data”), as determined by the Customer or its representative, including a facility manager or other third-party service provider or its employee or other representative who is managing the content on Customer’s behalf. The Parties agree and acknowledge that KONE is the processor and the Customer the controller of such Personal Data, as meant in the General Data Protection Regulation (“GDPR”) (Regulation (EU) 2016/679 of the European Parliament and of the Council). This DPA sets out the terms and conditions for the processing of Personal Data by KONE on behalf of the Customer as part of the KONE Information Services.

<b>Subject Matter of the Personal Data Processing:</b>	KONE is hosting the Personal Data and has access to the Personal Data for purposes of providing the KONE Information Services to the Customer.
<b>Duration of the Personal Data processing:</b>	The Personal Data shall be processed by KONE as long as the KONE Information Services are provided under the Contract.
<b>Nature and purpose of the Personal Data processing:</b>	KONE shall process Personal Data on behalf of the Customer for the purpose of and to the extent required for providing the KONE Information Services.
<b>Type of Personal Data:</b>	Tenant name and apartment number. Other personal data the Customer or its representative wish to display using the KONE Information Service.
<b>Categories of data subjects:</b>	Tenants of a Building.  Other possible categories shall be determined by the Customer and can include e.g. persons relating to the management of the Building or third-party products or services provided for or in the Building.

Any terms not defined herein shall be given the meaning allocated to them in the GDPR.

## 2. Rights and Obligations of the Customer

The Customer shall:

- (i) process the Personal Data in compliance with the applicable data protection laws and good data processing practice;
- (ii) ensure that its instructions given to KONE comply with applicable laws;
- (iii) at all times remain solely liable for the accuracy, quality, and legality of the Personal Data and the means by which the Customer has acquired and outsourced the processing of Personal Data or management of Personal Data;
- (iv) at all times retain the control and authority to the Personal Data;
- (v) at all times retain title and all other rights to Personal Data; and
- (vi) at all times remain fully liable of the credentials (including passwords and/or user names) granted to the Customer or its representative (including a facility manager or other third-party service provider or its employee or other representative who is managing the content on Customer’s behalf) for accessing the KONE Information Services, as well as the use of the said credentials and the use of KONE information Service with the credentials.

Moreover, the Customer has a right to give KONE reasonable written instructions on Personal Data processing, provided that such instructions are consistent with the terms of the Agreement. In the event the Customer’s instructions result in additional work efforts and/or costs for KONE, the Customer agrees to compensate for such additional work and costs incurred. For the avoidance of doubt, KONE shall not be entitled to such reimbursement, if the instructions of the Customer are implemented through a general service update applicable to other KONE customers as well.

The Customer hereby instructs KONE to process Personal Data for the following purposes: (i) processing in accordance with the Contract and KONE’s service description; and (ii) processing initiated by Customers representatives (including a facility manager or other third-party service provider or its employee or other representative who is managing the content on Customer’s behalf) in connection with their use of the Services.

## 3. Rights and Obligations of KONE

The Customer agrees that KONE shall:

- (i) process Personal Data in compliance with the Agreement, the service description, this DPA and laws applicable to its operations;
- (ii) process Personal Data only on documented instructions from the Customer, unless provided otherwise by EU or EU member state law to which KONE is subject to. In such case, KONE shall inform the Customer

of the statutory requirement prior to the processing, unless the law prohibits such disclosure;

- (iii) ensure that access to Personal Data is limited to those persons who need to have access thereto for the purpose set out above and that persons authorised to process Personal Data are bound by a contractual or statutory duty of confidentiality;
- (iv) take appropriate technical and organisational measures to ensure security of the Personal Data as required pursuant to Article 32 of the GDPR;
- (v) taking into account the nature of the processing, take commercially reasonable efforts to assist the Customer by taking appropriate technical and organizational measures to ensure fulfilment of the Customer’s obligation to reply to requests by data subjects exercising their rights;
- (vi) assist the Customer to the extent reasonably possible in ensuring compliance with its security and other obligations, taking into account the nature of the processing and the information available to KONE;
- (vii) to the extent the Customer does not have the ability to correct, amend, block or delete Personal Data, as required by applicable laws, KONE shall comply with any commercially reasonable requests of the Customer to facilitate such actions to the extent KONE is legally permitted to do so;
- (viii) make available to the Customer information necessary to demonstrate compliance with its obligations and allow and cooperate with audits, including inspections, conducted by Customer or another person authorised by the Customer. With respect to the inspections the parties agree the following: (a) the Customer must provide KONE at least 30 days prior written notice before conducting any such inspections; (b) inspections shall be conducted during regular business hours and not more often than once per calendar year; (c) the Customer and its authorized persons must sign a confidentiality undertaking in the form defined by the Customer prior to any inspections;
- (ix) be entitled to and have Customer’s consent to transfer Personal Data outside the borders of EU/EEA and as required by the GDPR, enter into the contractual clauses issued by the European Commission by the decision 2010/87/EU or any substituting decision of European Commission, for international transfers of Personal Data (the “Standard Contractual Clauses”) with the recipient of Personal Data located outside the borders of EU/EEA; or otherwise ensures the transfer is conducted in compliance with the GDPR; and
- (x) as soon as reasonably possible notify the Customer on any Personal Data breach after becoming aware of it.

## 4. Use of sub-processors

Customer hereby agrees and gives its consent for KONE to use its affiliates and third-party sub-processors to fulfil KONE’s obligations under this DPA or provide certain services on its behalf, such as support services. For the avoidance of doubt, the above authorization constitutes Controller’s prior written consent to the sub-processing by KONE for purposes of Clause 11 of the Standard Contractual Clauses. The third-party sub-processors are listed on the support pages for KONE Information available under [www.kone.com](http://www.kone.com). KONE shall update the said list at least 30 days before engaging any new third-party sub-processor to carry out processing activities. Customer has the opportunity to object to the engagement of the new third-party sub-processors within the said 30-day period. The objection must be based on reasonable and verifiable grounds (e.g. if the Customer proves that engaging a specific third-party sub-processor imposes a significant risks to the security of the Personal Data). If the Parties are unable to resolve such objection, either Party may terminate the Contract for part of the KONE Information Services with immediate effect by providing written notice to the other party.