

Nature and Purpose of Processing

As defined in the Data Processing Policy of Unit4, the Unit4 Affiliate involved in the rendering of Services to Customer will Process Customer Personal Data as necessary and solely for the purposes of performing the Services pursuant to the Agreement, and as further instructed by Customer or Customer Affiliate in its use of the Services.

Types of Services and the Personal Data that is Processed

Customer (Affiliate) may submit Personal Data to the Unit4 Affiliate to enable it to render the Services, the extent of which is determined and controlled by Customer (Affiliate) in its sole discretion, and which may include the following types of Personal Data, depending on the type and scope of the Services:

Service	Personal Data that may be processed might include:	Data Subjects:
All Services	Names; addresses; contract details; telephone numbers (including mobile); email address(es); other contact information; date of birth; age; place of birth; nationality or citizenship; residency; domicile; spoken language(s); passport number; national security number or social security number or ID card reference; marital status; beneficiary details under benefits; gender; employment information (including: salary; position; pay scale; pay step; competences, employer, address information, personal notes, photos, username); tax information; benefits information; performance information; ethnicity/race; individual compensation budgets; union membership; next of kin provided (name; address; birthdate; phone number; emergency contact details); start and end dates of employment; bank account or credit card details; personal service company details (name; registration number and registered office); directorships; VAT numbers; documents (written or electronic) containing any of the above, homepage address; applicant details (including: profession, annual income, employed year, number of persons in household, previous landlord, assessment of credit report, date of credit assessment); applicant and other attributes (defined by the Controller). Other Personal Data is <u>not</u> required to be stored or processed to achieve the objectives of the Service (as set out below), but other Personal Data may be stored or processed by the Service if it is configured in such a way to do so or is inputted into the Service by the Customer.	Current or former employees; contractors or sub-contractors (of any variety), agents or directors; and applicants or prospective employees.
Unit4 Platform Services ("U4PF"), Localisation Services and Unit4 Apps	In addition to the above (for "All Services"), Platform Services (depending on the service selected) may process: Unit4Id (which identifies the user of IDS); any Personal Data or information submitted by the user into an application to which the relevant Platform Service may be connected, plus any other conversation and dialog data; metadata where assignable to an individual; interaction data; and logs relating to all the above.	In addition to "All Services", depending on the application or service to which the U4PF is connected, the U4PF could potentially process Personal Data relating to any living individual that the user chooses to submit.
Unit4 PSA Suite	As with "All Services" (above).	In addition to "All Services", anyone else who is a member of a project team (including non-employees).
Unit4 Talent Management	In addition to the above (for "All Services"), job title; department. By using the Learn module: course enrolments; session enrolments; quiz results and reviews; video engagement data; slide engagement data; text engagement data; badges; certifications. By using the perform module: check-in data; OKR data; performance ratings; feedback and praise. By using the Engage module: answers and feedback on engagement questions.	In addition to "All Services": Current or former job candidates.
Unit4 Property Management	In addition to the above (for "All Services"), customer identity; marking for protected identity; marking for estate; membership (including: member number, status, membership start/end date, reason for entry/resignation, first entry date, main membership, related membership, tenancy points, home savings points); roles/categories of persons; Users (user id, type of user, signature); lease agreement and tenant ownership details (including: identity of the invoice recipient for e-invoice, mandate information deposit, guarantee, warranty); case management information; contractor (assignments for mailing); notes (registered by the Controller); documents (written or electronic) containing any of the above.	In addition to "All Services": agents or directors; Applicants or prospective employees; and consumers (e.g. property applicants and tenants) of management services.
Unit4 Source to Contract (by Scanmarket)	As with "All Services", but other Personal Data may be stored or processed by the Service if it is configured in such a way to do so (e.g. contact information or free-text completed in supplier questionnaires) or is inputted into the Service by the Customer.	In addition to "All Services": employees or other contacts of "Contact" companies.

Unit4 Symfact	As with “All Services”, but other Personal Data may be stored or processed by the Service if it is configured in such a way to do so (e.g. contract counterparty information or free-text within contracts) or is inputted into the Service by the Customer.	In addition to “All Services”: employees or other contacts of contract counterparties.
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Retention Period

Unless otherwise agreed in writing, the Processor will keep the Personal Data **for the duration of the Agreement**.

Location of Processing

Service	Location of Processing or, if not listed, where or how such information is made available by or obtained from Unit4.
All Services	The locations where Unit4 Services are provided may vary depending on the Service. Where not specified below, location details will be published on the Unit4 website or provided on request.
Unit4 SaaS	Unit4 operates across multiple data centres worldwide. Unit4 will deploy the customer in the most logical geopolitical location dependent on where the Customer resides and the solution used by Customer. Where not set out in the relevant Service Description, it is provided on request.
Unit4 platform services (“U4PF”), localisation services and Unit4 Apps.	U4PF are cloud services that use shared infrastructure and 3 rd party services that might not provide geopolitical zone isolation. Wherever possible the Services will follow the Unit4 SaaS geopolitical deployment but can be anywhere globally where there is an Azure data centre.
Unit4 Support and Success	Unit4 Support operates in the following locations United Kingdom, Ireland, Portugal, Poland, Norway, Netherlands, Spain, Sweden, Denmark, France, US, Canada, Germany, Singapore, India, Australia, Indonesia, and Malaysia. Support within Business Hours is carried out by teams within the closest and most logical geopolitical zone dependent on where the Customer resides, but experts in other jurisdictions may be needed to help with complicated matters. Further location details will be provided on request.
24/7 Support	Where Unit4 provides 24/7 support of any Incidents, support could be provided from any of the support locations listed above as well as other locations as required to support Unit4’s business needs.
Unit4 Success Services	Unit4 Success Services are generally provided in the Territory or the Customer’s location of registered office/principal place of business (as applicable) and/or from hubs in similar regions depending on what is stated in the relevant Service terms or Service Description or is otherwise agreed between the Parties.

Contact Details

For questions or comments about the Data Processing Information the contact person is:

Processor: By letter (addressed to Global Data Protection Officer copy to Corporate Legal Department) Unit4 Group Holding B.V., Johan de Wittstraat 156, 2211KJ Dordrecht, the Netherlands or by email to DPO@unit4.com or to the Unit4 address for notices provided in the Agreement.