

**DATA PROCESSING ADDENDUM
NETWITNESS TO PROVIDER**

“Effective Date”	_____
“NetWitness”	RSA Security LLC and its applicable Affiliates
“NetWitness Notice Address”	RSA Security LLC Attn: Legal Dept 174 Middlesex Turnpike Bedford MA 01730 <i>With a copy to: legalnotices@rsa.com</i>
“Provider”	_____ [Name], a _____ [Type of Entity]. This Agreement shall apply to Provider, the corporate parent of Provider, if any, and any Affiliate of Provider or of its corporate parent that are providing Solutions.
“Provider Notice Address”	_____
“Provider Agreement”	_____ Agreement dated _____ [Effective Date of Agreement] between _____ [Provider party] and _____ [NetWitness party] together with any other agreements between NetWitness and Provider pursuant to which NetWitness is purchasing Solutions.

This Data Processing Addendum and the Standard Contractual Clauses are hereby acknowledged and agreed by each party's authorized representative and made a part of this Agreement.

RSA SECURITY LLC

By: _____
Name: _____
Title: _____
Date: _____

PROVIDER

By: _____
Name: _____
Title: _____
Date: _____

NetWitness and Provider have entered into a Provider Agreement under which Provider may Process NetWitness Data in connection with the provision of Solutions. This Data Processing Addendum (“DPA”) governs Provider’s Processing of NetWitness Data and shall form part of and be incorporated by reference into the Provider Agreement. At all times during the term of the Provider Agreement, or after the term if Provider retains access to NetWitness Data, Provider shall, and shall cause its Representatives and Subprocessors to, comply with this DPA. In the event of a conflict between the DPA and the Provider Agreement, this DPA shall prevail.

1. **DEFINITIONS.** Terms not defined herein have the meanings set forth in the Provider Agreement.
 - 1.1 “**Affiliate**” means any entity that directly or indirectly controls, is controlled by, or is under common control with another entity. For purposes of this definition, “control” means direct or indirect ownership or control of more than 50% of the voting interests of the entity.
 - 1.2 “**Data Breach**” means any accidental, unlawful, or unauthorized destruction, alteration, disclosure, or access to NetWitness Data or any act or omission that compromises or undermines the physical, technical, or organizational safeguards put in place by Provider in Processing NetWitness Data or otherwise providing Solutions.
 - 1.3 “**Controller**” means an entity which, alone or jointly with others, determines the purposes and means of the Processing of the Personal Data.
 - 1.4 “**Processor**” means an entity which Processes the Personal Data on behalf of the Controller in order to perform Solutions purchased by NetWitness under the Provider Agreement, or as otherwise defined as “Service Provider” under the Privacy Laws.
 - 1.5 “**EEA**” means the Member States of the European Union plus Norway, Iceland, and Liechtenstein.
 - 1.6 “**GDPR**” means the General Data Protection Regulation 2016/679 on the protection of natural persons regarding the Processing of Personal Data and on the free movement of such data as may be amended or superseded from time to time.
 - 1.7 “**Highly Restricted Data**” means Social Security or other government-issued identification numbers, medical or health information, account security information, individual financial account information, credit/debit/gift or other payment card information, account passwords, individual credit and income information, intellectual property, proprietary business models, pricing, customer infrastructure/system information or data flows, and sensitive personal data as defined under Privacy Laws.
 - 1.8 “**Personal Data**” means any information or data that alone or together with any other information relates to an identified or identifiable natural person (“**Data Subject**”), or as otherwise defined as “personal data” or “personal information” under Privacy Laws. An identifiable natural person is one who can be identified, directly or indirectly, by reference to an identifier such as a name, an identification number, or location data.
 - 1.9 “**Privacy Laws**” means any law, statute, directive, or regulation, including any and all legislative and/or regulatory amendments or successors thereto, regarding privacy, data protection, information security obligations, and/or the Processing of Personal Data (including the GDPR) to which a party to this DPA is subject and which are applicable to the Solutions provided.
 - 1.10 “**Provider**” means the party from which NetWitness is purchasing Solutions under the Provider Agreement and its Representatives.
 - 1.11 “**Provider Agreement**” means any agreement or agreements between NetWitness and Provider pursuant to which NetWitness is purchasing Solutions from Provider.
 - 1.12 “**Processing**”, “**Processed**”, or “**Process**” means any operation or set of operations performed upon NetWitness Data whether or not by automated means, including access, receipt, collection, recording, organization, alteration, retrieval, retention, storage, transfer, or disclosure (including disclosure by transmission).
 - 1.13 “**Representatives**” means any employee, officer, agent, consultant, auditor, Affiliate, Subcontractor, outsourcer, or other third party acting on behalf of Provider in connection with providing Solutions.
 - 1.14 “**NetWitness Data**” means confidential information and Personal Data provided by NetWitness, its customers, authorized agents, and/or Subcontractors to Provider, or accessed by Provider through NetWitness’ network and Processed by Provider in connection with the provision of Solutions, including Highly Restricted Data.
 - 1.15 “**Solutions**” means any hardware, software (including third party components), software-as-a-service, services, or hosting services provided to NetWitness or an NetWitness customer pursuant to the Provider Agreement.
 - 1.16 “[**EU**] **Standard Contractual Clauses**” are the clauses as approved by the European Commission Implementing Decision (EU) 2021/914 of 4 June 2021 and located at https://ec.europa.eu/info/law/law-topic/data-protection/international-dimension-data-protection/standard-contractual-clauses-scc_en.
 - 1.17 “[**UK**] **Standard Contractual Clauses**” are the [International Data Transfer Addendum to the EU Commission Standard Contractual Clauses issued by the Commissioner under S119A\(1\) Data Protection Act 2018](#).
 - 1.18 “**Subcontractors**” means any third party acting for or on behalf of Provider, providing Solutions to NetWitness, or to whom Provider has assigned or delegated its contractual obligations.
 - 1.19 “**Subprocessor**” means a third party engaged by Provider in connection with the Processing of Personal Data.

2. **ROLE OF THE PARTIES.**

2.1. The parties agree that NetWitness is the Controller of Personal Data and Provider is the Processor of Personal Data. When NetWitness acts as a Processor of Personal Data, the Provider is a Subprocessor. Provider shall not determine the purposes and means of the Processing of the Personal Data without NetWitness' prior agreement in writing, in which case Provider shall be deemed a Controller and shall only Process the Personal Data as agreed in writing with NetWitness and in full compliance with all Privacy Laws.

