

LEMONSOFT OY'S GENERAL TERMS AND CONDITIONS FOR DATA PROTECTION AND PROCESSING OF PERSONAL DATA

This agreement annex applies to all software and services provided by Lemonsoft Oy or its distributor to the customer. This annex will operate as a Personal Data Processing Agreement between the customer and Lemonsoft Oy required by the General Data Protection Regulation of the European Union (EU) 2016/679.

For the purposes of processing personal data other than those specified in this annex, the IT2018 EHK – SPECIAL TERMS AND CONDITIONS FOR THE PROCESSING OF PERSONAL DATA shall apply.

1. CUSTOMER USES OTHER THAN LEMONSOFT PLATFORM SERVICES TO SAVE PERSONAL DATA

This clause applies if the Lemonsoft system database used by a customer company is stored in a non-Lemonsoft platform service.

The customer acts as the controller of the personal data. Lemonsoft Oy acts as a processor of personal data only in cases where the customer transfers personal data to Lemonsoft Oy as part of Lemonsoft Oy performing support services.

Processing of personal data for support requests for the Lemonsoft system is done only at the customer's request. In such a case, the customer must provide sufficient information security for the transfer of personal data to Lemonsoft Oy. The customer must make the transfer of data electronically as an attachment to the support request stored on Lemonsoft Oy Helpdesk system. If the support request involves transferring customer database to Lemonsoft Oy, the transfer of data should be done according to separate instructions provided by Lemonsoft Oy and by using a secure data connection.

2. CUSTOMER USES LEMONSOFT PLATFORM SERVICES TO SAVE PERSONAL DATA

This paragraph applies if the Lemonsoft database used by the customer company is stored in Lemonsoft Platform Services.

The customer acts as the controller of the personal data. Lemonsoft Oy acts as a processor of personal data to the extent that the customer uses the Lemonsoft system to store personal data.

Processing of personal data for support requests for the Lemonsoft system is done only at the customer's request. The customer must make the transfer of data electronically as an attachment to the support request stored on Lemonsoft Oy Helpdesk system. If the support request involves transferring customer database to Lemonsoft Oy, the transfer of data will be done by Lemonsoft Oy by using a secure data connection.

3. HANDLING OF PERSONAL DATA

3.1 Nature and purpose of the processing of personal data

Lemonsoft Oy uses personal data of its customers' personnel to handle the relationship between Lemonsoft Oy and the customer. Examples of uses:

- Verifying the user-based billing criterion for Lemonsoft.
- Identifying a person in customer support and customer service situations.
- Communication and marketing related to Lemonsoft system and other customer relationship issues.

Lemonsoft Oy may also use personal data for internal purposes such as audits, data analysis and research.

Lemonsoft Oy processes personal data stored on the customer's Lemonsoft system only at the customer's request. Processing is always associated with customer support, such as handling a support request. When using the Lemonsoft Platform Services, the processing of personal data also means database storing, performing backups and other maintenance related processing.

3.2. Type of personal data and registered groups

Lemonsoft Oy registers and processes data from customers, customers Lemonsoft users and contact persons.

When a person starts using the Lemonsoft system, a user account is created for him by a Lemonsoft system activation event. The personal data associated with the user ID are a person's name, a user ID created in the company, the employee's email address, and, in some cases, the person's work phone number and title in the company.

When the customer uses Lemonsoft Platform Services, Lemonsoft Oy acts as a processor of personal data for customer's staff and other related persons to the extent that the customer has stored information on the customer's Lemonsoft system.

3.3 Security Measures

Lemonsoft Oy stores personal information in information systems that are accessible only to personnel with separately granted access and are located in secure facilities.

For the transfer of personal data Lemonsoft Oy uses separate access-protected systems, which technology prevents the data from being processed during the transfer. Encrypted connections are used for data transmissions, which are protected by, for example, SSL encryption.

Lemonsoft Oy's personnel have signed a confidentiality agreement regarding the processing of customer information.

3.4 Responsibilities of the Customer as Controller

For its part, the customer must take the necessary measures for the instructions, processes, monitoring of the processing of personal data, and security in his company. Lemonsoft Oy does not monitor the processing and transfer of personal data done by the customer in his own business.

4. AUDITING

If an auditor or a member of the same group engages in any activity competing with Lemonsoft Oy, Lemonsoft Oy has the right to deny the use of the auditor. Lemonsoft Oy has the right to deny the use of the auditor even if Lemonsoft Oy considers that the auditor is not fit to carry out the audit.

Lemonsoft Oy has the right to charge the customer for the costs of the audit as well as other costs according to the service price list.

5. WRITTEN INSTRUCTIONS PROVIDED BY THE CUSTOMER FOR THE PROCESSING OF PERSONAL DATA

Lemonsoft Oy may charge in accordance with its service tariffs a service that deviates from its normal personal data processing processes, which is carried out in accordance with the handling instructions provided by the customer for personal information.

6. CUSTOMER INFORMATION REQUESTS

Lemonsoft Oy may charge in accordance with its service tariffs for carrying out service to provide information to a customer information request.

7. SUBCONTRACTORS

The subcontractors referred to in the General Data Protection Regulation are listed in the annex to the Privacy Statement of Lemonsoft Oy by service. Lemonsoft Oy announces additions to subcontractors by means of a general notice published in the Lemonsoft system News Corner. In such case, addition concerns publishing a new service or adding a new alternative subcontractor to an existing service. When it comes to a change in the existing service subcontractors, Lemonsoft Oy will inform the customers using the particular service.