



DATA PROCESSING ADDENDUM

Effective date: September 27, 2021

This Data Processing Addendum (“**DPA**”) forms part of the applicable subscription and services agreement (the “**Agreement**”), entered into by and between the Customer named below (“**Customer**”) and Xactly Corporation (“**Xactly**”), pursuant to which Customer has purchased subscriptions to Xactly’s application services (“**Services**”). The purpose of this DPA is to reflect the parties’ agreement with regard to the Processing of Personal Data, in accordance with the requirements of Data Protection Laws and Regulations.

HOW TO EXECUTE THIS DPA:

To complete this DPA, Customer must:

1. Complete the information in the signature box and sign on Page 6.
2. Submit the completed and signed DPA, without changes to any printed terms, to Xactly at the following email address: legalcontracts@xactlycorp.com. Upon receipt of the validly completed DPA at the above email address, this DPA will become legally binding.

HOW THIS DPA APPLIES

If the Customer entity signing this DPA is a party to the Agreement, this DPA is an addendum to and forms part of the Agreement.

If the Customer entity signing this DPA has entered into an Order Form with Xactly pursuant to the Agreement (an “**Ordering Document**”), but is not itself a party to the Agreement, this DPA is an addendum to that Ordering Document and applicable renewal Ordering Documents. Each Customer Affiliate that enters into its own Ordering Document under the terms of the Customer’s Agreement shall likewise be entitled to the rights and obligations of this DPA, provided, however, each Customer Affiliate shall exercise its rights under this DPA through Customer, unless otherwise required by applicable law.

If the Customer entity signing this DPA is neither a party to an Ordering Document nor the Agreement, this DPA is not valid and is not legally binding.

DATA PROCESSING TERMS

For the duration of the Agreement and in the course of providing the Services to Customer pursuant to the Agreement, Xactly may Process Personal Data on behalf of Customer. Xactly and Customer each agree to comply with the following provisions with respect to any Personal Data submitted by or on behalf of Customer to the Services.

1. DEFINITIONS

In this DPA (including Schedules), the following terms have the meanings set out below:

“**Controller**” means the entity which alone or jointly with others determines the purposes and means of the Processing of Personal Data.

“**Data Protection Laws and Regulations**” means all laws and/or regulations applicable to Xactly’s Processing of Personal Data under the Agreement.

“**Data Subject**” means the individual to whom Personal Data relates.

“**Personal Data**” means any information that has been provided by or on behalf of Customer to the Services that relates to an identified or identifiable natural person. An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier, such as a name, an identification number, location data, an online identifier, or one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

“**Processing**” (and related verb forms) means any operation or set of operations which is performed upon Personal Data, whether or not by automatic means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, blocking, erasure or destruction.



“**Processor**” means the entity that Processes Personal Data on behalf of the Controller.

“**Regulator**” means any Supervisory Authority or regulatory body with responsibility for ensuring compliance with Data Protection Laws and Regulations.

“**Standard Contractual Clauses**” has the meaning set forth in Schedule 3 “International Transfer Mechanisms”.

“**Sub-processor**” means any third party processor engaged by Xactly to Process Personal Data in order to provide the Services to Customer under the Agreement and/or this DPA. For the avoidance of doubt, telecommunication providers are not Sub-processors.

“**Supervisory Authority**” means an independent public authority which is established by a member state pursuant to Article 51 of the GDPR or, for the United Kingdom, the Information Commissioner’s Office (“**ICO**”).

All other capitalized definitions in this DPA not explicitly defined in this DPA, shall have the same meanings as defined in the Agreement, the GDPR or other Data Protection Laws and Regulations, in that order of precedence.

2. PROCESSING OF PERSONAL DATA

2.1 **Roles of the Parties.** The parties acknowledge and agree that with regard to the Processing of Personal Data, Customer is the Controller and determines the purposes for which and the manner in which the Personal Data is Processed, Xactly is the Processor of any Personal Data, acting on behalf of the Customer. Xactly may engage Sub-processors pursuant to the requirements set forth in Section 5 “Sub-processors” below. Each party, in respect of the Processing of the Personal Data acknowledges and agrees that each party has respective rights and obligations under applicable Data Protection Laws and Regulations.