3. **PROVIDER OBLIGATIONS - PROCESSING OF PERSONAL DATA.**

3.1. Provider shall, in providing the Solutions, Process NetWitness Data in accordance with NetWitness' documented instructions and in compliance with Privacy Laws. Provider shall not knowingly Process any NetWitness Data in a manner that results in NetWitness being in breach of Privacy Laws, and shall immediately inform NetWitness, in writing at privacy@netwitness.com, if in its opinion, NetWitness instructions infringe Privacy Laws.

3.2. NetWitness hereby instructs and authorizes Provider to Process NetWitness Data for the sole and exclusive purposes of performing Provider obligations in accordance with the Provider Agreement and other reasonable written instructions provided by NetWitness that are consistent with the terms of the Provider Agreement, Privacy Laws, and this DPA.

3.3. The subject matter of Processing of Personal Data, the duration of the Processing, the Data Subjects, and the categories of data, are described in Annex I to this DPA.

3.4. Provider shall ensure that its Representatives, Subcontractors, and Subprocessors engaged in the Processing of Personal Data are informed of the confidential nature of the Personal Data and are under obligations of confidentiality. All NetWitness Data is confidential information as defined in the Provider Agreement or in a non-disclosure agreement between the parties. However, any exclusions to the definition of confidential information in such agreements shall not apply to the definition of NetWitness Data. Provider shall treat NetWitness Data as confidential information for as long as Provider has possession or control of NetWitness Data, including when NetWitness Data is held in archive, or backup or business continuity/recovery systems.

3.5. Provider shall ensure that access to Personal Data is limited to Representatives, Subcontractors, and Subprocessors who require access to provide the Solutions.

3.6. If Provider is required by Privacy Law or any other law, rule, or regulation, to disclose Personal Data (including to a government authority) or permit Processing of Personal Data by a third party, Provider shall, promptly and without undue delay, notify NetWitness in writing at privacy@netwitness.com, and cooperate with NetWitness to challenge the demand and limit the extent and scope of the transfer, disclosure, or Processing.

3.7. Provider shall maintain an updated written or electronic Record of Processing Activities, as described in GDPR Article 30, describing all the activities carried out with NetWitness Data and Personal Data.

3.8. Provider shall cooperate and assist NetWitness in connection with any transfer impact assessment and privacy impact assessment which NetWitness may carry out in relation to the Provider's Processing of Personal Data, including any prior consultation with supervisory authorities or other competent data privacy authorities which NetWitness reasonably considers to be required by Privacy Laws.

3.9. Prior to Processing any payment card information in connection with a Provider Agreement, Provider must comply with, and remain in compliance with, at its expense, the Payment Card Industry Data Security Standards. Provider must submit an attestation to NetWitness each year stating it is current in the PCI Report on Compliance/Self-Assessment Questionnaire and PCI Quarterly Network Scan filings, and that it remains PCI-compliant. Provider shall provide any supporting documentation as reasonably required by NetWitness. If at any point Provider is not in compliance or is unable to or unwilling to produce adequate evidence of compliance, Provider shall be in breach of the Provider Agreement and NetWitness may immediately terminate the Provider Agreement and this DPA without liability to NetWitness.

4. **SUBPROCESSORS.**

4.1. Provider shall not transfer, sell, disclose, subcontract the Processing of, or permit the Processing of NetWitness Data by any Subprocessor without NetWitness consent. Provider shall notify NetWitness of a new Subprocessor by email to privacy@netwitness.com, and NetWitness shall have fifteen (15) business days to object to the new Subprocessor. Provider shall use reasonable efforts to: (a) avoid Processing of Personal Data by the new Subprocessor, (b) make available a change in the Solution, or (c) work with NetWitness and the Subprocessor to ensure that the subprocessing is performed in a manner that is reasonably acceptable to NetWitness. If the parties cannot find a resolution within sixty (60) days, then NetWitness may terminate the Solutions that cannot be provided without the use of the new Subprocessor.

4.2. Provider shall have a written agreement with each Subprocessor that will Process NetWitness Data, which includes obligations no less protective than the obligations of this DPA (including the EU and UK Standard Contractual Clauses) and shall provide a copy of the agreement upon request.

4.3. Provider shall have sole liability for all acts or omissions of Representatives and Subprocessors.

4.4. Provider shall audit each Subprocessor that Processes NetWitness Data at least once every twelve (12) months, and more frequently in the event of a Data Breach. If the audit reveals any deficiencies, breaches, and/or failures by the

Subprocessor, Provider shall promptly notify NetWitness at privacy@netwitness.com. Provider shall use reasonable efforts to remedy the issue, and if, in NetWitness' sole discretion, a satisfactory remedy cannot be implemented within a reasonable time, NetWitness may instruct Provider not to use the Subprocessor, and the Subprocessor shall promptly return or delete any NetWitness Data in the Subprocessor's possession or control.

5. RIGHTS OF DATA SUBJECTS.

5.1. Provider shall, to the extent allowed by law, promptly and without undue delay, notify NetWitness if it receives a complaint, request, or inquiry from a Data Subject to exercise the Data Subject's rights in relation to access, rectification, restriction of Processing, erasure, data portability, objection to Processing, or being subject to automated individual decision making. Provider shall provide all reasonable cooperation, assistance, information, and access to the Personal Data in its possession, custody, or control to allow NetWitness to respond to the complaint, request, or inquiry within the timeframe required by Privacy Laws. Provider shall not respond to any complaint, request, or inquiry unless instructed in writing by NetWitness.

6. SECURITY AND AUDITS.

6.1. Provider shall maintain appropriate technical and organizational measures equal or better than those described in Appendix 2 of this DPA and ensure they address the risks associated with transfers of Personal Data. Provider shall regularly monitor compliance with these measures and shall not materially decrease the overall security of the Solution for as long as Provider has Personal Data in its possession.

6.2. Provider shall make available to NetWitness and/or NetWitness' independent third-party auditor, information regarding Provider's compliance with the obligations set forth in this DPA. Provider shall permit NetWitness and/or its independent third-party auditor to: (a) audit Provider's compliance with this DPA, and (b) inspect any Personal Data in the custody, control, or possession of Provider. Provider shall promptly respond to all NetWitness inquiries with respect to Provider's handling of Personal Data.

