

Acoustic Content Data Sheet

1. Definitions

Capitalized terms used but not defined in this Data Sheet shall have the same meaning as set forth in the respective Acoustic Quote or other ordering document that references the General Terms and Conditions (together the "**Agreement**") or the Data Processing Addendum ("**DPA**").

2. Categories of Data Subjects

- 2.1. Data Subjects whose Customer Personal Data may generally be Processed by Acoustic Content (the "**Product**") may include Customer's customers ("**End-user**"), application users, contractors, or business partners, and to the extent required by law any other legal entities whose Personal Information is Processed by the Product.
- 2.2. Given the nature of the Product, Customer acknowledges that Acoustic is not able to verify or maintain the above list of categories of Data Subjects. Therefore, in the case the Customer provides additional information on other categories of Data Subjects than set out below, Customer is responsible for providing complete, accurate, and up-to-date information to Acoustic on the actual categories of Data Subjects that Customer will Process in this Product via Additional Instructions to Acoustic as set out in the DPA: acoustic.com/acoustic-terms.

3. Types of Customer Personal Data

- 3.1. The lists as set out below are the types of Customer Personal Data, including special categories of Personal Data pursuant to Art. 9 (1) GDPR that generally can be Processed by this Product.
- 3.2. Given the nature of the Product, Customer acknowledges that Acoustic is not able to verify or maintain the below lists of types of Customer Personal Data. Therefore, in the case the Customer provides additional or other Customer Personal Data than set out below, Customer is responsible for providing complete, accurate, and up-to-date information to Acoustic on the actual types of Customer Personal Data that Customer will Process in the Product via Additional Instructions to Acoustic as set out in the DPA.
- 3.3. Types of Customer Personal Data that generally can be Processed by the Product:
 - End-user information (email and username)
 - Content (content or any other information provided by the End-user)

The Product is not intended to Process any special categories of Personal Data.

4. Subject Matter, Nature and Purpose of the Processing

The Product is a cloud-based content management solution that enables line-of-business users to store and manage web content and related assets such as images, documents, and videos. It provides a set of APIs to enable access to its facilities as well as a tablet-friendly business user interface to manage content and assets as further described in the Services Description. The Processing activities with regard to Customer Content (including Customer Personal Data) within the Product include:

- Receipt of Content from Data Subjects and/or third parties
- Computer processing of Content, including data transmission, data retrieval, data access, and network access to allow data transfer if required
- Technical customer support involving Content at Customer request, including monitoring, problem determination, and problem resolution
- Transformation and transition of Content as necessary to deliver the Product

- Storage and associated deletion of Content
- Backup of Content

The purpose of the processing regarding the end-user information is (i) to set up End-user account; (ii) communicate with the End-user; (iii) to provide marketing updates; (iv) to log into the service; and (v) to allow the End-user the use of the Service.

5. Technical and Organizational Measures

The following technical and organizational measures ("TOM") apply to the Customer Personal Data identified in Section 3.3:

- Acoustic's TOM for ensuring a level of security appropriate to the risk for Acoustic's scope of responsibility in regard to this Product are Acoustic's Data Security and Privacy Principles as set forth in Annex A to the DPA or as otherwise described below or within the specific Service Descriptions as set forth in the Agreement made available to Customer.

6. Acoustic Processing Locations

Acoustic may process Content directly, including Customer Personal Data, in the following countries:

- Australia
- Canada
- India
- Ireland
- Japan
- Poland
- United Kingdom
- United States

Acoustic utilizes the following geographic locations, each of which operates independently, for data hosting through third-party Subprocessors:

- European Union (Germany)
- United States

7. Third-Party Subprocessors

The Product involves the following third-party Subprocessors in the Processing of Content, including Customer Personal Data:

- Akamai Technologies, Inc. (for data hosting and processing), United States
- Amazon Web Services, Inc. (for data hosting), United States, European Union (Germany), Australia
- Okta, Inc. (for data processing), United States
- Salesforce.com, inc. (for data hosting), United States
- WalkMe Limited (for data processing), United States

7.1. Subprocessor Changes and Additional Information

Any changes to Subprocessors will be communicated via update of this document as published on acoustic.com/acoustic-terms or a successor site upon reasonable notice to Customer in accordance with the DPA. Additional details on each third-party Subprocessor are available upon request.

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