



## DATA PROTECTION ADDENDUM

This Data Protection Addendum (“**Addendum**”) forms part of the Customer Agreement (“**Customer Agreement**”) between: (i) TTI Success Insights, Inc. (“**TTI Success Insights**”) and (ii) Customer (“**Customer**”) to reflect the Parties’ agreement with regard to the Processing of Personal Data.

The terms used in this Addendum shall have the meanings set forth in this Addendum. Capitalized terms not otherwise defined herein shall have the meaning given to them in the Agreement. Except as modified below, the terms of the Customer Agreement shall remain in full force and effect.

In consideration of the mutual obligations set out herein, the parties hereby agree that the terms and conditions set out below shall be added as an Addendum to the Customer Agreement. Except where the context requires otherwise, references in this Addendum to the Customer Agreement are to the Customer Agreement as amended by, and including, this Addendum.

### 1. Definitions

1.1 In this Addendum, the following terms shall have the meanings set out below and cognate terms shall be construed accordingly:

1.1.1 “**Applicable Laws**” means (a) European Union or Member State laws with respect to any Customer Personal Data in respect of which Customer is subject to EU Data Protection Laws; and (b) any other applicable law with respect to any Customer Personal Data in respect of which Customer is subject to any other Data Protection Laws;

1.1.2 “**Customer Personal Data**” means any Personal Data Processed by a Contracted Processor on behalf of a Customer pursuant to or in connection with the Customer Agreement;

1.1.3 “**Contracted Processor**” means TTI Success Insights or a Subprocessor;

1.1.4 “**Data Protection Laws**” means EU Data Protection Laws and, to the extent applicable, the data protection or privacy laws of any other country;

1.1.5 “**Delete**” means to remove or obliterate Personal Data such that it cannot be recovered or reconstructed;

1.1.6 “**EEA**” means the European Economic Area;

- 1.1.7 “**EU Data Protection Laws**” means EU Directive 95/46/EC, as transposed into domestic legislation of each Member State and as amended, replaced or superseded from time to time, including by the GDPR and laws implementing or supplementing the GDPR;
- 1.1.8 “**GDPR**” means EU General Data Protection Regulation 2016/679;
- 1.1.9 “**Restricted Transfer**” means:
- 1.1.9.1 a transfer of Customer Personal Data from Customer to a Contracted Processor; or
- 1.1.9.2 an onward transfer of Customer Personal Data from a Contracted Processor to a Contracted Processor, or between two establishments of a Contracted Processor,
- in each case, where such transfer would be prohibited by Data Protection Laws (or by the terms of data transfer agreements put in place to address the data transfer restrictions of Data Protection Laws) in the absence of the US-E.U. Privacy Shield or Swiss-U.S. Privacy Shield certifications or the Standard Contractual Clauses to be established under section 11 below;
- 1.1.10 “**Services**” means the services and other activities to be supplied to or carried out by or on behalf of TTI Success Insights for Customer pursuant to the Customer Agreement;
- 1.1.11 “**Standard Contractual Clauses**” means the contractual clauses set out in Annex 2, amended as indicated (in square brackets and italics) in that Annex and under section 12.4; and
- 1.1.12 “**Subprocessor**” means any person (including any third party, but excluding an employee of TTI Success Insights or any of its sub-contractors) appointed by or on behalf of TTI Success Insights to Process Personal Data on behalf of Customer in connection with the Customer Agreement.
- 1.2 The terms, “**Commission**”, “**Controller**”, “**Data Subject**”, “**Member State**”, “**Personal Data**,” “**Personal Data Breach**”, “**Processing**” and “**Supervisory Authority**” shall have the same meaning as in the GDPR, and their cognate terms shall be construed accordingly.
- 1.3 The word “**include**” shall be construed to mean include without limitation, and cognate terms shall be construed accordingly.
- 2. Processing of Customer Personal Data**
- 2.1 The parties acknowledge and agree that with regard to the Processing of Personal Data, Customer is the Controller and TTI Success Insights is the Processor.
- 2.2 TTI Success Insights shall:

- 2.2.1 comply with all applicable Data Protection Laws in the Processing of Customer Personal Data; and
  - 2.2.2 not Process Customer Personal Data other than on the Customer's documented instructions unless Processing is required by Applicable Laws to which the relevant Contracted Processor is subject, in which case TTI Success Insights shall to the extent permitted by Applicable Laws inform the Customer of that legal requirement before the relevant Processing of that Personal Data.
- 2.3 The Customer:
- 2.3.1 instructs TTI Success Insights to:
    - 2.3.1.1 Process Customer Personal Data; and
    - 2.3.1.2 in particular, transfer Customer Personal Data to any country or territory,as reasonably necessary for the provision of the Services and consistent with the Customer Agreement; and
  - 2.3.2 warrants and represents that it is and will at all relevant times remain duly and effectively authorised to give the instruction set out in section 2.3.1.
- 2.4 Annex 1 to this Addendum sets out certain information regarding the Contracted Processors' Processing of the Customer Personal Data as required by article 28(3) of the GDPR (and, possibly, equivalent requirements of other Data Protection Laws). Customer may make reasonable amendments to Annex 1 by written notice to TTI Success Insights from time to time as Customer reasonably considers necessary to meet those requirements. Nothing in Annex 1 (including as amended pursuant to this section 2.4) confers any right or imposes any obligation on any party to this Addendum.

### **3. TTI Success Insights Personnel**

TTI Success Insights shall take reasonable steps to ensure the reliability of any employee, agent or contractor of any Contracted Processor who may have access to the Customer Personal Data, ensuring in each case that access is strictly limited to those individuals who need to know / access the relevant Customer Personal Data, as strictly necessary for the purposes of the Customer Agreement, and to comply with Applicable Laws in the context of that individual's duties to the Contracted Processor, ensuring that all such individuals are subject to confidentiality undertakings or professional or statutory obligations of confidentiality.

### **4. Security**

- 4.1 Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of Processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, TTI Success Insights shall in relation to the Customer Personal Data implement appropriate technical and organizational

measures to ensure a level of security appropriate to that risk, including, as appropriate, the measures referred to in Article 32(1) of the GDPR.

- 4.2 In assessing the appropriate level of security, TTI Success Insights shall take account in particular of the risks that are presented by Processing, in particular from a Personal Data Breach.

## 5. **Subprocessing**

- 5.1 Customer authorizes TTI Success Insights to appoint (and permit each Subprocessor appointed in accordance with this section 5 to appoint) Subprocessors in accordance with this section 5 and any restrictions in the Customer Agreement.

- 5.2 TTI Success Insights may continue to use those Subprocessors already engaged by TTI Success Insights as at the date of this Addendum, subject to TTI Success Insights as soon as practicable meeting the obligations set out in section 5.4.

- 5.3 TTI Success Insights shall give Customer prior written notice of the appointment of any new Subprocessor, including full details of the Processing to be undertaken by the Subprocessor. If, within ten business days of receipt of that notice, Customer notifies TTI Success Insights in writing of any objections (on reasonable grounds) to the proposed appointment:

- 5.3.1 TTI Success Insights shall work with Customer in good faith to make available a commercially reasonable change in the provision of the Services which avoids the use of that proposed Subprocessor; and

- 5.3.2 where such a change cannot be made within ten business days from TTI Success Insights' receipt of Customer's notice, notwithstanding anything in the Customer Agreement, Customer may by written notice to TTI Success Insights with immediate effect terminate the Customer Agreement to the extent that it relates to the Services which require the use of the proposed Subprocessor.

- 5.4 With respect to each Subprocessor, TTI Success Insights shall:

- 5.4.1 before the Subprocessor first Processes Customer Personal Data (or, where relevant, in accordance with section 5.2), carry out adequate due diligence to ensure that the Subprocessor is capable of providing the level of protection for Customer Personal Data required by the Customer Agreement;

- 5.4.2 ensure that the arrangement between on the one hand (a) TTI Success Insights or (b) the relevant intermediate Subprocessor; and on the other hand the Subprocessor, is governed by a written contract including terms which offer at least the same level of protection for Customer Personal Data as those set out in this Addendum and meet the requirements of article 28(3) of the GDPR;

- 5.4.3 if that arrangement involves a Restricted Transfer and to the extent no other means allows for the transfer, ensure that the Standard Contractual Clauses are

at all relevant times incorporated into the agreement between on the one hand (a) TTI Success Insights or (b) the relevant intermediate Subprocessor; and on the other hand the Subprocessor, or before the Subprocessor first Processes Customer Personal Data procure that it enters into an agreement incorporating the Standard Contractual Clauses with the relevant Customer Agreement; and

5.4.4 provide to Customer for review such copies of the Contracted Processors' agreements with Subprocessors (which may be redacted to remove confidential commercial information not relevant to the requirements of this Addendum) as Customer may request from time to time.

5.5 TTI Success Insights shall ensure that each Subprocessor performs the obligations under sections 2.1, 3, 4, 6.1, 7.2, 8, 10.1, as they apply to Processing of Customer Personal Data carried out by that Subprocessor, as if it were party to this Addendum in place of TTI Success Insights.