6.3. NetWitness shall provide thirty (30) days' notice, in writing, prior to an on-site audit. Before the on-site audit, the parties shall mutually agree upon the scope, timing, and duration of the audit. The audit shall take place during normal business hours. NetWitness shall notify Provider of any non-compliance discovered during the audit, and Provider shall use commercially reasonable efforts to address the non-compliance.

7. DATA BREACH.

7.1. Provider shall notify NetWitness promptly and without undue delay at privacy@netwitness.com after becoming aware of an actual or reasonably suspected Data Breach relating to Personal Data. Provider shall not inform any third party of any Data Breach without first obtaining NetWitness' written consent unless disclosure is required by Privacy Laws. In such case, Provider will cooperate with NetWitness to limit the scope to only that information which is required by Privacy Laws.

7.2. Provider shall, to the extent such information is known or available at the time, notify NetWitness at privacy@netwitness.com of the following: (a) the nature of the Data Breach, the categories and approximate number of Data Subjects affected, and the number of Personal Data records concerned, (b) the name and contact information of the data protection officer or other point of contact, (c) a description of the likely consequences of the Data Breach, and (d) a description of the commercially reasonable measures taken or proposed to be taken by Provider to address the Data Breach. Provider may provide the information in phases if unable to provide the information at the same time.

7.3. Provider shall reimburse NetWitness for costs NetWitness incurs in responding to, remediating, and/or mitigating damages caused by Provider's Data Breach, including responding to complaints by an individual Data Subject or a regulator.

8. RETURN OR DELETION OF PERSONAL DATA.

8.1. Upon termination of the Provider Agreement or upon request by NetWitness, whichever is first, Provider shall, and ensure that its Representatives, Subcontractors, and Subprocessors immediately cease all Processing of NetWitness Data and return the NetWitness Data to NetWitness in a secure manner as directed by NetWitness, or dispose of, destroy, or render permanently anonymous all NetWitness Data and certify in writing that the NetWitness Data has been disposed of, destroyed, or rendered permanently anonymous.

8.2. If a law, rule, or regulation requires Provider to keep any NetWitness Data, Provider shall not use the NetWitness Data for any purpose other than as required by such law, rule, or regulation. Provider shall remain bound to the provisions of the Provider Agreement and any non-disclosure agreement for as long as the NetWitness Data is in Provider's possession or control.

9. INTERNATIONAL TRANSFERS.

9.1. Provider may only transfer Personal Data from the EEA and/or UK to countries outside the EEA and/or UK (which are not subject to an adequacy decision under Data Protection Laws) when the transfer is strictly necessary for the provision of the Solutions and is subject to the terms of the EU and/or UK Standard Contractual Clauses, respectively. Where the EU and/or UK Standard Contractual Clauses apply to a transfer in accordance with this Section, they are specifically incorporated into this DPA by reference and made a part hereof.

9.2. The attached Annexes I, II, and III form part of the EU Standard Contractual Clauses.

(a) Provider and NetWitness agree that:

1. When NetWitness acts as the Controller and Provider as a Processor, then Module Two applies.

- i. The appropriate designation is set forth in Annex I attached hereto.
 - ii. Option 2 for Clause 9(a) applies. Provider shall inform NetWitness of any intended changes to sub-processors at least 60 days in advance.
 - iii. Option 2 for Clause 17 applies. As described in Clause 17, Parties agree that the law of Ireland shall be the governing law.
 - iv. For Clause 18, disputes shall be resolved in the courts of Ireland.
 - v. Annex II and III are set below.
- (b) Provider and NetWitness agree that, where the transfer of Personal Data from NetWitness to Provider in connection with the Services constitutes a transfer which is subject to UK Standard Contractual Clauses, Provider and NetWitness shall comply with the UK Standard Contractual Clauses in relation to such transfer (which for these purposes are hereby incorporated into this Agreement and executed by the parties) with the designations and amendments set out in Annex IV to this DPA.

9.3. If the EU or UK Standard Contractual Clauses cease to provide a valid legal basis for the transfer of Personal Data to countries outside the EEA or UK, the parties shall promptly meet to discuss what alternative methods are available to facilitate the transfer of the Personal Data in accordance with Privacy Laws and implement an agreed method as soon as practicable.

9.4. If Privacy Laws require that further steps be taken in relation to any applicable data export restrictions to permit the transfer of Personal Data under the Provider Agreement, including to Provider's Representatives, Subcontractors, and Subprocessors, Provider will comply with such requirements, including executing any applicable data transfer agreements to ensure that appropriate safeguards are in place for the transfer.

10. INDEMNIFICATION.

10.1. Provider shall defend, indemnify, and hold harmless NetWitness, and NetWitness' directors, officers, employees, Representatives, and agents from and against any and all claims, actions, demands, and legal proceedings and all liabilities, damages, losses, judgments, authorized settlements, costs, fines, penalties, and expenses, including reasonable attorneys' fees arising out of or in connection with: (a) Provider's breach of this DPA, (b) Provider's failure to comply with the Payment Card Industry Data Security Standards, and (c) violation by the Provider of any Privacy Laws.

11. NETWITNESS AFFILIATE RIGHTS.

11.1. Nothing in this DPA shall confer any benefits or rights on any person or entity other than the parties to this DPA. Where the Solutions include the Processing by Provider Representatives, Subcontractors, or Subprocessors of NetWitness Data on behalf of NetWitness and any of its applicable Affiliates, each such Affiliate is intended to be a third-party beneficiary and may enforce the terms of this DPA as a third-party beneficiary against Provider in respect of such Affiliate's own NetWitness Data, as if such Affiliate were a party to this DPA and/or any Provider Agreements.

12. MISCELLANEOUS.

12.1. Provider's obligations under this DPA shall survive the termination or expiration of the DPA and the Provider Agreement and shall continue in effect for as long as Provider continues to possess or Process NetWitness Data.

12.2. Legal notices shall be made in writing to the Notice Address set forth in the Provider Agreement. Written notice made by facsimile, overnight courier, registered mail, or certified mail and sent to the NetWitness Notice Address or Provider Notice Address are deemed to be effective upon sending. All other written communications, deliveries, or business notices between Provider and NetWitness required by, permitted by, or pertaining to this DPA shall be effective when received.

