

ANNEX 1

Details of Processing

A. List of Parties

Data exporter(s): [Identity and contact details of the data exporter(s) and, where applicable, of its/their data protection officer and/or representative in the European Union]	
Name:	Any EU Customer who does business with SMA Technologies
Address:	Varies by Customer
Contact person's name, position, and contact details:	Varies by Customer
Activities relevant to the data transferred under these Clauses:	Account management, billing, support, technical support/services
Role:	Varies by Customer

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B. Description of Transfer

Categories of data subjects whose personal data is transferred	<i>Customers, prospects, suppliers, end users e.g., employees, contractors</i>
Categories of personal	<i>First and last name, email address, username, physical mailing</i>

data transferred	<i>address, phone number, job title</i>
Sensitive data transferred (if applicable) and applied restrictions or safeguards	<i>Relying upon SFDC https. Through FTP site also https. When we “see” data when access is through secure VPN, must be protected by customer.</i>
Frequency of the transfer	<i>This depends on the type of transfer. For Support/Services cases, it would be intermittent. The Account Management process could possibly be on-going, but most likely repetitive but intermittent. For OpCon Cloud customers, a copy of the customer’s point in time recovery (PITR) backup is stored in Azure by region for no longer than 30 days.</i>
Nature of the processing	<i>OpCon Cloud customers only: PITR is processed solely for database recovery should the Customer not have proper backups.</i>
Purpose of the transfer and further processing	<i>Data Importer will process personal data as necessary to perform the Support/Services pursuant to the Agreement or as otherwise instructed by the Data Exporter.</i>
Period for which personal data will be retained	<i>For the duration of the Agreement, unless a longer period is required by applicable law.</i>

C. Competent Supervisory Authority

*Gordy Drost, Director of Security
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