NLdigital

Version: 1 / 13 November 2024

# Data Processing Agreement CyberPlaza International

Comprised of:
Deel 1. Data Pro statement
Deel 2. Standard Clauses for Data processing

**This Data Processing Agreement and the standard clauses were originally drafted in Dutch. The English version is for convenience only. In case of conflict between the Dutch and the English version, the Dutch version prevails.**

# Part 1: Data Pro Statement

Along with the Standard Clauses for Data Processing, this Data Pro Statement constitutes the data processing agreement for the product or service provided by the company that has drawn up this Data Pro Statement.

## General information

1. **This Data Pro Statement was drawn up by the following Data Processor (verwerker):**
   CyberPlaza International, Smaragd 11, 4762 DB Zevenbergen, The Netherlands

   If you have any queries about this Data Pro Statement or data protection in general, please contact:

   Robert Scholten, robert.scholten@cyberplaza.nl, +31 (0)78 799 0156

2. **This Data Pro Statement shall enter into force on** 13 November 2024 (Version 1)
   We regularly revise the security measures described in this Data Pro Statement to ensure that we are always fully prepared and up to date with regard to data protection. If this document is updated, we shall notify you of the revised versions through our regular channels.

3. **This Data Pro Statement applies to all products and services provided by CyberPlaza International**

4. **Description of product/service A**
   CyberPlaza International's Consulting and Advisory Service provides tailored guidance to help organizations implement effective cybersecurity measures suited to their unique risk profiles. We partner with clients to identify risks, assess vulnerabilities, and deploy robust security strategies, ensuring resilience in today's evolving digital landscape.

5. **Intended use**

   **To perform the tasks described above, we typically have (management) access to the available information systems. This may allow us to view files, databases, email, internet usage, telephony data, and computer usage data. Additionally, we generally handle the backup and security of critical business data. Due to these activities, we are therefore regarded as a Data Processor.**

   **Service descriptions and terms of use for specific cloud services, where available, are included with the proposals.**

   **In developing our services, we have not taken into account the processing of special categories of personal data or data relating to criminal convictions and offenses. The processing of such data with the aforementioned services by the client is at the client's own discretion.**

6. **CyberPlaza International uses the Data Processing Standard Clauses for data processing, which are attached to the Agreement as an addendum.**

7. **CyberPlaza Internationalshall process the personal data provided by its clients within/ the EU/EEA.**

8. **Data processor uses the following sub-processors:**

   Moneymonk
   - Purpose of processing: Financial Administration
   - Type of personal data: Customer names, invoice details, payment information
   - Location of processing: The Netherlands

   Microsoft 365
   - Purpose of processing: Email, document management, and storage
   - Type of personal data: Names, emails, project information, documents
   - Location of processing: EU

9. **Data processor shall support its clients in the following way when they receive requests from data subjects:**

   Designated contact: The Data Processor Robert Scholten will be the primary point of contact for data subject-related requests.
   Contact Information: Clients may contact the Data Processor regarding data subject requests via:
   - E-mail: info@cyberplaza.nl
   - Phone: +3178 799 01 56

   Response Timeframe: The Data Processor commits to acknowledging requests within 1 business day and providing resolution or assistance within 30 calendar days (1 month) after receiving a complete and valid request.

10. **Once an agreement with a client has been terminated, data processor shall delete personal data it processes on behalf of client within three months, in such a manner that they shall no longer be able to be used and shall be rendered inaccessible.**

## Security policy

1. Data processor has implemented the following security measures to protect its product or service:

   CyberPlaza International has implemented the following security measures to protect its products and/or service offerings:

   - Data Encryption: All sensitive data is encrypted during storage and transmission using industry-standard encryption protocols, such as TLS (Transport Layer Security).
   - Access Control: Access to systems and data is restricted to authorized personnel and secured with strong passwords and two-factor authentication (2FA).
   - Regular Security Audits: Regular internal and external audits are conducted to identify and mitigate security risks.
   - Firewalls and Intrusion Detection Systems (IDS): Networks are protected by firewalls and intrusion detection systems to prevent unauthorized access.
   - Security Updates and Patch Management: Software and systems are regularly updated to address vulnerabilities and defend against emerging threats.
   - Backups and Recovery Plans: Periodic backups are created and tested, and comprehensive recovery plans are in place to ensure service continuity.
   - Employee Training: Employees receive regular training on data protection and cybersecurity to enhance awareness and compliance.
   - Monitoring and Logging: Activities are continuously monitored and logged to quickly detect and address any suspicious behavior.

11. **Data processor conforms to the principles of the following Information Security Management System (ISMS):** CyberPlaza International strives to operate as much as possible in accordance with the standards of ISO 27001 and intends to align itself with ISO 27001 in the future.