12.3. Provider may not assign or transfer this DPA in whole or in part, whether voluntarily, by contract, or by merger (whether the Provider is the surviving or disappearing entity), stock or asset sale, consolidation, dissolution, through government action or order, or otherwise without the prior written consent of NetWitness. Any attempt to assign or transfer this DPA other than in accordance with this Section shall be null and void. NetWitness may assign the DPA without Provider consent.

12.4. No waiver of any term or condition is valid unless in writing and signed by authorized representatives of both parties and shall be limited to the specific situation for which it is given. No amendment or modification to this DPA shall be valid unless set forth in writing specifically referencing this DPA and signed by authorized representatives of both parties. No other action or failure to act shall constitute a waiver of any rights.

12.5. This DPA sets forth the entire agreement and understanding of the parties relating to the subject matter herein and replaces all prior or contemporaneous discussions and agreements between the parties, both oral and written.

12.6. In performing Provider's responsibilities pursuant to this DPA, it is understood and agreed that Provider is at all times acting as an independent contractor and that Provider is not a partner, joint venturer, or employee of NetWitness. It is expressly agreed that Provider will not, for any purpose, be deemed to be an agent of NetWitness, and the parties agree to take any and all such action as may be reasonably requested by NetWitness to inform the public and others utilizing the professional services of Provider of such fact.

12.7. Each of the parties agrees to execute any document or documents that may be requested from time to time by the other party to implement or complete such party's obligations pursuant to this DPA or Privacy Laws. The parties agree to take such reasonable actions as are necessary to amend this DPA from time to time for NetWitness to comply with Privacy Laws.

- 12.8. Any ambiguity in this DPA will be resolved in favor of a meaning that permits NetWitness to comply with Privacy Laws.
- 12.9. The DPA and any disputes between Provider and NetWitness and their Representatives, including without limitation, tort and statutory claims arising under or relating in any way to the DPA or any relationships contemplated herein shall be governed and construed in accordance with the laws of the Commonwealth of Massachusetts, exclusive of any provisions of the United Nations Convention on the International Sales of Goods and without regard to its principles of conflicts of law. Provider and NetWitness irrevocably submit and consent to the exclusive jurisdiction and venue of the federal and state courts in the Commonwealth of Massachusetts. The parties agree that such courts shall be the exclusive proper forum for the determination of any claim or dispute arising out of, or in connection with, the DPA and waive any objection to venue or convenience of forum.

Annex I

Annex I to the EU Standard Contractual Clauses

A. LIST OF PARTIES

Module Selection

Select applicable Module(s)	
	Module One: Controller to Controller
X	Module Two: Controller to Processor
	Module Three: Processor to Processor
	Module Four: Processor to Controller

Data exporter(s):

Name: "NetWitness" as identified in the Agreement.

Address: The address for NetWitness as specified in the Agreement.

Contact person's name, position and contact details: Data Protection Officer privacy@netwitness.com

Activities relevant to the data transferred under these Clauses: The activities are specified in Section 3 of the DPA.

Signature and date: [answer]

Role (controller/processor): Controller.

Data importer(s):

Name: [answer]

Address: [answer]

Contact person's name, position and contact details: [answer]

Activities relevant to the data transferred under these Clauses: [answer]

Signature and date: [answer]

Role (controller/processor): Processor.

B. DESCRIPTION OF TRANSFER

Categories of data subjects whose personal data is transferred:

[answer]

Categories of personal data transferred:

[answer]

Sensitive data transferred (if applicable) and applied restrictions or safeguards that fully take into consideration the nature of the data and the risks involved, such as for instance strict purpose limitation, access restrictions (including access only for staff having followed specialised training), keeping a record of access to the data, restrictions for onward transfers or additional security measures:

[answer]

The frequency of the transfer (e.g. whether the data is transferred on a one-off or continuous basis):

[answer]

The period for which the personal data will be retained, or, if that is not possible, the criteria used to determine that period:

[answer]

For transfers to (sub-) processors, also specify subject matter, nature and duration of the processing:

[answer]

C. COMPETENT SUPERVISORY AUTHORITY

Identify the competent supervisory authority/ies in accordance with Clause 13:

Ireland

Annex II

Annex II to the EU Standard Contractual Clauses. Technical and Organizational Measures Including Technical and Organizational Measures to Ensure the Security of the Data

Provider takes information security seriously and this approach is followed in its Processing and transfers of Personal Data. This information security overview applies to Provider's corporate controls for safeguarding Personal Data which is Processed and transferred in accordance with the DPA.

SECURITY PRACTICES. Provider has implemented corporate information security practices and standards that are designed to safeguard its corporate environment and to address business objectives across the following areas: (1) information security, (2) system and asset management, (3) development, and (4) governance. These practices and standards are approved by the Provider's executive management and are periodically reviewed and updated where necessary. Provider shall maintain an appropriate data privacy and information security program, including policies and procedures for physical and logical access restrictions, data classification, access rights, credentialing programs, record retention, data privacy, information security, and the treatment of Personal Data and sensitive personal data throughout its lifecycle. Key policies shall be reviewed at least annually, and Provider shall evaluate organizational and administrative risks no less than annually, and system and technical risks no less than quarterly.

Provider shall preserve the confidentiality, integrity and availability of NetWitness Data, including: (a) physical controls that restrict and monitor access to systems that Process NetWitness Data, (b) technical and administrative controls that protect against malicious software and malicious actors, (c) strong encryption of data in transit across untrusted and public networks and, in the case of Highly Restricted Data, at rest in all locations where it is stored, (d) periodic encryption key rotation and management, (e) prohibition of Highly Restricted Data and Personal Data being Processed in non-production environments, (f) regular security control reviews and effectiveness testing, and (vii) strong technical and administrative controls regarding remote access and mobile devices.

ORGANIZATIONAL SECURITY. It is the responsibility of the individuals across the Provider's organization to comply with these practices and standards. To facilitate the corporate adherence to these practices and standards, Provider's Information Security ("IS") function is responsible for the following activities:

1. **Security strategy** – drives Provider's security direction and works to ensure compliance with security-related policies, standards, and regulations, and to raise awareness, and provide education to users. This IS function also carries out risk assessments and risk management activities and manages contract security requirements.
2. **Security engineering** – manages testing, design, and implementation of security solutions to enable adoption of security controls across the environment.
3. **Security operations** – manages support of implemented security solutions, monitors and scans the environment and assets, and manages incident response.
4. **Forensic investigations** – works with security operations, legal, privacy, human resources to carry out investigations, including eDiscovery and eForensics.
5. **Security consulting and testing** – works with software developers on developing security best practices, consults on application development and architecture for software projects, and carries out assurance testing.

