



# DATA PROCESSING AGREEMENT

***LUCRASOFT SOLUTIONS B.V.***

Comprised of:

Part 1. Data Pro Statement

Part 2. Standard Clauses for Data Processing

Version: 4-2021

**Dutch and English version**

The Data Pro Code was originally drafted in Dutch. The English version is for convenience only.

In case of conflict between the Dutch and the English version, the Dutch version prevails.

# PART 1: DATA PRO STATEMENT

Along with the Standard Clauses for Data Processing, this Data Pro Statement constitutes the data processing agreement for the product or service provided by the company that has drawn up this Data Pro Statement.

## GENERAL INFORMATION

**1. This Data Pro Statement was drawn up by**

Lucrasoft Solutions B.V. - De Zelling 8, 3342GS Hendrik Ido Ambacht, The Netherlands

If you have any queries about this Data Pro Statement or data protection in general, please contact: [solutions@lucrasoft.nl](mailto:solutions@lucrasoft.nl), +31 78 68 11 502

**2. This Data Pro Statement will enter into force on 01-04-2021**

We regularly revise the security measures outlined in this Data Pro Statement to ensure that we are always fully prepared and up to date regarding data protection. If this document is updated, we will notify you of the revised versions through our regular channels.

**3. This Data Pro Statement applies to the following products and services provided by the data processor.**

Lucrasoft Solutions develops Windows software applications and integrated app and web solutions for the management of operational business processes.

#### **4. Description of product/service**

Lucrasoft Solutions offers the following applications and integrated solutions:

A. AppCore Framework

B. AppCore Hub (aka. DEPOT Hub)

C. AppCore Hub Endpoint (aka. DEPOT Hub Connector)

D. DTAP deployment management infrastructure (aka. Octopus Tentacles)

E. DEPOT Software (DS)

F. DEPOT for Mobile (DFM)

G. DEPOT Stacker Terminal (DST)

H. DEPOT Driver Kiosk (DDK)

I. DEPOT Customer Portal (DCP)

J. DEPOT Driver Portal (DDP)

K DEPOT Insights (DI)

H. MainPro

## 5. Intended use

### A. AppCore Framework

This solution was designed and configured for processing the following types of data: Windows application based on Microsoft SQL Server for the management of operational business processes.

If on premise-architecture is chosen, the solution is kept and maintained within the server park of the client and no communications are exchanged externally.

If a cloud-architecture is chosen, the Microsoft SQL database may reside in the Microsoft Azure Cloud. Data is exchanged between clients over the internet.

In the case of this product, the processing of special personal data or data in relation to criminal convictions and offences was not taken into account. The client can process this data with the aforesaid product or service at its own discretion.

For support purposes, copy databases are sometimes temporarily stored on the server of Lucrasoft Solutions. For the storage and management of a copy database, Lucrasoft Solutions BV may use the services of the sub-processor, Lucrasoft Systems BV (see article 9 for the privacy statement).

### B. AppCore Hub (aka. DEPOT Hub)

This solution was designed and configured for processing the following types of data: The AppCore Hub is a connection broker, used to provide data to various other services.

Encrypted data is exchanged using a regional hub. The product is connected to the AppCore database and has no data storage of its own.

In the case of this product, the processing of special personal data or data in relation to criminal convictions and offences was not taken into account. The client can process this data with the aforesaid product or service at its own discretion.

For this product, Lucrasoft Solutions BV uses the services of the sub-processor, Lucrasoft Digital BV (see item 9 for the privacy statement).

### C. AppCore Hub Endpoint (aka. Hub Connector)

This solution was designed and configured for processing the following types of data: This solution is used to provide access to an AppCore database (service A) to other solutions through the AppCore Hub (service B). This solution is a Windows-based endpoint service.

Encrypted data is exchanged using a regional hub. The product is connected to the AppCore database and has no data storage of its own.

In the case of this product, the processing of special personal data or data in relation to criminal convictions and offences was not taken into account. The client can process this data with the aforesaid product or service at its own discretion.

For this product, Lucrasoft Solutions BV uses the services of the sub-processor, Lucrasoft Digital BV (see item 9 for the privacy statement).

**D. DTAP Deployment Management Infrastructure (DTAP=Develop, Test, Acceptance, Production)**

This solution was designed and configured for processing the following types of data: For the management of software updates delivered by Solutions and for the associated database scripts, Lucrasoft Solutions BV uses DTAP-services (powered by Octopus Tentacles). This tool reports the progress and results of the processes and does not have its own data storage.