## **6. Data Subject Rights**

6.1 Taking into account the nature of the Processing, TTI Success Insights shall assist Customer by implementing appropriate technical and organizational measures, insofar as this is possible, for the fulfilment of the Customer's obligations, as reasonably understood by Customer, to respond to requests to exercise Data Subject rights under the Data Protection Laws.

6.2 TTI Success Insights shall:

6.2.1 promptly notify Customer if any Contracted Processor receives a request from a Data Subject under any Data Protection Law in respect of Customer Personal Data; and

6.2.2 ensure that the Contracted Processor does not respond to that request except on the documented instructions of Customer or as required by Applicable Laws to which the Contracted Processor is subject, in which case TTI Success Insights shall to the extent permitted by Applicable Laws inform Customer of that legal requirement before the Contracted Processor responds to the request.

## **7. Personal Data Breach**

7.1 TTI Success Insights shall notify Customer without undue delay upon TTI Success Insights or any Subprocessor becoming aware of a Personal Data Breach affecting Customer Personal Data, providing Customer with sufficient information to allow the Customer to meet any obligations to report or inform Data Subjects of the Personal Data Breach under the Data Protection Laws.

7.2 TTI Success Insights shall co-operate with Customer and take such reasonable commercial steps as are directed by Customer to assist in the investigation, mitigation and remediation of each such Personal Data Breach.

## **8. Data Protection Impact Assessment and Prior Consultation**

TTI Success Insights shall provide reasonable assistance to Customer with any data protection impact assessments, and prior consultations with Supervising Authorities or other competent data privacy authorities, which Customer reasonably considers to be required by Article 35 or 36 of the GDPR or equivalent provisions of any other Data Protection Law, in each case solely in relation to Processing of Customer Personal Data by, and taking into account the nature of the Processing and information available to, the Contracted Processors.

## **9. Deletion or return of Customer Personal Data**

9.1 Subject to sections 9.2 and 9.3 TTI Success Insights shall promptly and in any event within thirty days of the date of cessation of any Services involving the Processing of Customer Personal Data (the “**Cessation Date**”), Delete and procure the Deletion of all copies of those Customer Personal Data.

9.2 Subject to section 9.3, Customer may in its absolute discretion by written notice to TTI Success Insights within thirty days of the Cessation Date require TTI Success Insights to (a) return a complete copy of all Customer Personal Data to Customer by secure file transfer in such format as is reasonably notified by Customer to TTI Success Insights; and (b) Delete and procure the Deletion of all other copies of Customer Personal Data Processed by any Contracted Processor. TTI Success Insights shall comply with any such written request within thirty days of the Cessation Date.

9.3 Each Contracted Processor may retain Customer Personal Data to the extent required by Applicable Laws and only to the extent and for such period as required by Applicable Laws and always provided that TTI Success Insights shall ensure the confidentiality of all such Customer Personal Data and shall ensure that such Customer Personal Data is only Processed as necessary for the purpose(s) specified in the Applicable Laws requiring its storage and for no other purpose.

9.4 TTI Success Insights shall provide written certification to Customer that it has fully complied with this section 9 within thirty days of the Cessation Date.

## **10. Audit rights**

10.1 Subject to section 10.2, TTI Success Insights shall make available to Customer on request all information necessary to demonstrate compliance with this Addendum, and shall allow for and contribute to audits, including inspections, by any Customer or an auditor mandated by any Customer in relation to the Processing of the Customer Personal Data by the Contracted Processors.

10.2 Information and audit rights of the Customer only arise under section 10.1 to the extent that the Customer does not otherwise give them information and audit rights meeting the relevant requirements of Data Protection Law (including, where applicable, article 28(3)(h) of the GDPR).

## **11. Restricted Transfers**

- 11.1 TTI Success Insights makes available the transfer mechanisms listed below which shall apply to any transfers of Personal Data from the European Union, the EEA and/or their member states, Switzerland and the United Kingdom, to countries which do not ensure an adequate level of protection within the meaning of the Data Protection Law of the forgoing territories, to the extent such transfers are subject to such Data Protection Law:
- 11.1.1 TTI Success Insights' EU-U.S. and Swiss-U.S. Privacy Shield Framework self-certification applies to the extent the Customer has certified compliance with the EU-U.S. and Swiss-U.S. Privacy Shield Frameworks; and
  - 11.1.2 The Standard Contractual Clauses set forth in Annex 2 to this Addendum.
- 11.2 Subject to section 11.3, Customer (as "data exporter") that has not certified it is US-E.U. Privacy Shield and Swiss-U.S. Privacy Shield compliant and TTI Success Insights, (as "data importer") hereby enter into the Standard Contractual Clauses in respect of any Restricted Transfer from Customer to TTI Success Insights.
- 11.3 The Standard Contractual Clauses shall come into effect under section 11.1 on the later of:
- 11.3.1 the data exporter becoming a party to them;
  - 11.3.2 the data importer becoming a party to them; and
  - 11.3.3 commencement of the relevant Restricted Transfer.
- 11.4 Section 11.1 shall not apply to a Restricted Transfer unless its effect, together with other reasonably practicable compliance steps (which, for the avoidance of doubt, do not include obtaining consents from Data Subjects), is to allow the relevant Restricted Transfer to take place without breach of applicable Data Protection Law.