APPROPRIATE SECURITY SAFEGUARDS. Provider shall Process the NetWitness Data in a manner that ensures appropriate security of the NetWitness Data (including protection against unauthorized or unlawful Processing and against accidental loss, destruction, or damage) using appropriate technical and/or organizational measures which ensure a level of security commensurate to the risk, including as appropriate:

1. The encryption of NetWitness Data,
2. The ability to ensure the ongoing confidentiality, integrity, availability and resilience of Processing systems and services,
3. The ability to restore the availability and access to the NetWitness Data in a timely manner in the event of a physical or technical incident, and
4. A process for regularly testing, assessing, and evaluating the effectiveness of technical and organizational measures for ensuring the security of the Processing of NetWitness Data.

In assessing the appropriate level of security, Provider shall take account of the risks that may be presented by the Processing of the NetWitness Data, in particular, from a Data Breach. Provider agrees to have in place and maintain as a minimum those information security measures set out in the DPA. As part of its compliance with this clause, Provider shall have and maintain appropriate and industry-standard physical, organizational, and technical processes, security standards, guidelines, controls, and procedures ("**Policies**") to protect against any Data Breach ("**Appropriate Safeguards**").

Provider shall regularly, but in no event less than annually, evaluate, test, and monitor the effectiveness of its Appropriate Safeguards and shall promptly adjust and update Appropriate Safeguards as reasonably warranted by such results. Provider shall, upon request, provide NetWitness with a written description of the Appropriate Safeguards. Provider shall provide NetWitness with access to relevant documentation and reporting on the implementation, certification, effectiveness, and remediation of the

Appropriate Safeguards. Provider represents, warrants, and covenants that Provider and its Subprocessors and Subcontractors do and shall implement and maintain similar Policies.

ASSET CLASSIFICATION AND CONTROL. Provider shall track and manage key information and physical, software, and logical assets such as:

- information assets, such as identified databases, disaster recovery plans, business continuity plans, data classification, archived information
- software assets, such as identified applications and system software
- physical assets, such as identified servers, desktops/laptops, backup/archival tapes, printers and communications equipment.

The assets are classified based on business criticality to determine confidentiality requirements. Industry guidance for handling Personal Data provides the framework for technical, organizational, and physical safeguards. These safeguards may include controls such as access management, encryption, logging and monitoring, and data destruction.

Provider shall: (a) identify all equipment and media used in the Processing of NetWitness Data, (b) assign responsibility for all equipment and media to one or more custodians, and (c) require regular reviews of the asset inventory for accuracy and to identify missing equipment and media.

Provider shall ensure that media containing NetWitness Data is securely handled, including: (a) strong encryption of NetWitness Data on all mobile devices and removable storage, (b) requirement for secure sanitization and destruction methods for media that at any time held NetWitness Data, and (c) requirement that all media, including paper, containing unencrypted NetWitness Data be stored in a secure location.

EMPLOYEE SCREENING, TRAINING AND SECURITY

1. **Screening/background checks:** Where reasonably practicable and appropriate, as part of the employment/recruitment process, Provider shall perform screening/background checks on employees (which shall vary from country to country based on local laws and regulations), where such employees will have access to Provider's networks, systems, or facilities.
2. **Identification:** Provider shall require all employees to provide proof of identification and any additional documentation that may be required based on the country of hire or if required by other Provider Affiliates or customers for whom the employee is providing services.
3. **Training:** Provider's annual compliance training program includes a requirement for employees to complete a data protection and information security awareness course and pass an assessment at the end of the course. The security awareness course may also provide materials specific to certain job functions.
4. **Confidentiality:** Provider shall ensure its employees are legally bound to protect and maintain the confidentiality of any Personal Data they handle.

PHYSICAL ACCESS CONTROLS AND ENVIRONMENTAL SECURITY

1. **Physical Security Program:** Provider shall use a number of technological and operational approaches in its physical security program to mitigate security risks to the extent reasonably practicable. Provider's security team shall work closely with each site to determine appropriate measures are in place to prevent unauthorized persons from gaining access to systems within which Personal Data is Processed and continually monitor any changes to the physical infrastructure, business, and known threats. Provider's security team shall also monitor best practice measures used by others in the industry and carefully select approaches that meet both uniqueness in business practice and expectations of NetWitness. Provider shall balance its approach toward security by considering elements of control that include architecture, operations, and systems.
2. **Physical Access controls:** Physical access controls/security measures at Provider's facilities/premises are designed to meet the following requirements:
 - (a) Access to Provider's buildings, facilities, and other physical premises shall be controlled and based upon business necessity, sensitivity of assets and the individual's role and relationship to the Provider. Only personnel associated with Provider are given access to Provider's facilities and physical resources in a manner consistent with their role and responsibilities in the organization.
 - (b) Relevant Provider facilities are secured by an access control system. Access to such facilities is granted with an activated card only.
 - (c) All persons requiring access to facilities and/or resources are issued with appropriate and unique physical access credentials (e.g., a badge or keycard assigned to one individual) by the IS function. Individuals issued unique physical access credentials are instructed not to allow or enable other individuals to access the Provider's facilities or resources using their unique credentials (e.g., no "tailgating"). Temporary (up to fourteen (14) days) credentials may be issued to individuals who do not have active identities where this is necessary: (i) for access to a specific facility, and (ii) for valid

business needs. Unique credentials are non-transferable and if an individual cannot produce his/her credentials upon request, he/she may be denied entry to Provider's facilities or escorted off the premises. At staffed entrances, individuals are required to present a valid photo identification or valid credentials to the security representative upon entering. Individuals who have lost or misplaced their credentials or other identification are required to enter through a staffed entrance and be issued a temporary badge by a security representative.

- (d) Employees are regularly trained and reminded to always carry their credentials, store their laptops, portable devices, and documents in a secure location (especially while traveling), and log out or shut down their computers when away from their desk.
- (e) Visitors who require access to Provider's facilities must enter through a staffed and/or main facility entrance. Visitors must register their date and time of arrival, time of leaving the building, and the name of the person they are visiting. Visitors must produce a current, government issued form of identification to validate their identity. To prevent access to, or disclosure of, Personal Data, visitors are not allowed un-escorted access to restricted or controlled areas.
- (f) Select Provider facilities use CCTV monitoring, security guards and other physical measures where appropriate and legally permitted.
- (g) Locked shred bins are provided on most sites to enable secure destruction of confidential information/Personal Data.
- (h) For Provider's major data centers, security guards, UPS, and generators, and change control standards are available.
- (i) For software development and infrastructure deployment projects, the IS function uses a risk evaluation process and a data classification program to manage risk arising from such activities.