In the case of this product, the processing of special personal data or data in relation to criminal convictions and offences was not taken into account. The client can process this data with the aforesaid product or service at its own discretion.

For this product, Lucrasoft Solutions BV uses the services of the sub-processor, Lucrasoft Digital BV (see item 9 for the privacy statement).

#### **E. DEPOT Software**

This solution was designed and configured for processing the following types of data: For management of operational business processes. This solution was built on AppCore (service A).

In the case of this product, the processing of special personal data or data in relation to criminal convictions and offences was not taken into account. The client can process this data with the aforesaid product or service at its own discretion.

#### **F. DEPOT for Mobile (DFM)**

This solution was designed and configured for processing the following types of data: An Android means of communication is linked to DEPOT Software (service E) through the AppCore Hub (service B, C). This product sometimes saves a snapshot of data of an order for recovery purposes, until an order was successfully uploaded.

In the case of this product, the processing of special personal data or data in relation to criminal convictions and offences was not taken into account. The client can process this data with the aforesaid product or service at its own discretion.

#### **G. DEPOT Stacker Terminal (DST)**

This solution was designed and configured for processing the following types of data: For management of operational business processes. This product sometimes saves a snapshot of data of an order for recovery purposes, until an order was successfully uploaded.

Encrypted data is exchanged with the DEPOT database in one of the following ways:

- Local network of customer
- Via internet, VPN tunnel to customer network
- Via internet, using the AppCore Hub (service B, C)

In the case of this product, the processing of special personal data or data in relation to criminal convictions and offences was not taken into account. The client can process this data with the aforesaid product or service at its own discretion.

#### **H. DEPOT Driver Kiosk (DDK)**

This solution was designed and configured for processing the following types of data: DEPOT Driver Kiosk is a WPF application. It is linked to DEPOT Software (service E) through the AppCore Hub (service B, C). This product sometimes saves a snapshot of data of an order for recovery purposes, until an order was successfully uploaded.

In the case of this product, the processing of special personal data or data in relation to criminal convictions and offences was not taken into account. The client can process this data with the aforesaid product or service at its own discretion.

**I. DEPOT Customer Portal (DCP)**

This solution was designed and configured for processing the following types of data: This solution is an online webportal. It is linked to DEPOT Software (service E) through the AppCore Hub (service B, C).

In the case of this product, the processing of special personal data or data in relation to criminal convictions and offences was not taken into account. The client can process this data with the aforesaid product or service at its own discretion.

For this product, Lucrasoft Solutions BV uses the services of the sub-processor, Lucrasoft Digital BV (see item 9 for the privacy statement).

**J. DEPOT Driver Portal (DDP)**

This solution was designed and configured for processing the following types of data: This solution is an online webportal. It is linked to DEPOT Software (service E) through the AppCore Hub (service B, C).

In the case of this product, the processing of special personal data or data in relation to criminal convictions and offences was not taken into account. The client can process this data with the aforesaid product or service at its own discretion.

For this product, Lucrasoft Solutions BV uses the services of the sub-processor, Lucrasoft Digital BV (see item 9 for the privacy statement).

**K. DEPOT Insights (DI)**

This solution was designed and configured for processing the following types of data: Used for reporting information about operational business processes. DEPOT Insights is a set of views on the SQL database.

Customers can use their own BI-tool (for example: Microsoft PowerBI) to access this data. Sometimes the BI-tool supplier provides a connector in order to access this data from the server.

In the case of this product, the processing of special personal data or data in relation to criminal convictions and offences was not taken into account. The client can process this data with the aforesaid product or service at its own discretion.

**L. Mainpro is designed and equipped for processing the following types of data:**

This solution was designed and configured for processing the following types of data: For management of operational business processes. This solution was built on AppCore (service A).

In the case of this product, the processing of special personal data or data in relation to criminal convictions and offences was not taken into account. The client can process this data with the aforesaid product or service at its own discretion.

**6. When the data processor designed the product or service, it applied the *privacy-by-design* approach in the following manner:**

The login details of individuals are stored by means of encryption. The Windows applications have a solid authentication structure with roles and rights in order to guarantee the privacy of data.