2.2 **Customer’s Processing of Personal Data.** Customer shall, in its use of the Services, Process Personal Data in accordance with the requirements of Data Protection Laws and Regulations. For the avoidance of doubt, Customer will ensure that its instructions for the Processing of Personal Data comply with Data Protection Laws and Regulations. Customer will ensure that Xactly’s Processing of Personal Data, when done in accordance with the Customer’s instructions, will not cause Xactly to violate any applicable law or regulation, including applicable Data Protection Laws and Regulations. Customer shall have sole responsibility for the accuracy, quality, and legality of Personal Data and the means by which Customer acquired Personal Data. Customer shall ensure that the Customer is entitled to transfer the relevant Personal Data to Xactly so that Xactly and its Sub-processors may lawfully use, process and transfer the Personal Data in accordance with this DPA and the Agreement on Customer’s and its Affiliates’ behalf. Customer specifically acknowledges that its use of the Services will not violate the rights of any Data Subject that has opted-out from sales or other disclosures of Personal Data, to the extent applicable under the CCPA. Xactly will inform Customer if it becomes aware, or reasonably believes, that Customer’s instructions violate any applicable law or regulation, including applicable Data Protection Laws and Regulations.

2.3 **Xactly’s Processing of Personal Data.** Xactly shall Process Personal Data on behalf of and in accordance with Customer’s written instructions and shall treat Personal Data as Confidential Information. Customer instructs Xactly to Process Personal Data for the following purposes: (i) Processing in accordance with the Agreement and applicable Ordering Document, which includes updating the Services and preventing or addressing service or technical issues; (ii) Processing initiated by Customer’s Subscribers in their use of the Services; (iii) Processing to comply with other reasonable instructions provided by Customer (e.g., via email) where such instructions are consistent with the terms of the Agreement and Data Protection Laws and Regulations; and (iv) as otherwise required by applicable law. The Agreement and this DPA, along with Customer’s configuration and use of the Services, are Customer’s complete and final instructions to Xactly in relation to the Processing of Personal Data, including for purposes of the Standard Contractual Clauses, and any Processing required outside of the scope of these instructions (inclusive of the rights and obligations set forth under the Agreement) will require prior written agreement of the parties.

2.4 **Data Residency.** With respect to the Services, Xactly may store data in the European Union or the United States, provided that Customer may select, by indicating in the initial Order Form for the Services which region (European Union or United States) in which Personal Data shall be stored. Personal Data received through the Services may be disclosed to, transferred to, and/or allowed to be accessed by or otherwise Processed by Xactly’s personnel or Sub-processors. Personal Data may be transferred to personnel of Xactly and/or its Affiliates located in the European Union, the United Kingdom, Australia, Canada, the United States and India in the course of the Services. Any intragroup transfer is subject to an intragroup data processing agreement. Xactly will notify Customer if the foregoing list of countries changes (which notice may be provided through support channels, Xactly’s Trust site available at:



<https://trust.xactlycorp.com/>, Xactly's website, or such other reasonable means). In the event that a new country is added to the foregoing list of countries to which Personal Data may be transferred, the parties agree to cooperate in good faith in meeting any additional regulatory or legal requirements necessary to allow such transfers. Notwithstanding the foregoing, with the exception of Personal Data processed through the Services, certain Personal Data may be stored by Xactly or its Sub-processors in the U.S. for operational purposes.

3. RIGHTS OF DATA SUBJECTS

Taking into account the nature of the Processing and the information available to Xactly, Xactly assists the Customer by appropriate technical and organizational measures, insofar as this is possible, for the fulfilment of the Controller's obligation to respond to requests for exercising the Data Subject's rights laid down in applicable Data Protection Laws and Regulations. Xactly shall, to the extent legally permitted, promptly notify Customer if it receives a request from a Data Subject for access to, correction, amendment or deletion of that person's Personal Data. Xactly shall not respond to any such Data Subject request without Customer's prior written consent except to confirm that the request relates to Customer. To the extent Customer, in its use of the Services, does not have the ability to access, correct, amend, block or delete Personal Data as required by Data Protection Laws and Regulations, Xactly shall provide Customer with commercially reasonable cooperation and assistance in responding to such request, to the extent Xactly is legally permitted to do so. If legally permitted, Customer shall be responsible for any reasonable costs arising from Xactly's provision of such assistance.

4. XACTLY PERSONNEL

4.1 Confidentiality. Xactly shall ensure that its personnel and those of its Affiliates engaged in the Processing of Personal Data are informed of the confidential nature of the Personal Data, have received appropriate training on their responsibilities and have executed written confidentiality agreements.

4.2 Limitation of Access. Xactly shall ensure that Xactly's access to Personal Data is limited to those personnel who require such access to perform the Agreement.

5. SUB-PROCESSORS

5.1 Appointment of Sub-processors. Customer acknowledges and agrees that Xactly's Affiliates may be retained as Sub-processors, and Xactly and Xactly's Affiliates respectively may engage third-party Sub-processors in connection with the provision of the Services, in each case (a) anywhere in the world where Xactly, its Affiliates or its or their Sub-processors maintain data processing operations, and (b) subject to a written agreement requiring the Sub-processor to comply with the requirements of applicable Data Protection Laws and Regulations and to abide by terms no less protective of the Customer Personal Data than those provided in this DPA to the extent applicable to the nature of the services provided by such Sub-processor.

