

**Annex 1**  
**Description Of Data Processing**  
**Jitterbit App Builder**

| <b>PROCESSING DETAILS AND PURPOSE OF PROCESSING</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Data Controller(s)</b>                           | <ul style="list-style-type: none"> <li>Customer: contact information as set forth in the Agreement.</li> <li>Customer's account contact email and business contact as communicated to Jitterbit in registering and maintaining Customer's Jitterbit account.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Data Processor</b>                               | <p>Jitterbit, Inc.</p> <p>Email Contact: <a href="mailto:dpo@jitterbit.com">dpo@jitterbit.com</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Purpose and Nature of Processing</b>             | <p>Jitterbit App Builder Platform: Customer may use Jitterbit App Builder Low-Code Application Platform to develop and deploy Customer Apps. Customer Apps may be deployed either into Customers on premise or cloud environment, or to the Jitterbit Hosted cloud environment ("App Builder Cloud"). Depending on the Customer deployment, the following data types may be processed by Jitterbit:</p> <ul style="list-style-type: none"> <li>User Authentication Data Processing. Customer may share employee and contractor business contact information with Jitterbit, as necessary for Jitterbit to administer and provision the Jitterbit Platform under the Agreement. This may include, but is not limited to, Jitterbit Platform and Support user login credential information, billing contacts, business contacts, legal notification contacts, enabling Customer to receive services provided by Jitterbit including Support Services or Professional Services.</li> <li>Customer Data Processing. Except for user authentication data, Customer Data processed is impacted by how the Customer Apps developed using App Builder is deployed. <ul style="list-style-type: none"> <li>Deployed On Premise/ Customer Cloud: Except for User authentication data, Jitterbit will not have access to or process Customer Personal Data.</li> <li>App Builder Cloud: Jitterbit may process Customer Personal Data via the Jitterbit Platform and with the Customer Apps.</li> </ul> </li> </ul> |
| <b>Data Subjects</b>                                | <ul style="list-style-type: none"> <li>Jitterbit Platform Users: who may be personnel of Customer and may include current, past, and future customers, contractors and employees of Customer in the use of the Jitterbit Platform, receipt of Support Services or Professional Services, and in the administration of the Agreement.</li> <li>App Users, who may be personnel of Customer's customer.</li> <li>App Builder Cloud: data subjects contained in Customer Data Customer elects to process using Customer Apps.</li> <li>Any other data subject whose data is processed as part of the Jitterbit Platform usage including: (a) someone who is a party to a communication; or (b) someone whose Personal Data are included in content to the extent such is hosted or transferred by Jitterbit on behalf of Customer.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Categories of Personal Data</b>                  | <ul style="list-style-type: none"> <li>Contact information (incl. [name], [e-mail address], [work extension number] and [log-in details]) of Users of the Customer;</li> <li>Personal Data contained in any Customer Data that is hosted by Jitterbit on behalf of the Customer including Customer Data processed by the Customer Apps</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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| <b>Special categories of Personal Data</b>         | [if any] N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| <b>Nature and Purpose (s) of processing</b>        | Processing as described in the Agreement, this DPA, and to enable Jitterbit to comply with its obligations and exercise its rights under the Agreement, which may include the following processing activities: collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure, or destruction |  |
| <b>Processing Location(s)</b>                      | <ul style="list-style-type: none"> <li>Jitterbit App Builder Cloud: Customer may select the hosting region from amongst the available regions</li> </ul>                                                                                                                                                                                                                                                                                                                  |  |
| <b>Frequency of transfer</b>                       | <ul style="list-style-type: none"> <li>Continuous / ongoing basis</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                              |  |
| <b>Data Retention Period</b>                       | <ul style="list-style-type: none"> <li>Customer Personal Data is retained for the performance of Jitterbit obligations under the Agreement and unless otherwise required by law, is deleted 90 days after the Agreement has expired or been terminated.</li> </ul>                                                                                                                                                                                                        |  |
| <b>Competent Supervisory Authority/Authorities</b> | <ul style="list-style-type: none"> <li>EEA data subjects: Netherlands</li> <li>UK data subjects: United Kingdom, ICO</li> </ul>                                                                                                                                                                                                                                                                                                                                           |  |