12. **Data processor has obtained the following certificates**
At the time of writing, CyberPlaza International does not yet possess certifications. We will obtain the Data Pro Certificate from NLdigital as soon as this option becomes available.

## Data leak protocol

13. **In the unfortunate event something does go wrong, data processor shall follow the following data breach protocol to ensure that clients are notified of incidents:**

The Client is responsible for reporting data breaches to the Dutch Data Protection Authority (AP) and, in certain cases, to the Data Subject, in accordance with Articles 33 and 34 of the GDPR.

- To support the Client in fulfilling their obligation to report data breaches, the Client and CyberPlaza International agree that CyberPlaza International will inform the Client as soon as possible about security incidents after CyberPlaza International becomes aware of such incidents.

- CyberPlaza International will report all security incidents related to personal data to the Client via email. The notification will be sent to the primary contact person of the Client, as recorded by CyberPlaza International. The Client will confirm receipt of the notification. CyberPlaza International will answer all reasonable questions from the Client regarding the security incident.

- The notification of a security incident will include, if possible, information about the following topics:

    1. A summary of the security incident.
    2. Information about the nature of the security incident and which categories of personal data and data subjects may be affected by the incident.
    3. An answer to whether personal data has been lost or exposed to unauthorized processing.
    4. Information about the security measure involved in the security incident.
    5. Information about how the security incident occurred.
    6. Information about the cause of the security incident.
    7. Information about the actions taken and to be taken by CyberPlaza International to address and remediate the security incident.

- Reporting data breaches to the Dutch Data Protection Authority (AP) and Data Subjects remains the sole responsibility of the Client. CyberPlaza International is never obligated to report data breaches to the AP and/or Data Subjects.

- Where possible and necessary, CyberPlaza International will cooperate in providing the required information to the Client regarding the security incidents reported by CyberPlaza International to the Client. CyberPlaza International may charge the Client for any additional costs incurred in this regard.

# Part 2: Standard Clauses for Data Processing

*Version: November 2019*

*Along with the Data Pro Statement, these standard clauses constitute the data processing agreement. They also constitute an annex to the Agreement and to the appendices to this Agreement, e.g. any general terms and conditions which may apply.*

### Article 1. Definitions

The following terms have the following meanings ascribed to them in the present Standard Clauses for Data Processing, in the Data Pro Statement and in the Agreement:

1.1 **Dutch Data Protection Authority (AP):** the supervisory authority defined in Section 4.21 of the GDPR.

1.2 **GDPR:** the General Data Protection Regulation.

1.3 **Data Processor**: the party which, in its capacity as an ICT supplier, processes Personal Data on behalf of its Client as part of the performance of the Agreement.

1.4 **Data Pro Statement**: a statement issued by the Data Processor in which it provides information such as the intended use of its products and/or services, any security measures which have been implemented, sub-processors, data breach, certification and dealing with the rights of Data Subjects.

1.5 **Data Subject**: a natural person who can be identified, directly or indirectly.

1.6 **Client:** the party on whose behalf Data Processor processes Personal Data. Client can either be the controller (the party who determines the purpose and means of the processing) or another data processor.

1.7 **Agreement**: the agreement concluded between Client and Data Processor, based on which the ICT supplier provides services and/or products to Client, the data processing agreement forming part of this agreement.

1.8 **Personal Data** any and all information regarding a natural person who has been or can be identified, as defined in Article 4.1 of the GDPR, processed by Data Processor to meet its requirements under the Agreement.

1.9 **Data Processing Agreement**: the present Standard Clauses for Data Processing , which, together with Data Processor's Data Pro Statement (or similar such information), constitute the data processing agreement within the meaning of Article 28.3 of the GDPR.

### Article 2. General provisions

2.1 The present Standard Clauses for Data Processing apply to all Personal Data processing operations carried out by Data Processor in providing its products and services, as well as to all Agreements and offers. The applicability of Client's data processing agreements is explicitly rejected.

2.2 The Data Pro Statement, and particularly the security measures described in it, may be adapted from time to time to changing circumstances by Data Processor. Data Processor shall notify Client in the event of significant revisions. If Client in all reasonableness cannot agree to the revisions, Client shall be entitled to terminate the data processing agreement in writing, stating its reasons for doing so, within thirty days of having been served notice of the revisions.

2.3 Data Processor shall process the Personal Data on behalf of Client, in accordance with the written instructions provided by Client and accepted by Data Processor.

2.4 Client or its customer shall serve as the controller within the meaning of the GDPR, shall have control over the processing of the Personal Data and shall determine the purpose and means of processing the Personal Data.