5.2 Performance by Sub-processor. Xactly shall be liable for any such Sub-processor's performance of any obligation under this DPA.

5.3 Current Sub-processors, Notification of New Sub-processors and Objection Right. Xactly's current list of Sub-processors for the applicable Services is available at <https://trust.xactlycorp.com/privacy-policy/> ("**Sub-processor List**"). Customer agrees to the appointment of those Sub-processors listed in the Sub-processor List. Customer may subscribe to updates to the relevant Sub-processor List. If Customer subscribes, Xactly shall provide such updates at least thirty (30) days prior to authorizing any new Sub-processor(s) to Process Personal Data in connection with the provision of the Services. If Customer has a reasonable basis to object to Xactly's use of a new Sub-processor, Customer shall notify Xactly in writing within ten (10) business days after receipt of Xactly's notice. In the event Customer objects to a new Sub-processor(s) on reasonable grounds, and Xactly chooses to retain the objected-to new Sub-processor, Xactly will notify the Customer in writing. Within ten (10) business days of such notification, Customer may provide written notice to terminate those Services in the applicable Ordering Document(s) in respect only to those Services which cannot be provided by Xactly and/or a mutually agreed upon Sub-Processor without the use of the objected-to new Sub-processor. Within thirty (30) days of receipt of such notice from Customer, Customer shall receive a refund of any prepaid fees for the period following the effective date of termination in respect of such terminated Services.

6. SECURITY

6.1 Controls for the Protection of Personal Data. Xactly shall maintain appropriate administrative, physical and



technical safeguards for protection of the security, confidentiality and integrity of Personal Data that are appropriate to (a) the size, scope and type of Xactly's business; (b) the amount of resources available to Xactly; (c) the type of information that Xactly will store; and (d) the need for security and confidentiality of such information. Xactly shall regularly monitor compliance with these safeguards. At a minimum, Xactly will implement and maintain the technical and organizational measures set forth at: <https://www.xactlycorp.com/current-security-policy>. Xactly reserves the right to update such measures provided that any updates shall not materially diminish the level of security applicable to the Services during a Subscription Term.

6.2 **Audits.** At least once per year during the term of the Agreement, Xactly shall have an audit of its operations performed by an independent auditing firm. This audit will include an evaluation that tests and validates key controls relating to the security of Personal Data (currently a SSAE 18 SOC 2 report) ("**Audit Report**"). Upon prior written request at reasonable intervals, and subject to the confidentiality provisions of the Agreement, Xactly shall make a summary of the then-current Audit Report available to Customer. The Customer agrees that any audit rights granted by the Data Protection Laws and Regulations will be satisfied by these Audits Reports. To the extent that Xactly's provision of an Audit Report does not provide sufficient information or Customer is required to respond to a regulatory authority audit, Customer agreed to a mutually agreed-upon audit plan with Xactly that: (a) ensures the use of an independent third party; (b) provides notice to Xactly in a timely fashion; (c) requests access only during business hours; (d) accepts billing to Customer at Xactly's then-current rates; (e) occurs no more than once annually; (f) restricts its finding to only data relevant to Customer; and (g) obligates Customer, to the extent permitted by law or regulation, to keep confidential any information gathered that, by its nature, should be confidential.

6.3 **Data Protection Impact Assessment and Prior Consultation.** Xactly shall provide reasonable assistance to Customer with any data protection impact assessments (at Customer's expense only if such reasonable cooperation will require Xactly to assign significant resources to that effort) and prior consultations with any Supervisory Authority or other competent data privacy authorities to the extent required by applicable Data Protection Laws and Regulations, in each case solely in relation to Processing of Personal Data, and taking into account the nature of the Processing and information available to Xactly.

7. SECURITY BREACH MANAGEMENT AND NOTIFICATION

Xactly maintains security incident management policies and procedures and shall, to the extent permitted by law, notify Customer's designated contact as set forth by Customer in the signature block below, without undue delay (and in any event within 72 hours of confirmation), of any breach of security leading to the actual or reasonably suspected unauthorized disclosure of Personal Data by Xactly or its Sub-processors of which Xactly becomes aware (a "**Security Breach**"). Any such notification is not an acknowledgement of fault or responsibility. To the extent such Security Breach is caused by a violation of the requirements of this DPA by Xactly, Xactly shall make reasonable efforts to identify and remediate the cause of such Security Breach. Xactly will reasonably assist the Customer to comply with its reporting obligations under applicable Data Protection Laws and Regulations in connection with the Security Breach, including by providing at least the following information to the extent available:

- a) a description of the nature of the Security Breach including where possible, the categories and approximate number of Data Subjects concerned and the categories and approximate number of Personal Data records concerned;
- b) the name and contact details of the data protection officer or other contact point where more information can be obtained;
- c) a description of the likely consequences of the Security Breach;
- d) a description of the measures taken or proposed to be taken to address the Security Breach, including, where appropriate, measures to mitigate its possible adverse effects.