CHANGE MANAGEMENT. The IT organization manages changes to the corporate infrastructure, systems, and applications through a centralized change management program, which may include testing, business impact analysis, and management approval where appropriate. All relevant application and systems developments adhere to an approved change management process.

SECURITY INCIDENTS AND RESPONSE PLAN

1. **Security incident response plan:** Provider maintains a security incident response policy and related plan and procedures which address the measures that Provider will take in the event of loss of control, theft, unauthorized disclosure, unauthorized access, or unauthorized acquisition of Personal Data. These measures may include incident analysis, containment, response, remediation, reporting, and the return to normal operations.
2. **Response controls:** Controls are in place to protect against, and support the detection of, malicious use of assets and malicious software and to report potential incidents to the Provider's IS function or Service Desk for appropriate action. Controls may include, but are not limited to: information security policies and standards; restricted access; designated development and test environments; virus detection on servers, desktop and notebooks; virus email attachment scanning; system compliance scans; intrusion prevention monitoring and response; firewall rules; logging and alerting on key events; information handling procedures based on data type; e-commerce application and network security; and system and application vulnerability scanning. Additional controls may be implemented based on risk.
3. **Contingency Planning Policies:** Provider shall define roles and responsibilities and provide clear guidance and training on the proper handling of contingency events including: (a) natural threat events such as floods, tornadoes, earthquakes, hurricanes, and ice storms, (ii) accidental threat events such as chemical spills and mechanical or electrical failures, and (iii) intentional acts such as privacy and security breaches, bomb threats, assaults, and theft.

SOLUTION SECURITY

1. **Vulnerabilities.** Provider shall have controls in place to identify any security vulnerabilities in the Solutions during development and after release. Provider shall provide NetWitness written notice of: (a) publicly-acknowledged vulnerabilities/zero-day exploits within five (5) business days of the public acknowledgement, and (b) internally-known yet publicly-undisclosed vulnerabilities/zero-day exploits within ten (10) business days of their discovery. Provider commits to remediate all vulnerabilities identified in the Solutions at Provider's expense, and to remediate vulnerabilities with a base score above 4 as defined by Common Vulnerability Scoring System in a timeframe commensurate with the risk or as agreed upon with NetWitness. Provider's use of open source code shall not alter Provider's responsibility to identify and remediate vulnerabilities as described here.
2. **Coding Practices.** Provider agrees: (a) to use industry secure-coding practices (such as Microsoft's Software Development Lifecycle, Digital Software Security Touchpoints, OWASP standards or Sans Top 25), (b) the Solutions are designed based on industry secure-coding practices, and (c) information security is addressed throughout the development lifecycle. The Solutions' processes, direct capabilities, and other necessary actions shall comply with all PCI standards and Privacy Laws.
3. **Security Assessments.** Provider shall submit the results and remediation efforts of an independent security assessment for all Solutions that: (a) are customer facing, including websites, shipped with, or installed on customer systems, or (b) Process Highly Restricted Data. The assessment scope and remediation efforts must be agreed upon by NetWitness and addressed to NetWitness' satisfaction prior to acceptance of such Solutions.

DATA TRANSMISSION CONTROL AND ENCRYPTION. Provider shall, to the extent it has control over any electronic transmission or transfer of Personal Data, take all reasonable steps to ensure that such transmission or transfer cannot be read, copied, altered, or removed without proper authority during its transmission or transfer. Provider shall:

1. Implement industry-standard encryption practices in its transmission of Personal Data. Industry-standard encryption methods used by Provider includes Secure Sockets Layer (SSL), Transport Layer Security (TLS), a secure shell program such as SSH, and/or Internet Protocol Security (IPSec).
2. If technically feasible, encrypt all Personal Data, including, in particular, any sensitive Personal Data or confidential information, when transmitting or transferring that data over any public network, or over any network not owned and maintained by Provider. The Provider's policy recognizes that encryption is ineffective unless the encryption key is inaccessible to unauthorized individuals and instructs personnel never to provide an encryption key via the same channel as the encrypted document.
3. For Internet-facing applications that may handle sensitive personal data and/or provide real-time integration with systems on a network that contains such information (including NetWitness' core network), a Web Application Firewall (WAF) may be used to provide an additional layer of input checking and attack mitigation. The WAF will be configured to mitigate potential vulnerabilities such as injection attacks, buffer overflows, cookie manipulation, and other common attack methods.

INFRASTRUCTURE SECURITY & CONNECTIVITY. If: (a) the Solutions include application, website, data, or system hosting, (b) network connectivity is required to provide the Solutions, or (c) the Solutions are dependent on the integrity of Provider's environment, the following requirements shall apply:

1. The connection and mechanism to transmit NetWitness Data between Provider and NetWitness shall be through an NetWitness IT-approved secure solution. Duration of access shall be restricted to only when access is required. Provider shall use Appropriate Safeguards to protect against any compromise, unauthorized access, or other damage to NetWitness' network and to secure the Provider's networks and IT environments associated with the Solutions. Upon request, Provider shall provide NetWitness with a high-level network diagram that outlines Provider's IT network supporting the Solutions.
2. Upon request, Provider shall provide a controls audit report and remediation effort, such as a SSAE 16 or information security audit performed within the past year, as applicable to the Solutions. The audit shall include an assessment of Provider's applicable general controls and security processes and procedures to ensure compliance with Privacy Laws and industry standards. The audit shall be at Provider's expense as part of Provider's ongoing information security program to evaluate Provider's general security controls.
3. In addition to Provider's internal control programs, Provider will have independent penetration tests performed on its environment as relevant to this DPA not less than once year and will perform security vulnerability scans not less frequently than quarterly. Provider commits to remediate all vulnerabilities identified in a timeframe commensurate with the risk, or as agreed upon with NetWitness.

