

Data Processing Agreement (DPA)

Article 28 GDPR · mediatec Software Solutions

Document	Data Processing Agreement (DPA)
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Processor	mediatec.net Group
Legal Basis	Article 28 GDPR (EU 2016/679)
Classification	Confidential

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1. Subject Matter

This DPA governs processing of personal data by Mediatec ("Processor") on behalf of Customer ("Controller").

2. Scope

Processing occurs in connection with:

- RIM
- PIM
- DPP
- Hosting and support services

3. Roles

- Customer = Data Controller
- Mediatec = Data Processor

4. Processing Details

Categories of Data

- Contact data
- Account data
- Usage data
- Content data uploaded by Customer

Data Subjects

- Customer employees
- Customer's customers
- End-users

Purpose

Provision of contracted services.

5. Processor Obligations

Processor shall:

- process data only on documented instructions
- ensure confidentiality of personnel
- implement appropriate technical and organisational measures (TOMs)
- assist Controller with data subject requests
- notify Controller of data breaches without undue delay

6. Sub-Processors

Processor may use sub-processors, including:

- Hosting providers (e.g. Hetzner, AWS)
- Email service providers
- Monitoring tools

Controller is informed of changes and may object on reasonable grounds.

7. Security Measures

Processor implements:

- encryption in transit and at rest
- access controls and authentication
- regular backups
- logging and monitoring
- secure software development practices

8. Data Breach

Processor shall:

- notify Controller without undue delay
- provide relevant information

9. Data Transfers

Transfers outside EU only if adequate safeguards exist (e.g. SCCs).

10. Deletion

Upon termination, data is deleted or returned, unless legally required otherwise.

11. Audit

Controller may request audits (reasonable scope).

12. Liability

Liability is governed by the main agreement between the parties.