# Appendix to CRM Service Agreement, Agreement On Processing of personal data

# SUBJECT-MATTER OF THE PROCESSING

This agreement is an appendix to the Agreement between the Customer and the Supplier, and it shall become an integral part of the Agreement between the Customer and the Supplier.

For the validity of the Agreement (unless otherwise agreed below with respect to the duration of the processing), the Supplier acting as the processor shall process the personal data of the Customer acting as the controller for the provision of the CRM service to Customers as a SaaS product. When providing the CRM service, the Supplier may process personal data for the provision of, inter alia, the following functions:

[Description of the functions]

The personal data shall be processed for the validity of the Agreement. The Supplier shall automatically erase personal data from backup copies and all platforms always at the latest within 60 days from when the information has been removed from the CRM service by the Customer (controller), unless otherwise required under law.

As a rule, personal data shall be processed only within the CRM service but, if necessary, the Customer shall deliver personal data to the Supplier always through the “Support Portal” indicated by the Supplier in the form of an attachment file allowing allows both parties to check the existence and removal of the file. The Customer shall always mark such a support request by using the check box **CONTAINS PERSONAL DATA**.

The Customer shall take care of the removal of unnecessary and out-of-date personal data from the CRM service in accordance with its own policy.

Third parties integrating into the Customer’s CRM service are all processors of personal data, and the Customer shall enter into written data processing agreements with such parties. The Customer shall ensure the fulfilment of this obligation.

The subject-matter, nature and purpose of the processing can be specified in the Agreement or the DPA.

# CATEGORIES OF PERSONAL DATA

The Supplier shall process on behalf of the Customer Personal Data that the Customer adds to the CRM service. Processing activities may concern the following types of personal data:

[Personal data that may be processed]

# DATA SUBJECTS

The processed Personal Data concerns the following categories of data subjects:

[Categories of data subjects]

# Customer’s DPA contact persons

The Customer’s designated DPA contact persons for the CRM service and their contact details are listed below. These DPA contact persons have the right to agree and communicate with the Supplier in matters related to this agreement as well as accept amendments and sign this appendix to the agreement together or separately.

[John Doe, CIO, 040-123123, [john.doe@testcompany.com](mailto:john.doe@testcomapany.com)]

# APPENDICES

The following appendices constitute an integral part of this DPA and, in the event of any discrepancy, the provisions of this DPA shall prevail, after which the appendices shall be applied in the order of precedence indicated by the numerical order below.

1. Data processing agreement (“DPA”)
2. CRM service General terms of agreement - <https://crm-service.fi/general-terms/>

**SIGNATURES**

PLACE AND TIME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_ . \_\_\_ . \_\_\_\_\_\_\_\_\_

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Name Mikko Korpela

Title CEO

Company plc CRM-service Oy