## **12. General Terms**

### *Governing law and jurisdiction*

- 12.1 Without prejudice to clauses 7 (Mediation and Jurisdiction) and 9 (Governing Law) of the Standard Contractual Clauses:
- 12.1.1 the parties to this Addendum hereby submit to the choice of jurisdiction stipulated in the Customer with respect to any disputes or claims howsoever arising under this Addendum, including disputes regarding its existence, validity or termination or the consequences of its nullity; and
  - 12.1.2 this Addendum and all non-contractual or other obligations arising out of or in connection with it are governed by the laws of the country or territory stipulated for this purpose in the Customer Agreement. To the extent application of the laws of the country of territory contained in the Customer

Agreement violates applicable Data Protection Law, the Addendum is governed by the law of a Member State where EU Data Protection Laws apply.

*Order of precedence*

- 12.2 Nothing in this Addendum reduces TTI Success Insights' obligations under the Customer Agreement in relation to the protection of Personal Data or permits TTI Success Insights to Process (or permit the Processing of) Personal Data in a manner which is prohibited by the Customer Agreement. In the event of any conflict or inconsistency between this Addendum and the Standard Contractual Clauses, the Standard Contractual Clauses shall prevail.
- 12.3 Subject to section 12.2, with regard to the subject matter of this Addendum, in the event of inconsistencies between the provisions of this Addendum and any other agreements between the parties, including the Customer Agreement and including (except where explicitly agreed otherwise in writing, signed on behalf of the parties) agreements entered into or purported to be entered into after the date of this Addendum, the provisions of this Addendum shall prevail.

*Changes in Data Protection Laws, etc.*

- 12.4 The parties may:
  - 12.4.1 by at least thirty calendar days' written notice to the other party from time to time make any variations to the Standard Contractual Clauses (including any Standard Contractual Clauses entered into under section 11.1), as they apply to Restricted Transfers which are subject to a particular Data Protection Law, which are required, as a result of any change in, or decision of a competent authority under, that Data Protection Law, to allow those Restricted Transfers to be made (or continue to be made) without breach of that Data Protection Law; and
  - 12.4.2 propose any other variations to this Addendum which the parties reasonably consider to be necessary to address the requirements of any Data Protection Law.
- 12.5 If one party gives notice under section 12.4.1:
  - 12.5.1 The other party shall not unreasonably withhold or delay agreement to any consequential variations to this Addendum to protect the Contracted Processors against additional risks associated with the variations made under section 12.4.1.
- 12.6 If one party gives notice under section 12.4.2, the parties shall promptly discuss the proposed variations and negotiate in good faith with a view to agreeing and implementing those or alternative variations as is reasonably practicable.
- 12.7 Neither Customer nor TTI Success Insights shall require the consent or approval of any affiliate to amend this Addendum pursuant to this section or otherwise.



*Severance*

12.8 Should any provision of this Addendum be invalid or unenforceable, then the remainder of this Addendum shall remain valid and in force. The invalid or unenforceable provision shall be either (i) amended as necessary to ensure its validity and enforceability, while preserving the parties' intentions as closely as possible or, if this is not possible, (ii) construed in a manner as if the invalid or unenforceable part had never been contained therein.

IN WITNESS WHEREOF, this Addendum is entered into and becomes a binding part of the Customer with effect from the date first set out above.

**TTI SUCCESS INSIGHTS, INC.**

Signature 

Name David Bonnstetter

Title CEO

Date Signed 5/7/2018

**VAA**

Signature \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

Date Signed \_\_\_\_\_

## **ANNEX 1: DETAILS OF PROCESSING OF CUSTOMER PERSONAL DATA**

This Annex 1 includes certain details of the Processing of Customer Personal Data as required by Article 28(3) GDPR.

### *Subject matter and duration of the Processing of Customer Personal Data*

The subject matter and duration of the Processing of the Customer Personal Data are set out in the Customer Agreement and this Addendum.

### *The nature and purpose of the Processing of Customer Personal Data*

TTI Success Insights will Process Personal Data as necessary to perform the Services pursuant to the Customer Agreement.