In case of a Security Breach and prior to making any required public statement or required notice, Customer agrees to timely provide Xactly with a draft for discussion on the content of its intended required public statements or required notices for the affected Data Subjects and/or required notices to the relevant Regulators regarding the Security Breach to the extent such public statements or notices identify Xactly by name or relate to Xactly's multi-tenant cloud software and/or Services. This draft shall be discussed in a timely fashion and in good faith between the parties. Notwithstanding the preceding sentence, Customer shall not be required to prejudice its obligations under Data Protection Laws and Regulations.

8. RETURN AND DELETION OF PERSONAL DATA

Xactly shall make Personal Data available for export by Customer upon written request made within thirty (30) days of the date of termination/expiration of the Agreement. Unless prohibited by applicable law, within one hundred



twenty (120) days after the termination/expiration of the Agreement, Xactly shall securely destroy all Personal Data in its possession or control.

Notwithstanding anything to the contrary in this Section 8, Xactly may retain Personal Data, if required by applicable law or regulation or in furtherance of the Agreement, including Data Protection Laws and Regulations or for electronic backups, provided such Personal Data remains protected in accordance with the terms of the Agreement, this DPA and the Data Protection Laws and Regulations.

9. INTERNATIONAL PROVISIONS

9.1 Conditions for International Processing. Xactly shall be entitled to Process Personal Data, including by using Sub-processors, in accordance with this DPA outside the country in which the Customer is located as permitted under Data Protection Laws and Regulations.

9.2 Jurisdiction Specific Terms. To the extent Xactly Processes Personal Data originating from and protected by Data Protection Laws and Regulations in one of the jurisdictions listed in Schedule 4 “Jurisdiction Specific Terms” of this DPA, the terms specified in Schedule 4 with respect to the applicable jurisdiction(s) apply in addition to the terms of this DPA.

9.3 International Data Transfer Mechanisms for Data Transfers. To the extent Customer’s use of the Services requires an onward transfer mechanism to lawfully transfer Personal Data from a jurisdiction (i.e., the EEA, the United Kingdom, Switzerland, or any other jurisdiction listed in Schedule 4 to Xactly located outside of that jurisdiction (“**Transfer Mechanism**”)), the terms set forth in Schedule 3 “International Transfer Mechanisms” will apply.

9.4 Conflict. In the event of any conflict or inconsistency among the following documents, the conflict or inconsistency shall be resolved by giving precedence in the following order: (i) the applicable terms of Schedule 4 “Jurisdiction Specific Terms”; (ii) the Standard Contractual Clauses as applicable; and (iii) this DPA.

10. LEGAL EFFECT

This DPA shall only become legally binding between the eligible Customer and Xactly when each of the steps set out in the Section “HOW TO EXECUTE THIS DPA” above have been fully completed. The terms of this DPA will end simultaneously and automatically with the termination of the Agreement, provided however any obligation imposed on Xactly under this DPA in relation to the Processing of Personal Data shall survive any termination or expiration of the Agreement for as long as Xactly maintains such Personal Data in its possession. This DPA is part of and subject to the terms of the Agreement. Customer’s remedies (including those of its Affiliates) with respect to any breach by Xactly of the terms of this Agreement will be subject to any aggregate limitation of liability that applies to the Customer under the Agreement. With regard to the subject matter of this DPA, in the event of inconsistencies between the provisions of this DPA and the Agreement, the provisions of this DPA shall prevail with regard to the parties’ data protection obligations.



IN WITNESS WHEREOF, the parties' authorized signatories have duly executed this Agreement:

| | |
|--|---|
| CUSTOMER: | XACTLY CORPORATION |
| By: | By: <small>DocuSigned by:</small> <i>Ron Rasmussen</i> |
| Name: | Name: Ron Rasmussen |
| Title: | Title: Chief Technology Officer |
| Date: | Date: 10/15/2021 |
| Customer's Email Contact (for breach notifications): | |



Schedule 1 - Description of the Processing

1. DATA SUBJECTS

Customer may submit Personal Data to the Services, the extent of which is determined and controlled by the Customer in its sole discretion, and which may include, but is not limited to Personal Data relating to the following categories of data subjects: Customer's employees, agents, advisors, and contractors who are natural persons, and Customer's users authorized by Customer to use the Services.

2. CATEGORIES OF DATA

Customer may submit Personal Data to the Services, the extent of which is determined and controlled by the Customer in its sole discretion, and which may include, but is not limited to the following categories of Personal Data:

Names and contact details, e-mail and telephone details, job title, unit/department, location, supervisor(s) and subordinate(s), employee identification number, employment status and type, compensation information, including bonus and sales commission eligibility, quotas, commission rates and on target earnings, objectives, coaching and job performance information.

