

## DATA PROCESSING SCHEDULE – INTERACT CUSTOM DASHBOARD

Last updated: March 2023

This Data Processing Schedule (“DPS”) applies when Signify Processes Your Personal Customer Data. This DPS is subject to the terms and conditions of the Data Processing Agreement as published on <https://www.signify.com/global/legal/digital-terms/dpa> as may be updated or amended from time to time (the “DPA” ). Terms when capitalized in this DPS will have the meaning assigned to them in the DPA, unless defined differently in this DPS.

### ***Relation to other Software Services***

The Personal Customer Data processed by Interact Customer Dashboard (the “Dashboard”) is Personal Customer Data retrieved through APIs of the respective Software Services You use that connect with the Dashboard.

### ***Categories of Data Subjects***

The DPS of other Software Services that You connect to the Dashboard gives information on the categories of Data Subjects of which Personal Customer Data will be processed by the Dashboard. For the relevant DPS(s) please refer to: [Data Processing Agreement and Data Processing Schedules | Signify.com](#)

### ***Categories of Personal Customer Data***

The DPS of other Software Services that You connect to the Dashboard gives information on the categories of Personal Customer Data that will be processed by the Dashboard. For the relevant DPS(s) please refer to: [Data Processing Agreement and Data Processing Schedules | Signify.com](#)

### ***Special categories of Data transferred (if applicable)***

There will be no Processing of Special categories of Data.

### ***Nature & Purpose of Processing***

The purpose of Processing the Personal Customer Data is performance of a contract and to:

1. Provide You with the functionalities of the Software Services
2. Perform operational maintenance and ensure functionality of the Software Services

### ***Frequency of Transfer***

Personal Customer Data will be transferred on a continuous basis, unless otherwise agreed upon in writing.

### ***Duration of Processing***

We will Process Personal Customer Data for the duration during which the relevant Software Services are provided to You, unless otherwise agreed upon in writing.

### ***Retention Period***

Our default for retaining Personal Customer Data is for a period of three months after the end of the Software Services after which it will be deleted unless instructed otherwise by You or if required by applicable law.

### ***For transfers to sub-processor(s), also specify subject matter, nature and duration of the Processing***

The following sub-processor(s) will have access to Personal Customer Data for the term of the provision of Software Services to You or until the contract with the respective sub-processor(s) is terminated:

- Amazon Web Services: for data storage purposes.

### **International Transfers**

The DPS of other Software Services that You connect to the Dashboard gives information on Signify's Processing locations for Personal Customer Data for the respective Software Services.

To provide the Dashboard, Signify stores a copy of the Personal Customer Data collected in the Dashboard in the following locations:

| <b><i>Customer location</i></b> | <b><i>Country of Processing</i></b> |
|---------------------------------|-------------------------------------|
| Global                          | Germany (Frankfurt)                 |