SYSTEM ACCESS CONTROLS. Access to Provider's systems is restricted to authorized users. Access is granted based on formal procedures designed to ensure appropriate approvals are granted to prevent access from unauthorized individuals. Such procedures include:

1. **Admission controls** (i.e., measures to prevent unauthorized persons from using data processing systems):
 - (a) Access is provided based on segregation of duties and least privileges to reduce the risk of misuse, intention or otherwise.
 - (b) Access to IT systems will be granted only when a user is registered under a valid username and password.
 - (c) Provider has a password policy in place which requires strong passwords for user login to issued laptops, prohibits the sharing of passwords, prohibits the use of passwords that are also used for non-work functions, and advises users on what to do in the event their password or other login credentials are lost, stolen, or compromised.
 - (d) Mandatory password changes on a regular basis.
 - (e) Automatic computer lock, renewed access to the PC only after new registration with a valid username and password.
 - (f) Data and user classification determines the type of authentication that must be used by each system.
 - (g) Remote access and wireless computing capabilities are restricted and require that both user and system safeguards are in place as well as user authentication.
2. **Access controls** (i.e., measures to prevent unauthorized access to systems):
 - (a) Access authorization is issued in respect of the specific area of work the individual is assigned to (i.e., work role).
 - (b) Adjustment of access authorizations in case of changes to the working area, or in case an employee's employment is terminated for any reason.
 - (c) Granting, removing, and reviewing administrator privileges with the appropriate additional controls and only as needed to support the system(s) in question.
 - (d) Event logs from key devices and systems are centrally collected and reported on an exceptions basis to enable incident response and forensic investigations.

DATA ACCESS CONTROL. Provider applies the controls set out below regarding the access and use of Personal Data:

1. Personnel are instructed to only use the minimum amount of Personal Data necessary to achieve the Provider's relevant business purposes.
2. Personnel are instructed not to read, copy, modify, or remove Personal Data unless necessary to carry out their work duties.
3. Third party use of Personal Data is governed through contractual terms and conditions between the third party and Provider which impose limits on the third party's use of Personal Data and restricts such use to what is necessary for the third party to provide services.

SEPARATION CONTROL. Where legally required, Provider will ensure that Personal Data collected for different purposes can be Processed separately. Provider shall also ensure there is separation between test and production systems.

AVAILABILITY CONTROL. Provider protects Personal Data against accidental destruction or loss by following these controls:

1. Personal Data is retained in accordance with the Provider Agreement or, in its absence, Provider's record management policy and practices, as well as legal retention requirements.
2. Hardcopy Personal Data is disposed of in a secure disposal bin or a crosscut shredder such that the information is no longer decipherable.
3. Electronic Personal Data is given to Provider's IT Asset Management team for proper disposal.
4. Appropriate technical measures are in place, including (without limitation): anti-virus software is installed on all systems; network protection is provided via firewall; network segmentation; user of content filter/proxies; interruption-free power supply; regular generation of back-ups; hard disk mirroring where required; fire safety system; water protection systems where appropriate; emergency plans; and air-conditioned server rooms.

DATA INPUT CONTROL. Provider has, where appropriate, measures designed to check whether and by whom Personal Data have been input into data processing systems, or whether such data has been modified or removed. Access to relevant applications is recorded. Provider shall ensure that: (a) all account actions can be traced to the individual using the account, (b) the time, date and type of action is recorded for all privileged account actions and all account actions affecting NetWitness Data, (c) all recorded account actions are actively monitored and can be easily retrieved for analysis, and (d) consequences for policy violations are established, communicated, and acted upon.

SYSTEM DEVELOPMENT AND MAINTENANCE. Publicly released third party vulnerabilities are reviewed for applicability in the Provider environment. Based on risk to Provider's business and customers, there are pre-determined timeframes for remediation. In addition, vulnerability scanning and assessments are performed on new and key applications and the infrastructure based on risk. Code reviews and scanners are used in the development environment prior to production to proactively detect coding vulnerabilities based on risk. These processes enable proactive identification of vulnerabilities as well as compliance. Provider shall ensure that policies are related to: (a) structured vulnerability management, including regular scanning, penetration testing, risk analysis and timely patching, (b) change management, including documentation of the purpose, security impact analysis, testing plan and results, and authorization for all changes, (c) configuration management, including secure baseline configurations, and (d) monitoring to detect and generate alerts for unauthorized changes.

COMPLIANCE. The IS, legal, privacy, and compliance departments work to identify regional laws and regulations that may be applicable to Provider. These requirements cover areas such as intellectual property of the Provider and its customers, software licenses, protection of employee and customer personal information, data protection and data handling procedures, trans-border data transmission, financial and operational procedures, regulatory export controls around technology, and forensic requirements. Mechanisms such as the information security program, the privacy reviews, internal and external audits/assessments, internal and external legal counsel consultation, internal controls assessment, internal penetration testing and vulnerability assessments, contract management, security awareness, security consulting, policy exception reviews, and risk management combine to drive compliance with these requirements.

Annex III

Annex III to the EU Standard Contractual Clauses. List of Sub-Processors.

[Answer]

Annex IV

UK Standard Contractual Clauses

The following designations and amendments apply to the UK Standard Contractual Clauses:

1. Part 1, Table 1: the Parties to the UK Standard Contractual Clauses shall be in accordance with “Annex I to the EU Standard Contractual Clauses”.
2. Part 1, Table 2: the relevant designations are in accordance with Section 9.2 of the DPA, unless such designations contradict or conflict with the UK Standard Contractual Clauses, in which case the UK Standard Contractual Clauses shall apply.
3. Part 1, Table 3:
 - a. Annex 1A and Annex 1B are in accordance with “Annex I to the EU Standard Contractual Clauses”.
 - b. Annex II is in accordance with “Annex II to the EU Standard Contractual Clauses. Technical and Organizational Measures Including Technical and Organizational Measures to Ensure the Security of the Data”.
 - c. Annex III is in accordance with “Annex III to the EU Standard Contractual Clauses. List of Sub-Processors.”
4. Part 1, Table 4: the following selections apply: “Importer” and “Exporter”.

Annex V

US Data Privacy Addendum

If Provider is processing Personal Data within the scope of US Privacy Laws, this US Data Privacy Addendum will apply. This US Data Privacy Addendum (“**Addendum**”) specifies certain data protection obligations of the Provider as it relates specifically to US Privacy Laws as defined below, and the parties agree to comply with this Addendum as applicable. Terms not defined in this Addendum shall have the meanings set forth in the Agreement.

