

# Data Processing Agreement

## Between:

..... (xxxxx, "Controller"), xxxx  
and Drumlin Security Limited (DSL, "Processor"), UK

## Agreement:

This Agreement specifies the data protection obligations of the contractual parties arising from the defined processing activities in which personal data belonging to the Controller is processed by the Processor in compliance with the General Data Protection Regulations ("GDPR"). For the purposes of this Agreement: "Controller" shall have the same meaning as set out in article 4 (7) of the GDPR; "Personal data" shall have the same meaning as set out in article 4 (1) of the GDPR; "Processing" shall have the same meaning as set out in article 4 (2) of the GDPR; and "Processor" shall have the same meaning as set out in article 4 (8) of the GDPR.

## Products and Services:

Drumlin Security Offline DRM service and Javelin3 end user software; Drumlin Security Online WEBDOXX PDF2HTML5 service

## WHEREAS

### 1. Duration of the Processing on Behalf of the Controller

The term of this Agreement shall continue for the duration of the provision of the services.

### 2. Area of Application and Responsibility

- 2.1. In the provision of the services, Controller may choose to hold Controller's customer personal data ("personal data") at Controller's own risk, on the platforms and data centres provided by DSL. The only processing activities that may be performed by DSL are the storage of such personal data and any backups in order to provide continuity of service, service support and disaster recovery. Such backups are merely for the aforementioned purpose and shall not be available to Controller.
- 2.2. Controller shall be solely responsible for compliance with the legal provisions of applicable data protection laws, in relation to such personal data, in particular the lawfulness of the data processing ("Controller" as defined under

the GDPR).

### **3. Obligations of the Provider**

- 3.1. To the extent that DSL shall be considered a processor of Controller's customer personal data.
- 3.2. Any additional processing of personal data shall only be in accordance with instruction from Controller, unless an exception applies as defined in the GDPR. DSL shall promptly inform Controller if it believes that an instruction of Controller violates applicable laws. In such cases, DSL reserves the right to refuse Controller's instructions.
- 3.3. DSL shall implement technical and organisational measures to protect Controller's customer data and to ensure the confidentiality, integrity, availability and capacity of the systems and services. DSL shall be obliged, in accordance with the GDPR, to implement a procedure for regularly reviewing the technical and organisational measures designed to ensure the security of the processing.
- 3.4. DSL reserves the right to alter the agreed security measures, provided that any such amendment ensures that the agreed level of protection shall not be materially diminished.
- 3.5. DSL agrees to reasonably assist Controller in respect of any requests and claims in accordance with the GDPR.
- 3.6. DSL shall ensure that employees, subcontractors and affiliates who may be involved in the processing of Controller's data shall act in accordance with this Agreement.
- 3.7. DSL shall inform Controller promptly if DSL becomes aware of any breaches which affect Controller's personal data.
- 3.8. DSL shall, once notified in writing, inform Controller of any request for disclosure of personal data by authorities, unless expressly prohibited under applicable laws.
- 3.9. Controller may contact the Data Protection Officer by sending an email to [support@drumlinsecurity.com](mailto:support@drumlinsecurity.com).
- 3.10. At termination of services, all customer data, personal or otherwise, shall be deleted within an appropriate time, in accordance with applicable laws.
- 3.11. In the event of a claim against Controller regarding any of the rights defined under the GDPR, DSL shall provide reasonable assistance to the Controller to

avert any such claim.

#### **4. Obligations of Controller**

- 4.1. Controller shall inform DSL of any issues with respect to data protection laws promptly.
- 4.2. Controller acknowledges that DSL shall ensure reasonable security and organisational measures to protect their personal data. Controller shall also agree to undertake similar security measures to ensure the protection of their personal data hosted on the DSL platforms and data centres.
- 4.3. In the event of a claim against Controller regarding any of the rights defined under the GDPR, this Agreement shall apply accordingly.
- 4.4. Controller acknowledges and agrees that DSL has no knowledge of the retained personal data or how such personal data shall be utilised and therefore, no awareness of how such personal data shall be processed, other than as stated in clause 2.1 above.
- 4.5. It is Controller's duty to ensure that appropriate backups are retained in relation to the personal data described in this Agreement.

#### **5. Requests from Data Subjects**

In the event DSL receives a request for correction, deletion or information, DSL shall refer such requests to Controller, provided that Controller may be identified. DSL shall provide reasonable assistance to Controller. DSL shall not be liable in the event the request not be answered at all, not be answered correctly or not answered promptly by Controller.

#### **6. Subcontractors (Additional Processors)**

- 6.1. DSL may require subcontractors for maintenance, management of the data centre structure, telecommunication services and for provision of the services.
- 6.2. A list of subcontractor companies currently in use, including place of business, shall be available to Controller on request.
- 6.3. In the event DSL uses subcontractors, it is DSL's responsibility to transfer its data protection obligations from this Agreement to the subcontractor. DSL retains full responsibility for the subcontractors in respect of this Agreement.

#### **7. Notification Obligations, Amendments and Jurisdiction**

- 7.1. In the event the personal data of Controller is located within the DSL data

centres and suffers the risk of seizure by insolvency proceedings, law enforcement of any other such event, DSL shall notify Controller promptly, if permissible by law. DSL shall promptly inform all entities involved in the matter that the ownership and control of the data lies exclusively with Controller, as defined in the GDPR.

- 7.2. Changes or additions to this Agreement may be amended at anytime.
- 7.3. Should any conflicts arise, the provisions of this Agreement shall take precedence over the provisions of any other agreement or terms. Should any clause of this Agreement be found invalid, this shall not affect the validity of the rest of this Agreement.
- 7.4. The laws of England and Wales shall apply.
- 7.5. This Agreement supersedes all previous agreements or terms in relation to this subject.

## **8. Liability and Compensation for Damage**

Controller and DSL may be liable for claims in accordance with the provisions of the GDPR.

## **9. Miscellaneous**

This Agreement shall be in conjunction with DSL's General Terms and Conditions, Software Licensing terms and standard NDA