### *The types of Customer Personal Data to be Processed*

TTI Success Insights may Process the following categories of Personal Data:

- First and last name
- Contact information
- Gender
- Position/job title
- Employer or prospective employer
- IP Address
- Age
- Employment status
- Ethnicity
- Veteran status
- Disability status
- Education
- Geographic information
- Industry
- Job description

### *The categories of Data Subject to whom the Customer Personal Data relates*

Customer may submit Personal Data to TTI Success Insights, the extent of which is determined and controlled by the Customer Agreement, which may include but is not limited to the following categories of data subjects:

- Employees or prospective employees of Customer's clients

### *The obligations and rights of Customer*

The obligations and rights of Customer are set out in the Customer Agreement and this Addendum.

**ANNEX 2: STANDARD CONTRACTUAL CLAUSES**

These Clauses are deemed to be amended from time to time, to the extent that they relate to a Restricted Transfer which is subject to the Data Protection Laws of a given country or territory, to reflect (to the extent possible without material uncertainty as to the result) any change (including any replacement) made in accordance with those Data Protection Laws (i) by the Commission to or of the equivalent contractual clauses approved by the Commission under EU Directive 95/46/EC or the GDPR (in the case of the Data Protection Laws of the European Union or a Member State); or (ii) by an equivalent competent authority to or of any equivalent contractual clauses approved by it or by another competent authority under another Data Protection Law (otherwise).

**Standard Contractual Clauses (processors)**

For the purposes of Article 26(2) of Directive 95/46/EC for the transfer of personal data to processors established in third countries which do not ensure an adequate level of data protection

Name of the data exporting organization:

\_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Fax: \_\_\_\_\_  
E-mail: \_\_\_\_\_

.....  
(the data **exporter**)

And

Name of the data importing organization:

TTI Success Insights, Inc.  
17785 North Pacesetter Way  
Scottsdale, Arizona 85255 USA  
Phone: (480) 443-1077  
E-Mail: gdpr@ttisi.com

.....  
(the data **importer**)

each a “party”; together “the parties”,

HAVE AGREED on the following Contractual Clauses (the Clauses) in order to adduce adequate safeguards with respect to the protection of privacy and fundamental rights and freedoms of individuals for the transfer by the data exporter to the data importer of the personal data specified in Appendix 1.

## Background

The data exporter has entered into a data processing addendum (“Addendum”) with the data importer. Pursuant to the terms of the Addendum, it is contemplated that services provided by the data importer will involve the transfer of personal data to data importer. Data importer is located in a country not ensuring an adequate level of data protection. To ensure compliance with Directive 95/46/EC and applicable data protection law, the controller agrees to the provision of such Services, including the processing of personal data incidental thereto, subject to the data importer’s execution of, and compliance with, the terms of these Clauses.

### *Clause 1*

#### ***Definitions***

For the purposes of the Clauses:

- (a) *‘personal data’, ‘special categories of data’, ‘process/processing’, ‘controller’, ‘processor’, ‘data subject’ and ‘supervisory authority’* shall have the same meaning as in the GDPR, Directive 95/46/EC of the European Parliament, and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data;
- (b) *‘the data exporter’* means the controller who transfers the personal data;
- (c) *‘the data importer’* means the processor who agrees to receive from the data exporter personal data intended for processing on his behalf after the transfer in accordance with his instructions and the terms of the Clauses and who is not subject to a third country's system ensuring adequate protection within the meaning of the GDPR and Article 25(1) of Directive 95/46/EC;
- (d) *‘the subprocessor’* means any processor engaged by the data importer or by any other subprocessor of the data importer who agrees to receive from the data importer or from any other subprocessor of the data importer personal data exclusively intended for processing activities to be carried out on behalf of the data exporter after the transfer in accordance with his instructions, the terms of the Clauses and the terms of the written subcontract;
- (e) *‘the applicable data protection law’* means the legislation protecting the fundamental rights and freedoms of individuals and, in particular, their right to privacy with respect to the processing of personal data applicable to a data controller in the Member State in which the data exporter is established;
- (f) *‘technical and organizational security measures’* means those measures aimed at protecting personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorised disclosure or access, in particular where the processing involves the transmission of data over a network, and against all other unlawful forms of processing.

## *Clause 2*

### ***Details of the transfer***

The details of the transfer and in particular the special categories of personal data where applicable are specified in Appendix 1 which forms an integral part of the Clauses.

