

Annex 1
Description Of Data Processing
Jitterbit iPaaS

PROCESSING DETAILS AND PURPOSE OF PROCESSING	
Data Controller(s)	- Customer: contact information as set forth in the Agreement. - Customer's account contact email and business contact as communicated to Jitterbit in registering and maintaining Customer's Jitterbit account.
Data Processor	Jitterbit, Inc. Email Contact: dpo@jitterbit.com
Purpose and Nature of Processing	Jitterbit Harmony Platform: Customer may use the Jitterbit Platform to connect Third Party Applications; and transfer Customer Personal Data between Customer selected Endpoints/ Data Sources in Third Party Applications. Transfers only occur amongst the Jitterbit Platform and Third Party Applications selected by the Customer, based on Customer's configuration of the Jitterbit Platform. Jitterbit does not dictate, review or approve the security settings Customer selects in processing Customer Personal Data via the Jitterbit Platform.
Data Subjects	- 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. - Customer Data processed via Jitterbit Platform: data subjects contained in Customer Data Customer elects to process in using the Jitterbit Platform. - 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.
Categories of Personal Data	- User Authentication Data. 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. - Customer Data. Jitterbit may process Customer Data via the Jitterbit Platform based on data stored in Third Party Applications and based on Jitterbit's performance of its obligations under the Agreement, including provision of Support and Professional Services. Such Customer Data may include Personal Data. Jitterbit has no knowledge of the content of the Customer Personal Data Customer elects to transfer using the Jitterbit Platform.
Special categories of Personal Data	[if any] N/A

Nature and Purpose (s) of processing	Jitterbit will process personal information as specified in the provision of Platform access pursuant to the Agreement and any Order and as necessary for Jitterbit to (i) provide access to the Jitterbit Platform, (ii) perform Support, and Professional Services and (iii) to support, debug, and improve the Jitterbit Platform. Jitterbit will perform processing as described in the Agreement, the 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	
Processing Location(s)	Jitterbit Platform: Customer may select a single hosting region from amongst the available regions	
Frequency of transfer	Continuous / ongoing basis	
Data Retention Period	Customer 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.	
Competent Supervisory Authority/Authorities	- EEA data subjects: Netherlands - UK data subjects: United Kingdom, ICO	