3. SPECIAL CATEGORIES OF DATA

None.

4. PURPOSES OF THE TRANSFER / PROCESSING OPERATIONS

The objective of Processing of Personal Data by Xactly is the performance of the Services pursuant to the Agreement. Xactly shall only Process Personal Data in accordance with the instructions as set out by section 2.3 of the DPA.



Schedule 2 - Technical and Organizational Security Measures

Where applicable, this Schedule 2 applies to describe the applicable technical and organizational measures for the purposes of Annex II to the 2010 Standard Contractual Clauses, Annex II to the 2021 Standard Contractual Clauses (2021) and Data Protection Laws and Regulations.

Xactly will implement and maintain the technical and organizational measures as set forth at: <https://www.xactlycorp.com/current-security-policy>. Xactly reserves the right to update such measures at its sole discretion provided that any updates shall not materially diminish the level of security applicable to the Services during an existing Subscription Term.



Schedule 3 – International Data Transfer Mechanisms

1. DEFINITIONS

In this Schedule 3, the following terms have the meanings set out below:

“**EC**” means the European Commission.

“**European Economic Area**” or “**EEA**” means the European Economic Area, namely the European Union Member State along with Iceland, Liechtenstein and Norway.

“**Standard Contractual Clauses**” or “**SCCs**” means, depending on the circumstances unique to Customer, any of the following:

- (a) 2010 Standard Contractual Clauses, and
- (b) 2021 Standard Contractual Clause.

“**2010 Standard Contractual Clauses**” or “**2010 SCCs**” means the Standard Contractual Clauses for data controller to data processor transfers approved by the European Commission in decision 2010/87/EU.

“**2021 Standard Contractual Clauses**” or “**2021 SCCs**” means the Standard Contractual Clauses (Module 2 (Transfer Controller to Processor) approved by the European Commission in decision 2021/914.

2. INTERNATIONAL DATA TRANSFER MECHANISMS

2.1 Order of precedence. In the event the Services are covered by more than one Transfer Mechanism, the transfer of Personal Data will be subject to a single Transfer Mechanism in accordance with the following order of precedence: (a) the applicable Standard Contractual Clauses as set forth in Section 2.2 “Applicability of the 2010 Standard Contractual Clauses” or Section 2.3 “Applicability of the 2021 Standard Contractual Clauses”; and if not applicable, then (b) other applicable data Transfer Mechanisms permitted under Data Protection Laws and Regulations.

2.2 Applicability of the 2010 Standard Contractual Clauses. The parties agree that the 2010 Standard Contractual Clauses will apply only to the Processing of Personal Data by Xactly in the course of providing the Services that is transferred via the Services from the United Kingdom, either directly or via onward transfer, to (i) any country that does not ensure an adequate level of data protection within the meaning of Data Protection Laws and Regulations of the United Kingdom (“**UK Data Protection Laws**”), to the extent such transfers are subject to such applicable UK Data Protection Laws (ii) to any recipient which is not subject to other binding obligations, code of conduct or certification as determined to be sufficient by the ICO or (iii) any recipient not covered by a suitable framework recognized by the relevant authorities or courts as providing an adequate level of protection for personal data, including but not limited to Binding Corporate Rules for Processors. For data transfers from the United Kingdom that are subject to the 2010 Standard Contractual Clauses, the 2010 Standard Contractual Clauses will be deemed entered into (and incorporated into this DPA by this reference) as amended or completed (as the context requires) as follows:

- (1) General and specific references in the 2010 Standard Contractual Clauses to Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 shall hereby be deemed to have the same meaning as the equivalent reference in the UK Data Protection Laws;
- (2) References in the Standard Contractual Clauses to “the law of the Member State in which the data exporter is established” shall hereby be deemed to mean “the law of the United Kingdom”;
- (3) any other obligation in the 2010 Standard Contractual Clauses determined by the Member State in which the data exporter is established shall hereby be deemed to refer to an obligation under UK Data Protection Laws.
- (4) The parties agree that the audits described in Clause 5(f), Clause 11 and Clause 12(2) of the Standard Contractual Clauses shall be carried out in accordance with the following specifications: Upon Data Exporter’s request, and subject to the confidentiality obligations set forth in the Agreement or otherwise agreed by the parties, Data Importer shall make available to Data Exporter (or Data Exporter’s independent, third-party auditor that is not a competitor of Xactly (“**Data Exporter’s Auditor**”)) information regarding Xactly’s compliance with the obligations set forth in this DPA, and shall allow for and contribute to audits and inspections, by Data Exporter