## *Clause 3*

### ***Third-party beneficiary clause***

1. The data subject can enforce against the data exporter this Clause, Clause 4(b) to (i), Clause 5(a) to (e), and (g) to (j), Clause 6(1) and (2), Clause 7, Clause 8(2), and Clauses 9 to 12 as third-party beneficiary.
2. The data subject can enforce against the data importer this Clause, Clause 5(a) to (e) and (g), Clause 6, Clause 7, Clause 8(2), and Clauses 9 to 12, in cases where the data exporter has factually disappeared or has ceased to exist in law unless any successor entity has assumed the entire legal obligations of the data exporter by contract or by operation of law, as a result of which it takes on the rights and obligations of the data exporter, in which case the data subject can enforce them against such entity.
3. The data subject can enforce against the subprocessor this Clause, Clause 5(a) to (e) and (g), Clause 6, Clause 7, Clause 8(2), and Clauses 9 to 12, in cases where both the data exporter and the data importer have factually disappeared or ceased to exist in law or have become insolvent, unless any successor entity has assumed the entire legal obligations of the data exporter by contract or by operation of law as a result of which it takes on the rights and obligations of the data exporter, in which case the data subject can enforce them against such entity. Such third-party liability of the subprocessor shall be limited to its own processing operations under the Clauses.
4. The parties do not object to a data subject being represented by an association or other body if the data subject so expressly wishes and if permitted by national law.

## *Clause 4*

### ***Obligations of the data exporter***

The data exporter agrees and warrants:

- (a) that the processing, including the transfer itself, of the personal data has been and will continue to be carried out in accordance with the relevant provisions of the applicable data protection law (and, where applicable, has been notified to the relevant authorities of the Member State where the data exporter is established) and does not violate the relevant provisions of that State;
- (b) that it has instructed and throughout the duration of the personal data processing services will instruct the data importer to process the personal data transferred only on the data exporter's behalf and in accordance with the applicable data protection law and the Clauses;

- (c) that the data importer will provide sufficient guarantees in respect of the technical and organizational security measures specified in Appendix 2 to this contract;
- (d) that after assessment of the requirements of the applicable data protection law, the security measures are appropriate to protect personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorised disclosure or access, in particular where the processing involves the transmission of data over a network, and against all other unlawful forms of processing, and that these measures ensure a level of security appropriate to the risks presented by the processing and the nature of the data to be protected having regard to the state of the art and the cost of their implementation;
- (e) that it will ensure compliance with the security measures;
- (f) that, if the transfer involves special categories of data, the data subject has been informed or will be informed before, or as soon as possible after, the transfer that its data could be transmitted to a third country not providing adequate protection within the meaning of the GDPR and Directive 95/46/EC;
- (g) to forward any notification received from the data importer or any subprocessor pursuant to Clause 5(b) and Clause 8(3) to the data protection supervisory authority if the data exporter decides to continue the transfer or to lift the suspension;
- (h) to make available to the data subjects upon request a copy of the Clauses, with the exception of Appendix 2, and a summary description of the security measures, as well as a copy of any contract for subprocessing services which has to be made in accordance with the Clauses, unless the Clauses or the contract contain commercial information, in which case it may remove such commercial information;
- (i) that, in the event of subprocessing, the processing activity is carried out in accordance with Clause 11 by a subprocessor providing at least the same level of protection for the personal data and the rights of data subject as the data importer under the Clauses; and
- (j) that it will ensure compliance with Clause 4(a) to (i).

#### *Clause 5*

##### ***Obligations of the data importer***

The data importer agrees and warrants:

- (a) to process the personal data only on behalf of the data exporter and in compliance with its instructions and the Clauses; if it cannot provide such compliance for whatever reasons, it agrees to inform promptly the data exporter of its inability to comply, in which case the data exporter is entitled to suspend the transfer of data and/or terminate the contract;
- (b) that it has no reason to believe that the legislation applicable to it prevents it from fulfilling the instructions received from the data exporter and its obligations under the contract and that in the event of a change in this legislation which is likely to have a substantial adverse effect on the warranties and obligations provided by the Clauses, it will promptly notify the change to the data exporter as soon as it is aware, in which case the data exporter is entitled to suspend the transfer of data and/or terminate the contract;