1. Definitions. In the event of a conflict in the meanings of defined words in the various US Privacy Laws, the parties agree that the definition in the applicable US Privacy Law shall apply.
 - a. For purposes of this Addendum, NetWitness is a “**business**” or “**controller**,” and Provider is a “**processor**,” “**service provider**,” “**contractor**,” or “**third party**” as those terms are defined by the US Privacy laws.
 - b. The terms “**business purpose**,” “**commercial purpose**,” “**purpose**,” and “**specific purpose**,” and other similar terms, mean (i) the purpose as specified in the Agreement, and (ii) the purpose of the Solutions as described in the Agreement or the outcome of the Solutions.
 - c. The terms “**sale**,” “**sell**,” and “**share**” shall have the meanings given to them in the US Privacy Laws.
 - d. “**US Privacy Laws**” means any federal, state, local, municipal, or other constitution, law, statute, rule, regulation, ordinance, or code relating to privacy, data protection, or cybersecurity, as may be amended, including but not limited to the California Consumer Privacy Act, Cal. Civ. Code 1798.100 et seq., which includes the California Privacy Rights Act (collectively the “**CPRA**”); guidance issued by the U.S. Federal Trade Commission pursuant to its authority under Section 5 of the FTC Act, 15 U.S.C. § 45; the Fair Credit Reporting Act, 15 U.S.C. § 1681 et seq.; the Children’s Online Privacy Protection Act, 15 U.S.C. § 6501 et seq.; the Gramm-Leach-Bliley Act, 15 U.S.C. § 6801 et seq.; and any other applicable federal or state laws or regulations regarding information privacy that are in effect or will come into effect during the term of the Agreement.
2. Provider Requirements. Provider agrees:
 - a. It will comply with all obligations set forth in the Agreement and the DPA, including this Addendum;
 - b. It will provide the same or better level of privacy protections for NetWitness Data, and will not use or disclose any NetWitness Data in violation of the Agreement, the DPA, or any applicable US Privacy Laws;
 - c. It will maintain all permissions, authorizations, and consents required by the Agreement, the DPA, and any applicable US Privacy Laws;
 - d. It will promptly and without undue delay, notify NetWitness if it becomes aware of any violation of this Addendum or determines it can no longer fulfill its obligations under this Addendum or any applicable US Privacy Law, and in any event within five (5) business days of become aware or making such a determination;
 - e. If it engages a Subprocessor to perform any of its processing obligations under the Agreement, then Provider shall conduct a security and privacy compliance assessment of the Subprocessor to ensure the Subprocessor will meet the Personal Data protection and security requirements under the Agreement, the DPA, and applicable US Privacy Laws, inform NetWitness of the name of the Subprocessor, the location of the Subprocessor’s processing activities, and the nature of the processing and categories of Personal Data to be processed by the Subprocessor.
 - f. It shall maintain a privacy program and related policies that address how Personal Data is collected, used, shared, and otherwise processed, and ensure each person acting for or on behalf of Provider that is processing Personal Data is subject to a duty of confidentiality.
3. NetWitness Requirements. NetWitness agrees:
 - a. It shall inform Provider of any consumer request that NetWitness knows of, that is made pursuant to applicable US Privacy Laws, and that Provider must comply with.
 - b. It shall provide Provider with the information in NetWitness’ possession that is reasonably necessary for Provider to comply with the request, except information that US Privacy Laws prohibit NetWitness from sharing, or information that Provider already has access to or is better suited than NetWitness to obtain.
4. NetWitness Rights. Without prejudice to the Agreement and the DPA, and in furtherance of NetWitness’ rights to perform audits, NetWitness shall have the right to monitor Provider’s compliance with this Addendum and all US Privacy Laws. Such monitoring may include, without limitation, ongoing manual reviews, automated scans, and regular assessments, audits, or other technical and operational testing at least once every twelve (12) months, or more frequently if NetWitness reasonably believes a violation of this Addendum or a Data Breach has occurred.
5. Service Provider/Contractor/Processor Obligations. In addition to the Provider Requirements in Section 2. above, Provider certifies that it understands and will comply with the following obligations and restrictions. If Provider is a service provider, contractor, or processor, then Provider shall not:
 - a. Sell or share Personal Data;
 - b. Process an individual’s Personal Data for any purpose other than the specific purpose of performing the Solutions or pursuant to NetWitness’ direction;
 - c. Process Personal Data outside of the direct business relationship between the parties; or

- d. Combine Personal Data that Provider receives from, or on behalf of NetWitness with Personal Data it receives from, or on behalf of, another person or persons, or collects from its own interaction with an individual, or for any purpose other than the specific of performing the Solutions or pursuant to NetWitness' direction.
6. Third Party and Independent Controller Obligations. The parties acknowledge and agree that when Provider is a third party or each Party is an independent controller:
- a. Each Party may process Personal Data solely:
 - i. For the specific and limited purposes in the Agreement, the DPA, and this Addendum as permitted by applicable US Privacy Laws;
 - ii. As required by applicable US Privacy Laws; and
 - iii. Subject to all obligations and restrictions in the Agreement and the DPA applicable to the processing of Personal Data
 - b. The parties shall cooperate and agree upon a process to ensure that an individual's lawful opt-out request related to Personal Data is provided to the other to the extent reasonably necessary for each Party to comply with applicable US Privacy Laws.
 - i. Neither Party shall provide the other with access to, or disclose to the other, any Personal Data of an individual who (a) has not granted consent where consent is required by applicable US Privacy Laws, including for processing sensitive personal information, or (b) already lawfully opted out of or withdrew consent for the processing, sale, or sharing of Personal Data.
 - c. NetWitness may require Provider to provide a written attestation of compliance with the CPRA regarding Provider's processing of Personal Data as a third party or independent controller.
 - d. NetWitness may with prior written notice, take reasonable and appropriate steps to ensure that Provider uses the Personal Data received from or processed on behalf of NetWitness in a manner consistent with NetWitness' obligation as a business under the CPRA or as a controller under other Privacy Laws, and/or stop and remediate the unauthorized use of Personal Data by Provider.
7. Other. The parties acknowledge and agree that depending on the nature of the Provider's processing of Personal Data under the Agreement, Provider may be subject to the obligations under both Sections 5 and 6.
8. Specificity. The parties agree that NetWitness is disclosing Personal Data to Provider for the business purposes described in the Agreement and the DPA. If necessary to meet the specificity requirement of the CPRA § 7051(a)(2), the parties shall amend the Agreement or DPA.