**7. The data processor adheres to the Data Processing Standard Clauses for Data Processing /its own data processing agreement, which can be found in this document.**

**8. The data processor processes the personal data of its clients within the EU/EEA and, in connection with a fall-back scenario, also in the US.**

**9. The data processor uses the following sub-processors:**

<b>Sub-processor</b>	<b>Within the EU/EEA</b>	<b>Privacy statement</b>
Microsoft Azure	Yes	<a href="https://privacy.microsoft.com/nl-nl/privacystatement">https://privacy.microsoft.com/nl-nl/privacystatement</a>
Lucrasoft Digital BV	Yes	<a href="https://www.dutchgrit.nl/nl/privacy-statement/">https://www.dutchgrit.nl/nl/privacy-statement/</a>
Lucrasoft Systems BV	Yes	<a href="https://www.lucasoftitbeheer.nl/nl/privacy-statement/">https://www.lucasoftitbeheer.nl/nl/privacy-statement/</a>

**10. The data processor will support its clients in the following way when they receive requests from data subjects:**

Requests to inspect, correct or remove data will be carried out after the identity of the data subject has been verified on the basis of valid proof of ID. Requests can be submitted to [software@lucrasoft.nl](mailto:software@lucrasoft.nl). After receiving the request, we will process and confirm/deliver within five (5) working days.

**11. Termination of the agreement:**

After termination of the agreement with a client, the data processor, in principle, removes the personal data that it processes for the client within three (3) months (or earlier, if explicitly requested) in such a way that it can no longer be used and is no longer accessible (it is rendered inaccessible).

Backup retention means that the data is, indeed, removed after three (3) months. As this concerns an automated process, manual or earlier removal is not possible.

## SECURITY POLICY

### **12. The data processor has implemented the following security measures to protect its product or service:**

- A. The data centres (Databarn Rivium & Databarn Amsterdam), where Lucrasoft ICT Groep has servers, are equipped with camera surveillance and visitor registration systems and are ISO:27001:2013-certified.
- B. The (database) servers can be accessed only via Lucrasoft's trusted network locations.
- C. Procedures are in place, which means only authorised personnel have access to the personal data. A non-disclosure agreement ensures this still applies when a member of staff leaves the company.
- D. Our web servers and database servers are firewall-protected in accordance with the least privileged principle. Applications have their own database for every application. Every application has access to its own database only.
- E. All data within Lucrasoft's services will be stored as securely as possible.
  - a. Encryption will be used when possible.
- F. All data will be transmitted with the highest possible form of encryption that is supported.
- G. Our web servers are patched in accordance with the latest Window updates every month.
- H. All mobile carriers (such as laptops, USB sticks and portable HDs) of Lucrasoft Solutions B.V. are encrypted.

## DATA LEAK PROTOCOL

### **13. In the unfortunate event that something does go wrong, the data processor will follow the following data breach protocol to ensure that clients are notified of incidents:**

The Data Protection Officer (or DPO) will be notified of the possible data breach. A relevant internal data breach procedure is in place. He will set up a team in order to analyse the cause, the impact and the affected customers. Depending on the outcome of this analysis, customers will be notified by means of an e-mail that is sent to the technical contact person within 24 hours.

Lucrasoft Solutions B.V. will provide highly detailed information about:

- A. The nature of the breach, including a description of the incident, the nature of the personal data or categories of affected data subjects, an estimate of the number of affected data subjects and databases that may be affected, as well as an indication of when the incident occurred;
- B. Any measures already taken by Lucrasoft Solutions B.V. in order to stop the breach;

- C. Any measures to be taken by the controller or the affected data subjects (what can the affected data subjects themselves do, such as “keep an eye on your e-mails, change your passwords”);
- D. Any measures to be taken by Lucrasoft Solutions B.V. in order to prevent a future breach.

Clients are notified within 24 hours, if possible. Lucrasoft Solutions B.V. does not own the data and cannot notify AP or data subjects. The data processor will support the client or the controller during the notification process, if so required.

# PART 2: STANDARD CLAUSES FOR DATA PROCESSING

*Version: April 2021*

*The Standard Clauses for Data Processing have been incorporated in H2 of the general terms and conditions 2020.*

*Along with the Data Pro Statement, these standard clauses constitute the Data Processing Agreement. They also constitute an annex to the Agreement and to the appendices to this Agreement, e.g. any general terms and conditions which may apply.*