2.5 Data Processor shall serve as the processor within the meaning of the GDPR and shall therefore not determine the purpose and means of processing the Personal Data, and shall not make any decisions on the use of the Personal Data and other such matters.

2.6 Data Processor shall implement the GDPR as laid down in the present Standard Clauses for Data Processing, the Data Pro Statement and the Agreement. It is up to Client to assess, on the basis of this information, whether Data Processor is providing sufficient guarantees with regard to the implementation of appropriate technical and organisational measures in order to ensure that the processing operations meet the requirements of the GDPR and that Data Subjects' rights are sufficiently protected.

2.7 Client shall guarantee Data Processor that it acts in accordance with the GDPR, that it provides a high level of protection for its systems and infrastructure at all time, that the nature, use and/or processing of the Personal Data are not unlawful and that they do not violate any third party's rights.

2.8 Administrative fines imposed on Client by the Dutch Data Protection Authority cannot be recovered from Data Processor.

**Article 3. Security**

3.1 Data Processor shall implement the technical and organisational security measures set out in its Data Pro Statement. In implementing the technical and organisational security measures, Data Processor shall take into account the state of the art and the costs of implementation, as well as the nature, scope, context and purposes of the processing and the intended use of its products and services, and the risk in processing the data of varying likelihood and severity inherent to the rights and freedoms of Data Subjects that are to be expected considering the nature of the intended use of Data Processor's products and services.

3.2 Unless explicitly stated otherwise in the Data Pro Statement, the products and services provided by Data Processor shall not be equipped to process special categories of personal data or data relating to criminal convictions and offences.

3.3 Data Processor seeks to ensure that the security measures it shall implement are appropriate for the manner in which Data Processor intends to use the products and services.

3.4 In Client's opinion, said security measures provide a level of security that is tailored to the risk inherent in the processing of the Personal Data used or provided by Client, taking into account the factors referred to in Article 3.1.

3.5 Data Processor shall be entitled to adjust the security measures it has implemented if to its discretion such is necessary for a continued provision of an appropriate level of security. Data Processor shall record any significant adjustments it chooses to make, e.g. in a revised Data Pro Statement, and shall notify Client of said adjustments where relevant.

3.6 Client may request Data Processor to implement further security measures. Data Processor shall not be obliged to honour such requests to adjust its security measures. If Data Processor makes any adjustments to its security measures at Client's request, Data Processor is entitled to invoice Client for the costs associated with said adjustments. Data Processor shall not be required to actually implement the requested security measures until both Parties have agreed upon them in writing. .

**Article 4. Data breaches**

4.1 Data Processor does not guarantee that its security measures shall be effective under all circumstances. If Data Processor discovers a data breach within the meaning of Article 4 sub 12 of the GDPR, it shall notify Client without undue delay. The "Data Breach Protocol" section of the Data Pro Statement outlines the way in which Data Processor shall notify Client of data breaches.

4.2 It is up to the Controller (the Client or its customer) to assess whether the data breach of which Data Processor has notified the Controller must be reported to the Dutch Data Protection Authority or to the Data Subject concerned. The Controller (Client or its customer) shall at all times remain responsible for reporting data breaches which must be reported to the Dutch Data Protection Authority and/or Data Subjects pursuant to Articles 33 and 34 of the GDPR. Data Processor is not obliged to report data breaches to the Dutch Data Protection Authority and/or to the Data Subject.

4.3 Where necessary, Data Processor shall provide further information on the data breach and shall assist Client to meet its breach notification requirements within the meaning of Articles 33 and 34 of the GDPR by providing all the necessary information available to Data Processor.

4.4 If Data Processor incurs any reasonable costs in doing so, it is entitled invoice Client for these, at the rates applicable at the time.

**Article 5. Confidentiality**

5.1 Data Processor shall ensure that the persons processing Personal Data acting under its authority have committed themselves to confidentiality.

5.2 Data Processor shall be entitled to provide third parties with Personal Data if and insofar as such is necessary due to a court order, statutory provision or order issued by a competent government authority.

5.3 Any and all access and/or identification codes, certificates, information regarding access and/or password policies provided by Data Processor to Client, and any and all information provided by Data Processor to Client detailing the technical and organisational security measures included in the Data Pro Statement are

confidential and shall be treated as such by Client and shall only be disclosed to authorised employees of Client. Client shall ensure that its employees comply with the requirements described in this article.

**Article 6. Term and termination**

6.1 This data processing agreement constitutes part of the Agreement, and any new or subsequent agreement arising from it and shall enter into force at the time of the conclusion of the Agreement and shall remain effective for an indefinite period.

