

# Data Processing Agreement (DPA)

*pursuant to Art. 28 GDPR for OperoBot & OperoGuide*

## §1 Subject Matter and Duration

- (1) This DPA specifies the data protection obligations when using OperoBot and OperoGuide.
- (2) The duration corresponds to the term of the main contract.

## §2 Nature and Purpose of Processing

- (1) The processor processes personal data for the purpose of providing AI documentation services.
- (2) Types of processing:
  - Storage and management of user data
  - Processing of uploaded documents
  - Logging of search queries
  - AI-based analysis of document contents

## §3 Types of Personal Data

- Master data: Name, email, company affiliation
- Usage data: Search queries, timestamps, IP addresses
- Content data: Uploaded documents

## §4 Categories of Data Subjects

- Employees of the controller (users)
- Persons whose data is contained in documents

## §5 Technical and Organizational Measures

### Confidentiality:

- Access control: Data center with 24/7 monitoring
- Access control: Strong passwords, two-factor authentication
- Access control: Role-based permissions

### Integrity:

- Transfer control: Encryption (TLS 1.3)
- Input control: Logging of all changes

### Availability:

- Redundant systems, daily backups
- Emergency plan and regular testing

## §6 Sub-processors

- IONOS SE, Germany - Hosting
- Meta/LLaMA - AI Model (no data storage)

## §7 Rights of Data Subjects

The processor supports: Access, rectification, erasure, restriction, data portability.

## **§8 Notification of Data Breaches**

Notification within 24 hours to the controller.

## **§9 Final Provisions**

German law applies. Place of jurisdiction is Worms, Germany.

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