



Order processing

Order Processing Agreement

There is a contractual relationship between MOUNT10 and the customer regarding the processing of personal data on behalf of the customer. MOUNT10 stores customer data in accordance with contractual obligations. MOUNT10 assures the customer that it fully complies with data protection regulations and guarantees a high level of protection.

The data stored by the customer on MOUNT10's systems (end customer data) cannot be accessed by MOUNT10 and remains encrypted on MOUNT10's servers at all times. Exceptions to this are limited to the CLOUD 2 CLOUD product, where email addresses and the subject lines of sent and received emails, as well as filenames in OneDrive, remain unencrypted for technical reasons (documents and emails themselves are encrypted and inaccessible). For these viewable data, the following applies:

MOUNT10's facility is located exclusively on Swiss soil and is subject to Swiss law. MOUNT10 treats the data as particularly sensitive and ensures its secure storage and processing. To this end, MOUNT10 implements all necessary technical and organisational measures to ensure data security and data protection. Further details can be found in the Technical and Organizational Measures (TOM). The customer designates a data protection officer to MOUNT10, who acts as the contact and binding representative, holding the necessary decision-making authority. Any breach of data security will be reported to the designated contact person as soon as it becomes known.

MOUNT10 ensures that its employees and any third parties engaged are bound by confidentiality obligations or are subject to a statutory duty of confidentiality. If there is a change in service providers, MOUNT10 will inform the customer in advance. The customer's consent is considered given if they do not object in writing within 20 days of MOUNT10's notification. Should the customer object for valid reasons, MOUNT10 will enable the customer to terminate the contract extraordinarily. The parties will agree on the specific details in each case.

The customer has the right to inquire at any time about MOUNT10's compliance with applicable data protection regulations. If the customer is legally required to conduct audits, this can be carried out by qualified third parties, subject to MOUNT10's customary compensation for effort (details to be agreed upon by the parties on a case-by-case basis).

This addendum is subject to **Swiss law, excluding any conflict-of-law rules**. The place of jurisdiction is at MOUNT10's registered office.