
Advanced Delivery Framework - Europe

Processing

Kyndryl will Process Client Personal Data using the Advanced Delivery Framework to deliver the Services as described in the Agreement, including the DPA at <https://www.kyndryl.com/terms/dpa> and this DPA Exhibit.

Processing Activities

The nature of Processing consists of the following Kyndryl Processing activities based on the Client's instructions:

- Customer Support – Help desk or other technical support
- Operations – Provision, maintenance, or management (including security management) of applications, networks, systems, or infrastructure
- Hosting – Storage or other computing resources
- Backup – Back-up, archiving, or disaster recovery

Client Personal Data

Categories of Data Subjects

The following lists the categories of Data Subjects whose Personal Data are Processed within the Services:

- Client's employees (including temporary or casual workers, volunteers, assignees, trainees, retirees, pre-hires and applicants)
- Client's suppliers and subcontractors (if those suppliers and subcontractors are individuals)

Types of Client Personal Data

The following lists the types of Client Personal Data that will be Processed within the Services:

Identity of the Individual

- Online Identifier
- Person Name
- Technology Identifiers

Subprocessors

Kyndryl may use the following Subprocessor(s) in the Processing of Client Personal Data:

a. Kyndryl Companies:

Kyndryl Subprocessors and Locations	Processing Activities
The Kyndryl legal entity with which the client contract is signed should be disregarded from this list, as applicable)	
Kyndryl Client Center s.r.o, Czech Republic	<ul style="list-style-type: none"> • Customer Support - Help desk or other technical support • Operations - Provision, maintenance, or management (including security management) of applications, networks, systems, or infrastructure
Kyndryl Hungary Kft. [Kyndryl Hungary Korlátolt Felelősségű Társaság], Hungary	<ul style="list-style-type: none"> • Customer Support - Help desk or other technical support • Operations - Provision, maintenance, or management (including security management) of applications, networks, systems, or infrastructure
Kyndryl Global Services Delivery Centre Polska Sp.Z.o.o., Poland	<ul style="list-style-type: none"> • Customer Support - Help desk or other technical support • Operations - Provision, maintenance, or management (including security management) of applications, networks, systems, or infrastructure

b. Third-Party Subprocessors:

Third-Party Subprocessors and Locations	Processing Activities
Hosting Location: European Union Subprocessor: Microsoft, Inc., United States Microsoft Data Processing Addendum (applies to Processing by Microsoft, Inc.) Microsoft Subprocessor List (Applicable services: Azure Red Hat OpenShift and Azure Active Directory)	<ul style="list-style-type: none"> • Backup - Back-up, archiving, or disaster recovery (execution only) • Hosting - Storage or other computing resources

This DPA Exhibit will be updated for any intended additional or replacement Subprocessors, including Kyndryl Companies and Third-Party Subprocessors.

Kyndryl Companies Subprocessors' details can be found at: <https://www.kyndryl.com/terms/subprocessors>. Additional details for each Third-Party Subprocessor are available upon request.

Transborder Data Processing

European Union Standard Contractual Clauses

If EU SCCs are applicable pursuant to Section 2.1(b) of Appendix A of the DPA, the EU SCCs signed by Kyndryl can be found at <https://www.kyndryl.com/terms/scc>.

United Kingdom International Data Transfer Addendum

If the IDTA is applicable pursuant to Section 3(b) of Appendix A of the DPA, the IDTA signed by Kyndryl can be found at <https://www.kyndryl.com/terms/scc>.

Frequency of Cross Border Transfers

The frequency of cross border transfers is defined in the Agreement.

Kyndryl Privacy Contact and Notifications

The Chief Privacy Office can be contacted at ChiefPrivacyOffice@kyndryl.com.