- (c) that it has implemented the technical and organizational security measures specified in Appendix 2 before processing the personal data transferred;
- (d) that it will promptly notify the data exporter about:
  - (i) any legally binding request for disclosure of the personal data by a law enforcement authority unless otherwise prohibited, such as a prohibition under criminal law to preserve the confidentiality of a law enforcement investigation,
  - (ii) any accidental or unauthorised access, and
  - (iii) any request received directly from the data subjects without responding to that request, unless it has been otherwise authorised to do so;
- (e) to deal promptly and properly with all inquiries from the data exporter relating to its processing of the personal data subject to the transfer and to abide by the advice of the supervisory authority with regard to the processing of the data transferred;
- (f) at the request of the data exporter to submit its data processing facilities for audit of the processing activities covered by the Clauses which shall be carried out by the data exporter or an inspection body composed of independent members and in possession of the required professional qualifications bound by a duty of confidentiality, selected by the data exporter, where applicable, in agreement with the supervisory authority;
- (g) to make available to the data subject upon request a copy of the Clauses, or any existing contract for subprocessing, unless the Clauses or contract contain commercial information, in which case it may remove such commercial information, with the exception of Appendix 2 which shall be replaced by a summary description of the security measures in those cases where the data subject is unable to obtain a copy from the data exporter;
- (h) that, in the event of subprocessing, it has previously informed the data exporter and obtained its prior written consent;
- (i) that the processing services by the subprocessor will be carried out in accordance with Clause 11;
- (j) to send promptly a copy of any subprocessor agreement it concludes under the Clauses to the data exporter.

#### *Clause 6*

#### ***Liability***

1. The parties agree that any data subject, who has suffered damage as a result of any breach of the obligations referred to in Clause 3 or in Clause 11 by any party or subprocessor is entitled to receive compensation from the data exporter for the damage suffered.
2. If a data subject is not able to bring a claim for compensation in accordance with paragraph 1 against the data exporter, arising out of a breach by the data importer or his subprocessor of any of their obligations referred to in Clause 3 or in Clause 11, because the data exporter has factually disappeared or ceased to exist in law or has become insolvent, the data importer agrees that the data subject may issue a claim against the data

importer as if it were the data exporter, unless any successor entity has assumed the entire legal obligations of the data exporter by contract or by operation of law, in which case the data subject can enforce its rights against such entity.

The data importer may not rely on a breach by a subprocessor of its obligations in order to avoid its own liabilities.

3. If a data subject is not able to bring a claim against the data exporter or the data importer referred to in paragraphs 1 and 2, arising out of a breach by the subprocessor of any of their obligations referred to in Clause 3 or in Clause 11 because both the data exporter and the data importer have factually disappeared or ceased to exist in law or have become insolvent, the subprocessor agrees that the data subject may issue a claim against the data subprocessor with regard to its own processing operations under the Clauses as if it were the data exporter or the data importer, unless any successor entity has assumed the entire legal obligations of the data exporter or data importer by contract or by operation of law, in which case the data subject can enforce its rights against such entity. The liability of the subprocessor shall be limited to its own processing operations under the Clauses.

#### *Clause 7*

##### ***Mediation and jurisdiction***

1. The data importer agrees that if the data subject invokes against it third-party beneficiary rights and/or claims compensation for damages under the Clauses, the data importer will accept the decision of the data subject:
  - (a) to refer the dispute to mediation, by an independent person or, where applicable, by the supervisory authority;
  - (b) to refer the dispute to the courts in the Member State in which the data exporter is established.
2. The parties agree that the choice made by the data subject will not prejudice its substantive or procedural rights to seek remedies in accordance with other provisions of national or international law.

#### *Clause 8*

##### ***Cooperation with supervisory authorities***

1. The data exporter agrees to deposit a copy of this contract with the supervisory authority if it so requests or if such deposit is required under the applicable data protection law.
2. The parties agree that the supervisory authority has the right to conduct an audit of the data importer, and of any subprocessor, which has the same scope and is subject to the same conditions as would apply to an audit of the data exporter under the applicable data protection law.
3. The data importer shall promptly inform the data exporter about the existence of legislation applicable to it or any subprocessor preventing the conduct of an audit of the



data importer, or any subprocessor, pursuant to paragraph 2. In such a case the data exporter shall be entitled to take the measures foreseen in Clause 5 (b).

#### *Clause 9*

#### ***Governing Law***

The Clauses shall be governed by the law of the Member State in which the data exporter is established.

#### *Clause 10*

#### ***Variation of the contract***

The parties undertake not to vary or modify the Clauses. This does not preclude the parties from adding clauses on business related issues where required as long as they do not contradict the Clause.