or Data Exporter's Auditor. The foregoing requirements may be satisfied by the provision of Xactly's most recent annual Audit Report. and, Customer may request, a reasonable assessment questionnaire, not more than once annually. In the event a Supervisory Authority requests access to Xactly's data processing facilities pursuant to Clause 12(2), Customer shall reimburse Data Importer for any reasonable time expended for any such on-site audit at Xactly's then-current Professional Services rates, which shall be made available to Data Exporter upon request. Before the commencement of any such on-site audit, Data Exporter and Data Importer shall mutually agree upon the scope, timing, and duration of the audit in addition to the reimbursement rate for which Data Exporter shall be responsible. All reimbursement rates shall be reasonable, taking into account the resources expended by Data Importer. Data Exporter shall promptly notify Data Importer with information regarding any non-compliance discovered during the course of an audit.

- (5) Pursuant to Clause 5(h) of the 2010 Standard Contractual Clauses, the Data Exporter acknowledges and expressly agrees that Xactly's Affiliates may be retained as Sub-processors; and (b) Xactly and Xactly's Affiliates respectively may engage third-party Sub-processors in connection with the provision of the Services. The parties agree that the copies of the Sub-processor agreements that must be sent by the Data Importer to the Data Exporter pursuant to Clause 5(j) of the 2010 Standard Contractual Clauses may have all commercial information, or clauses unrelated to the 2010 Standard Contractual Clauses or their equivalent, removed by the Data Importer beforehand, and that such copies will be provided by Data Importer only upon reasonable request by Data Exporter.
- (6) Personal Data shall be returned or deleted in accordance with the applicable section of the Agreement. The certification of deletion of Personal Data that is described in Clause 12(1) will be provided by the Data Importer to the Data Exporter only upon Data Exporter's written request.
- (7) Schedule 1 "Description of Processing" of this DPA serves as Appendix I of the 2010 SCCs and is completed as follows:

The data exporter is the Customer (as defined in the DPA) and its Affiliates (as defined in the Agreement) established in the United Kingdom that have purchased Services pursuant to one or more Ordering Documents. Contact details of the data exporter is as mentioned in the signature block of this DPA.

The data importer is Xactly Corporation, a provider of hosted incentive compensation, performance management and territory optimization software applications, which processes personal data upon the instruction of the data exporter in accordance with the terms of the Agreement. Contact details of the data importer is as mentioned in the signature block of this DPA.

- (8) Schedule 2 "Technical and Organizational Security Measures" of this DPA serves as Appendix II of the 2010 SCCs.
- (9) The illustrative indemnification clause will not apply.

2.3 Applicability of the 2021 Standard Contractual Clauses. The parties agree that the 2021 Standard Contractual Clauses will apply only to the Processing of Personal Data by Xactly in the course of providing the Services that is transferred via the Services from the European Economic Area or Switzerland, either directly or via onward transfer, to (i) any country that does not ensure an adequate level of data protection within the meaning of Data Protection Laws and Regulations, to the extent such transfers are subject to such applicable Data Protection Laws and Regulations (ii) to any recipient which is not subject to other binding obligations, code of conduct or certification as determined to be sufficient by the Supervisory Authority or (iii) any recipient not covered by a suitable framework recognized by the relevant authorities or courts as providing an adequate level of protection for personal data, including but not limited to Binding Corporate Rules for Processors. For data transfers from the European Economic Area or Switzerland that are subject to the 2021 Standard Contractual Clauses, the 2021 Standard Contractual Clauses will be deemed entered into (and incorporated into this DPA by this reference) as amended or completed (as the context requires) as follows:

- (1) Applicable Module: Module 2: Transfer Controller to Processor
- (2) in Clause 7 of the 2021 Standard Contractual Clauses, the optional docking clause will not apply;



- (3) in Clause 9 of the 2021 Standard Contractual Clauses, Option 2 will apply and the time period for prior notice of sub-processor changes will be as set forth in Section 5.3 “Current Sub-processors, Notification of New Sub-processors and Objection Right” of this DPA;
- (4) in Clause 11 of the 2021 Standard Contractual Clauses, the optional language will not apply;
- (5) in Clause 17 of the 2021 Standard Contractual Clauses, Option 1 is selected and the 2021 Standard Contractual Clauses will be governed by the law of the Netherlands;
- (6) in Clause 18(b) of the 2021 Standard Contractual Clauses, disputes will be resolved before the courts in Amsterdam, Netherlands;
- (7) in Annex I, Part A “List of the Parties” of the 2021 Standard Contractual Clauses:

Data exporter(s):

The data exporter is the Customer (as defined in this DPA) and its Affiliates (as defined in the Agreement) established in the EEA or Switzerland that have purchased Services pursuant to one or more Ordering Documents.