6.2 This data processing agreement shall end by operation of law upon termination of the Agreement or upon termination of any new or subsequent agreement arising from it between parties.

6.3 If the data processing agreement is terminated, Data Processor shall delete all Personal Data it currently stores and which it has obtained from Client within the timeframe laid down in the Data Pro Statement, in such a way that the Personal Data can no longer be used and shall have been *rendered inaccessible*. Alternatively, if such has been agreed, Data Processor shall return the Personal Data to Client in a machine-readable format.

6.4 If Data Processor incurs any costs associated with the provisions of Article 6.3, it shall be entitled to invoice Client for said costs. Further arrangements relating to this subject can be laid down in the Data Pro Statement.

6.5 The provisions of Article 6.3 do not apply if Data Processor is prevented from removing or returning the Personal Data in full or in part by a statutory provision. In such instances, Data Processor shall only continue to process the Personal Data insofar as such is necessary by virtue of its statutory obligations. Furthermore, the provisions of Article 6.3 shall not apply if Data Processor is the Controller of the Personal Data within the meaning of the GDPR.

**Article 7. The rights of Data Subjects, Data Protection Impact Assessments (DPIA) and auditing rights**

7.1 Where possible, Data Processor shall cooperate with reasonable requests made by Client relating to Data Subjects who invoke their rights from Client. If Data Processor is directly approached by a Data Subject, it shall refer the Data Subject to Client where possible.

7.2 If Client is required to carry out a Data Protection Impact Assessment or a subsequent consultation within the meaning of Articles 35 and 36 of the GDPR, Data Processor shall cooperate with such, following a reasonable request to do so.

7.3 Data Processor shall be able to demonstrate its compliance with its requirements under the data processing agreement by means of a valid Data Processing Certificate or an equivalent certificate or audit report (third-party memorandum) issued by an independent expert.

7.4 In addition, at Client's request, Data Processor shall provide all other information that is reasonably required to demonstrate compliance with the arrangements made in this data processing agreement. If, in spite of the foregoing, Client has grounds to believe that the Personal Data are not processed in accordance with the data processing agreement, Client shall be entitled to have an audit performed (at its own expense) not more

than once every year by an independent, certified, external expert who has demonstrable experience with the type of data processing operations carried out under the Agreement. The scope of the audit shall be limited to verifying that Data Processor is complying with the arrangements made regarding the processing of the Personal Data as set forth in the present data processing agreement. The expert shall be subject to a duty of confidentiality with regard to his/her findings and shall only notify Client of matters which cause Data Processor to fail to comply with its obligations under the data processing agreement. The expert shall furnish Data Processor with a copy of his/her report. Data Processor shall be entitled to reject an audit or instruction issued by the expert if to its discretion the audit or instruction is inconsistent with the GDPR or any other law, or that it constitutes an unacceptable breach of the security measures it has implemented.

7.5 The parties shall consult each other on the findings of the report at their earliest convenience. The parties shall implement the measures for improvement suggested in the report insofar as they can be reasonably expected to do so. Data Processor shall implement the proposed measures for improvement insofar as to its discretion such are appropriate, taking into account the processing risks associated with its product or service, the state of the art, the costs of implementation, the market in which it operates, and the intended use of the product or service.

7.6 Data Processor shall be entitled to invoice Client for any costs it incurs in implementing the measures referred to in this article.

**Article 8. Sub-processors**

8.1 Data Processor has specified in the Data Pro Statement whether Data Processor uses any third parties (subprocessors) to help it process the Personal Data, and if so, which third parties.

8.2 Client hereby authorises Data Processor to hire other sub-processors to meet its obligations under the Agreement.

8.3 Data Processor shall notify Client of any changes concerning the addition or replacement of the third parties (sub-processors) hired by Data Processor, e.g. through a revised Data Pro Statement. Client shall be entitled to object to such changes . Data Processor shall ensure that any third parties it hires shall commit to ensuring the same level of Personal Data protection as the security level Data Processor is bound to provide to the Client pursuant to the Data Pro Statement.

**Article 9. Other provisions**

These Standard Clauses for Data Processing, along with the Data Pro Statement, constitute an integral part of the Agreement. Therefore, any and all rights and obligations arising from the Agreement, including any applicable general terms and conditions and/or limitations of liability, shall also apply to the data processing agreement.

## Do you have questions?

Our legal experts can foresee you in advice and help. Please do contact us.

NLdigital organises various legal workshops and gatherings. Keep an eye on the calendar on our website. Members of NLdigital can participate in this workshops and gatherings for free. When you're not a member and you want to take advantage of this and many other possibilities that our membership has to offer? Check out the advantages.

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