#### *Clause 11*

#### ***Subprocessing***

1. The data importer shall not subcontract any of its processing operations performed on behalf of the data exporter under the Clauses without the prior written consent of the data exporter. Where the data importer subcontracts its obligations under the Clauses, with the consent of the data exporter, it shall do so only by way of a written agreement with the subprocessor which imposes the same obligations on the subprocessor as are imposed on the data importer under the Clauses. Where the subprocessor fails to fulfil its data protection obligations under such written agreement the data importer shall remain fully liable to the data exporter for the performance of the subprocessor's obligations under such agreement.
2. The prior written contract between the data importer and the subprocessor shall also provide for a third-party beneficiary clause as laid down in Clause 3 for cases where the data subject is not able to bring the claim for compensation referred to in paragraph 1 of Clause 6 against the data exporter or the data importer because they have factually disappeared or have ceased to exist in law or have become insolvent and no successor entity has assumed the entire legal obligations of the data exporter or data importer by contract or by operation of law. Such third-party liability of the subprocessor shall be limited to its own processing operations under the Clauses.
3. The provisions relating to data protection aspects for subprocessing of the contract referred to in paragraph 1 shall be governed by the law of the Member State in which the data exporter is established.
4. The data exporter shall keep a list of subprocessing agreements concluded under the Clauses and notified by the data importer pursuant to Clause 5 (j), which shall be updated at least once a year. The list shall be available to the data exporter's data protection supervisory authority.

Clause 12

**Obligation after the termination of personal data processing services**

1. The parties agree that on the termination of the provision of data processing services, the data importer and the subprocessor shall, at the choice of the data exporter, return all the personal data transferred and the copies thereof to the data exporter or shall destroy all the personal data and certify to the data exporter that it has done so, unless legislation imposed upon the data importer prevents it from returning or destroying all or part of the personal data transferred. In that case, the data importer warrants that it will guarantee the confidentiality of the personal data transferred and will not actively process the personal data transferred anymore.
2. The data importer and the subprocessor warrant that upon request of the data exporter and/or of the supervisory authority, it will submit its data processing facilities for an audit of the measures referred to in paragraph 1.

**On behalf of the data exporter:**

[Populated with details of, and deemed signed on behalf of, the data exporter:]

Name (written out in full): \_\_\_\_\_

Position: \_\_\_\_\_

Address: \_\_\_\_\_

Other information necessary in order for the contract to be binding (if any):

Signature.....

**On behalf of the data importer:**

[Populated with details of, and deemed signed on behalf of, the data importer:]

Name (written out in full): David Bonnstetter

Position: CEO

Address: 17785 North Pacesetter Way, Scottsdale, Arizona 85255 USA

Other information necessary in order for the contract to be binding (if any):

Signature...  .....

**APPENDIX 1 TO THE STANDARD CONTRACTUAL CLAUSES**

This Appendix forms part of the Clauses and must be completed and signed by the parties  
The Member States may complete or specify, according to their national procedures, any additional necessary information to be contained in this Appendix.

**Data exporter**

The data exporter is: \_\_\_\_\_

**Data importer**

The data importer is: TTI Success Insights, Inc.

**Data subjects**

The personal data transferred concern the following categories of data subjects:  
Employees and prospective employees of clients of the data exporter

**Categories of data**

The personal data transferred concern the following categories of data:

- First and last name
- Contact information
- Gender
- Position/job title
- Employer or prospective employer
- IP Address
- Age
- Employment status
- Ethnicity
- Veteran status
- Disability status
- Education
- Geographic information
- Industry
- Job description

**Special categories of data (if appropriate)**

The personal data transferred may concern the following special categories of data:

- Ethnicity

**Processing operations**

The personal data transferred will be subject to the following basic processing activities:  
Those described in the Agreement.

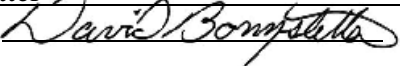
VAA

Name: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

TTI SUCCESS INSIGHTS, INC.

Name: David Bonnstetter

Authorized Signature: 

## **APPENDIX 2 TO THE STANDARD CONTRACTUAL CLAUSES**

This Appendix forms part of the Clauses and must be completed and signed by the parties.

### **Description of the technical and organizational security measures implemented by the data importer in accordance with Clauses 4(d) and 5(c):**

Data importer maintains administrative, physical, and technical safeguards for the protection of the security, confidentiality, and integrity of Personal Data including:

- **Facility Security**: use of identification badges to identify authorized persons and sign-in requirements; access restrictions for specifically approved personnel to areas storing Personal Data; access controls, such as keys or keypads; alarm systems and security cameras.
- **Physical System Security**: storage of unused systems in secure area; physically securing systems storing Personal Data and allowing only authorized individuals to access such systems; environmental controls; proper grounding procedures and surge-protectors.
- **Data Security**: strong passwords; password changes every ninety to one hundred sixty days; two-factor authentication for email accounts; regular employee training regarding information security practices.
- **Network Security**: server security precautions; firewalls; wireless security configuration; central log management; up-to-date standard, supported anti-virus software installed and scheduled to run at regular intervals; regular network vulnerability and penetration testing activities.
- **Data Transmission and Destruction Security**: use of strong encryption or password-protected files to transmit Personal Data outside the network; destruction in a manner that makes recovery of the information impossible.