DATA PROCESSING AGREEMENT

APPENDIX B

LIST OF SUBPROCESSORS

The Subprocessors appointed by the Processor to provide its services depend upon the services and product the Controller sources from the Processor. To fulfil its obligations the Processor employs the following processors.

LANCOM Management Cloud				
Number	**Service or product**	**Service provider**	**Subject matter/purpose of engagement**	**Data transferred**
1	LANCOM Systems Partner Portal	Channel Mechanics Technologies Ltd.	Block 4, Ballybrit Business Park, Ballybrit, Galway, Co. Galway H91 A4XW, Ireland	All data collected as part of the LANCOM Partner Portal
2	LMC	SysEleven GmbH, Berlin	Hosting of LANCOM Management Cloud (PUBLIC variant)	Hosting all data deposited in the PUBLIC LMC
3	LMC	Userlike UG, Cologne	Providers of the live chat software	• Chat transcript • Email address • Browser • Operating system • Terminal device • Number of times the website is called up • Number of visits to the website • Referrer • Url (where the chat is commenced) • Survey before and after the chat • Topic of chat • Chat status (new, pending, closed) • Evaluation of chat after the chat • Duration of chat • Date of chat • Geo-location (voluntary, optional)

				• Files shared by the contact during the chat with the operator • Optional data fields transferred to Userlike by the Controller • IP address
4	LMC	Google Ireland Limited Gordon House, Barrow Street 4 Dublin, Ireland	Graphic display of device locations in the map service	The IP address of the user calling up the map; voluntarily provided geolocation data, to display e.g. devices, locations or projects on the maps.
5	LMC	Inxmail GmbH	Automatic Mailing	Name E-Mail-Adress
6	LMC	Heyflow GmbH	Provision of interactive workflows for customer care	- Chat transcript - Browser - Operating System - Chat rating after chat - Duration of the chat - Date of the chat - IP-adress

LANcommunity and deal registration				
Number	**Services or product**	**Service provider**	**Subject matter/purpose of engagement**	**Data transferred**
7	LANcommunity membership	Oracle Deutschland B.V. & Co KG	Management of customer data in the CRM programme	• All data collected for the "LANcommunity" service.
8	Deal registration (depending on the distributor chosen by the Partner)	api Computerhandels GmbH Robert-Koch-Str. 7-17 52499 Baesweiler ALSO Deutschland GmbH Lange Wende 43 59494 Soest KOMSA AG Niederfrohnaer Weg 1 09232 Hartmannsdorf Ingram Micro Distribution GmbH Heisenbergbogen 3 85609 Aschheim TD SYNNEX Germany GmbH & Co. OHG Kistlerhof-straße 75 81379 München	Processing of discounts given in the course of the LANCommunity programme	• All data listed for the "myLANCOM" and "LANcommunity" services

Service and support services				
Number	Service or product	Service provider	Subject matter/purpose of engagement	Data transferred
9	Guarantee service	aixtema GmbH Philipsstr. 8 52068 Aachen, Germany	Repair and logistical services	• Contact details • Customer details • Employee data • Order / contract / quote data • Configuration data • Meta data • IP addresses • MAC addresses
10	Chat requests on the website	Userlike UG, Probsteigasse 44-46 D-50670 Cologne, Germany	Online communication via the chat function	See above
11	Generation of Jira tickets	Pix Software GmbH, An der Beek 255, 41372 Niederkrüchten, Germany	Online communication via Jira support	• Contact details • Customer details • Employee data • Configuration data • Screenshots, Logs • Meta data • IP addresses • MAC addresses
12	WLAN Survey	Dinzl IT, Robert-Dinzl-Weg 1 91583 Schillingsfürst	Surveying buildings to optimise WLAN coverage	• Contact details • Customer details • Employee data • Order / contract / quote data
13	WLAN Survey	B&C BüroCommunikation, Zittauer Str.15 02681 Wilthen	Surveying buildings to optimise WLAN coverage	• Contact details • Customer details

				• Employee data • Order / contract / quote data
14	Remote control /remote support software	TeamViewer GmbH, Jahnstr. 30 73037 Göppingen	Remote control /remote support software	• Username • Display name • Email address • IP address • Profile picture (optional) • Language preference • Place • User-defined content
15	Support hotline	sipgate GmbH, Gladbacher Str. 74 40219 Düsseldorf	Support hotline	• Phone call records, • Employee data

Use of LANAcademy			
16	Implementation of workshops and certifications	Databay AG Jens-Otto-Krag-Straße 11 52146 Würselen/Aachen	Provision of further training measures within the framework of the LANAcademy	• Name • First name • Title • Company • Address • VAT ID • Telephone number • Language preference • Username and password • Access period • Role assignment • Participation in tests and results • Status updates • Forum posts • Calendar appointments
17	Conducting online exams	Proctorio GmbH Bahnhofstraße 18 85774 Unterföhring	Implementation of online certifications within the LANAcademy	• Name • IP address • Employer • Video and audio recordings • Screen-share data

Use of the LANCOM R&S Unified Firewalls				
Number	**Service or product**	**Service provider**	**Subject matter/purpose of engagement**	**Data transferred**
18	Use of the LANCOM R&S Unified Firewalls	Avira Operations GmbH & Co KG, Kaplaneiweg 1, 88069 Tettnang	Provision of security services	Individual content depending on user behaviours
19	Use of the LANCOM R&S Unified Firewalls	Cyren GmbH, Heidestr. 10, 10557 Berlin Deutschland	Provision of security services	Individual content depending on user behaviours
20	Use of the LANCOM R&S Unified Firewalls	Bitdefender, 15A Orhideelor St., Orhideea Towers, District 6 Bucharest 06007, Romania	Provision of security services	Device Information • Name or ID • serial number • MAC address • IP address • Unique identifier for the device • Logged username • EC2 instance ID • FQDN • OS Version • Service Packs • Private Keys for EC 2 Instances • AWS Region and Availability Zone • AWS EC2 Tag (If Nay) File and process Information • File Name and Path • Registry paths • Process name • Source URL

				• Abtract file signature for suspicious portable executive files, files parts or file hashes (only wenn required by the remote scanning engines), • File attributes • Quarantines file names and paths • Other anonymized data Internet Activity Information • URL addresses of blocked or malicious websides • Threat name and type • Port Number and threat name and type are saved in the database • E-Mai sender, recipient, subject, attachments, mailserver IPS, timestamp, mailbox, mailbox, path, content type, domains SW ID • Domain common name