Contact details of the data exporter is as mentioned in the signature block of this DPA.

Data exporter role: controller

Signature and Date: By entering into the Agreement, Data Exporter is deemed to have signed these 2021 Standard Contractual Clauses incorporated herein, including their Annexes, as of the Effective Date of the Agreement.

Data importer(s):

The data importer is Xactly Corporation, a provider of hosted incentive compensation, performance management and territory optimization software applications, which processes personal data upon the instruction of the data exporter in accordance with the terms of the Agreement.

Contact details: Xactly Privacy Team – privacy@xactlycorp.com

Data Importer Role: processor.

Signature and Date: By entering into the Agreement, Data Importer is deemed to have signed these 2021 Standard Contractual Clauses, incorporated herein, including their Annexes, as of the Effective Date of the Agreement.

- (8) in Annex I, Part B of the 2021 Standard Contractual Clauses:

The categories of data subjects are described in Section 1 of Schedule 1 “Description of Processing” of this DPA.

The Sensitive Data transferred is described in Section 3 of Schedule 1 “Description of Processing” of this DPA.

The frequency of the transfer is a continuous basis for the duration of the Agreement.

The nature of the processing is described in Section 4 of Schedule 1 “Description of Processing” of this DPA.

The purpose of the processing is described in Section 4 of Schedule 1 “Description of Processing” of this DPA.

The period for which the personal data will be retained is described in Section 8 of this DPA.

For transfers to sub-processors, transfers to Subprocessors shall be on the same basis as set out in the DPA.



(9) in Annex I, Part C of the 2021 Standard Contractual Clauses: The Netherlands Data Protection Commission will be the competent supervisory authority.

(10) Schedule 2 (Technical and Organizational Security Measures) of this DPA serves as Annex II of the Standard Contractual Clauses.

2.3 Conflict. To the extent there is any conflict between the Standard Contractual Clauses, and any other terms in this DPA, including Schedule 4 (Jurisdiction Specific Terms) of this DPA, the Agreement, the provisions of the Standard Contractual Clauses will prevail.



Schedule 4 – Jurisdiction Specific Terms

1. AUSTRALIA

- 1.1 The definition of “Data Protection Laws and Regulations” includes the Australian Privacy Principles and the Australian Privacy Act (1988).
- 1.2 The definition of “personal data” includes “Personal Information” as defined under Applicable Data Protection Law.

2. CALIFORNIA

- 2.1 The definition of “Data Protection Laws and Regulations” includes the California Consumer Privacy Act (Cal. Civ. Code § 1798.100 *et seq.*) as may be amended from time to time (CCPA).
- 2.2 The definition of “Personal Data” includes “Personal Information” as defined under CCPA.
- 2.3 The definition of “Data Subject” includes “Consumer” as defined under CCPA. Any data subject rights, as described in Section 3 “Rights of Data Subject” of this DPA, apply to Consumer rights. In regard to data subject requests, Xactly can only verify a request from Customer and not from any third party.
- 2.4 The definition of “Controller” includes “Business” as defined under CCPA.
- 2.5 The definition of “Processor” includes “Service Provider” as defined under CCPA.
- 2.6 To the extent the Personal Data Processing activities are caught by the requirement of the CCPA, Xactly will comply with the obligations set forth in this Section 2.6, Xactly will not retain, use, sell or otherwise disclose Personal Data: (a) for any purposes other than as set forth in the Agreement and this DPA, unless otherwise required by law, or (b) outside of the direct business relationship between Customer and Xactly, except as permitted under applicable Data Protection Laws and Regulations. Xactly certifies that it understands these restrictions and obligations and will comply with them. For purposes of this Section 2.6, the term “sell” has the meaning given in the CCPA.
- 2.7 Xactly certifies that its sub-processors, as described in Section 5 “Sub-processors” of this DPA, are Service Providers under Applicable Data Protection Law, with whom Xactly has entered into a written contract that includes terms substantially similar to this DPA. Xactly conducts appropriate due diligence on its sub-processors. Xactly will implement and maintain reasonable security procedures and practices appropriate to the nature of the personal data it processes as set forth in Section 6 “Security” of this DPA.

3. CANADA

- 3.1. The definition of “Data Protection Laws and Regulations” includes the Federal Personal Information Protection and Electronic Documents Act (PIPEDA).
- 3.2. Xactly’s sub-processors, as described in Section 5 “Sub-processors” of this DPA, are third parties under PIPEDA, with whom Xactly has entered into a written contract that includes terms substantially similar to this DPA. Xactly has conducted appropriate due diligence on its sub-processors.
- 3.3. Xactly will implement technical and organizational measures as set forth in Section 6 “Security” of this DPA.



