

Data Processing Agreement

Appendix A

Processed Data

To perform services under the Main Contract, the Processor collects and processes the following data for the Controller.

Agreement in § 1 of DPA	Service or product	Subject matter/purpose of engagement	Data transferred
No. 1, 2	myLANCOM	Registration	→ E-mail address → Password
No. 1, 2	LANCOM Systems Partner Portal	Registration	→ Username → Gender → First name(s) → Surname → Address → Function
No. 1, 2	LANCOM Systems Partner Portal	Execution of a lead or deal registration	→ Project name → Distributor → (Previous) end customer company name or end customer name → Partner company → Partner address, post code, town/city, country → Webpage → (End-Customer) e-mail address → (End-Customer) phone number → Call-up date → Decision date → Sector → Competitors → Description
No. 3, 4, 5	LANCOM Management Cloud (LMC)	Operation and monitoring of WAN-, WLAN- and LAN-infrastructure	Administrators → Address (street, house number, post-code, town, country) → Landline phone number, mobile phone number → Fax number → Profile picture → Language preference (German/English), and further information provided Organisations → Address of the organisation's owner (street, house number, post-code, town, country) → Organisation's self-defined characteristics if applicable (e.g. to file customer numbers) → Further information if applicable



Agreement in § 1 of DPA	Service or product	Subject matter/purpose of engagement	Data transferred
No. 3, 4, 5	LANCOM Management Cloud (LMC)	Operation and monitoring of WAN, WLAN, and LAN infrastructure	Projects → Address of the project (street, house number, post-code, town, country) → Self-defined project characteristics if applicable (e.g. to file customer numbers) → Further information if applicable Devices → Address of the device (street, house number, post-code, town, country) → Self-defined device characteristics if applicable (e.g. to file customer numbers) → Further information if applicable Management and Monitoring → IP und MAC addresses of the terminals which access the LMC → Date/time of logging in and logging out of organisations and projects → Date/time of alterations to the network and/or system configurations → Date/time of confirmation of information as well as clearances/orders and licensing alterations Monitoring → IP address of the terminal → MAC address of the terminal → Name of the terminal → 802.1X login data of the terminal → Allocation of a WLAN terminal to an Access Point (Localisation)
No. 3, 4, 5	Licensing in the LMC		CLA Email address of the Orga-Admin, project ID for the project SPLA/ELA/PLA data of the contract partner or its representative → First and surname → Department → Phone number → E-mail address

Agreement in § 1 of DPA	Service or product	Subject matter/purpose of engagement	Data transferred
No. 3, 4, 5	Licensing in the LMC		Data of the Orga-Admin → First and surname → Department, → Phone number → E-mail address → [Data of the representative Invoice address] → Business/company name → First and surname, department → Street/PO Box, post-code, e-mail address
No. 6	Licensing of a LANCOM R&S®Unified Firewall	Performing the service	Individual content depending on user behaviour
No. 1, 2, 3, 4, 5, 6	Support requests and services	Handling of requests where there is contact with LANCOM Support, handling of repair requests and dealing with guarantees, configuration services and WLAN coverage	→ IP addresses, MAC addresses → Access data (Internet, VPN und WLAN identifications) → Use data → User IDs and passwords → Contact data of the Controller's employees → Creating WLAN plans: Building layout and address data
No. 7	Training agreements	Providing lectures, certifications, seminars, training courses and workshops etc.	→ First name: issuing of certificates, invoicing → Surname: issuing of certificates, invoicing → Title (optional) → Business incl. address, issuing of certificates, invoicing → E-mail: identification of the participant, communication with the participant → VAT ID: invoicing → Telephone: communication with the participants → Language: correct display of interface → Last login: erasure of data 4 years after the last login → Creation and release date → Active user → Username and password: Access identification → Access period: date until which the participant is entitled to access → Role assignment: managing access to individual courses, role of the user (trainer, participant, administrator), managing access rights according to role

Agreement in § 1 of DPA	Service or product	Subject matter/purpose of engagement	Data transferred
No. 7	Training agreements	Providing lectures, certifications, seminars, training courses and workshops etc.	→ Participation in tests and results: managing progress, issuing certificates, support in the event of queries, test design → Status update: issue of certificates and validity period → Forum posts: user identification in user forums → Calendar appointments: saving test dates