4. EUROPEAN ECONOMIC AREA (EEA)

- 4.1 The definition of “Applicable Data Protection Law” includes the General Data Protection Regulation (EU 2016/679) on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (“GDPR”).
- 4.2 When Xactly engages a sub-processor under Section 5 “Sub-processors” of this DPA, it will: (a) require any appointed sub-processor to protect the Personal Data to the standard required by GDPR, such as including the same data protection obligations referred to in Article 28(3) of the GDPR, in particular providing sufficient guarantees to implement appropriate technical and organizational measures in such a manner that the processing will meet the requirements of the GDPR, and (b) require any appointed sub-processor to (i) agree in writing to only process personal data in a country that the European Union has declared to have an “adequate” level of protection or (ii) only process personal data on terms equivalent to the Standard Contractual Clauses (2021) or pursuant to a Binding Corporate Rules approval granted by competent European Union data protection authorities.
- 4.3 Notwithstanding anything to the contrary in this DPA or in the Agreement (including, without limitation, either party’s indemnification obligations), neither party will be responsible for any GDPR fines issued or levied under Article 83 of the GDPR against the other party by a regulatory authority or governmental body in connection with such other party’s violation of the GDPR.

5. ISRAEL

- 5.1 The definition of “Data Protection Laws and Regulations” includes the Protection of Privacy Law (PPL).
- 5.2 The definition of “controller” includes “Database Owner” as defined under PPL.
- 5.3 The definition of “processor” includes “Holder” as defined under PPL.
- 5.4 Xactly will require that any personnel authorized to process Personal Data comply with the principle of data secrecy and have been duly instructed about Data Protection Laws and Regulations. Such personnel sign confidentiality agreements with Xactly in accordance with Section 4.1 “Confidentiality” of this DPA.
- 5.5 Xactly must take sufficient steps to ensure the privacy of data subjects by implementing and maintaining the security measures as specified in Section 6 “Security” of this DPA and complying with the terms of the Agreement.
- 5.6 Xactly must ensure that the personal data will not be transferred to a sub-processor unless such sub-processor has executed an agreement with Xactly pursuant to Section 5 “Sub-processors” of this DPA.

6. JAPAN

- 6.1. The definition of “Data Protection Laws and Regulations” includes the Act on the Protection of Personal Information (APPI).
- 6.2. The definition of “personal data” includes “Personal Information” as defined under APPI.
- 6.3. The definition of “controller” includes “Business Operator” as defined under APPI. As a Business Operator, Xactly is responsible for the handling of personal data in its possession.
- 6.4. The definition of “processor” includes a business operator entrusted by the Business Operator with the handling of personal data in whole or in part (also a “trustee”), as described under APPI. As a trustee, Xactly will ensure that the use of the entrusted Personal Data is securely controlled.



7. SWITZERLAND

7.1. The definition of “Data Protection Laws and Regulations” includes the Swiss Federal Act on Data Protection.

7.2. When Xactly engages a sub-processor under Section 5 “Sub-processors” of this DPA, it will: (a) require any appointed sub-processor to protect the Personal Data to the standard required by Data Protection Laws and Regulations, such as including the same data protection obligations referred to in Article 28(3) of the GDPR, in particular providing sufficient guarantees to implement appropriate technical and organizational measures in such a manner that the processing will meet the requirements of the GDPR, and (b) require any appointed sub-processor to (i) agree in writing to only process personal data in a country that the European Union has declared to have an “adequate” level of protection or (ii) only process personal data on terms equivalent to the Standard Contractual Clauses or pursuant to a Binding Corporate Rules approval granted by competent European Union data protection authorities.

8. UNITED KINGDOM (UK)

8.1. References in this DPA to GDPR will to that extent be deemed to be references to the corresponding laws of the United Kingdom (including the UK GDPR and Data Protection Act 2018).

8.2. When Xactly engages a sub-processor under Section 5 “Sub-processors” of this DPA, it will: (a) require any appointed sub-processor to protect the Personal Data to the standard required by Data Protection Laws and Regulations, such as including the same data protection obligations referred to in Article 28(3) of the GDPR, in particular providing sufficient guarantees to implement appropriate technical and organizational measures in such a manner that the processing will meet the requirements of the GDPR; and (b) require any appointed sub-processor to (i) agree in writing to only process personal data in a country that the United Kingdom has declared to have an “adequate” level of protection or (ii) only process personal data on terms equivalent to the Standard Contractual Clauses or pursuant to a Binding Corporate Rules approval granted by competent United Kingdom data protection authorities.

8.3. Notwithstanding anything to the contrary in this DPA or in the Agreement (including, without limitation, either party’s indemnification obligations), neither party will be responsible for any UK GDPR fines issued or levied under Article 83 of the UK GDPR against the other party by a regulatory authority or governmental body in connection with such other party’s violation of the UK GDPR.