

ZAP – EU/UK GDPR DATA PROCESSING ADDENDUM

This Data Processing Addendum (the “**Addendum**”) forms part of the ZAP Terms of Service (and any ancillary or related documentation), as updated or amended from time to time (the “**Agreement**”), between the Customer (as identified on page 4 below) and ZAP. All capitalised terms not defined in this Addendum shall have the meaning set out in the Agreement.

HOW TO EXECUTE THIS ADDENDUM

1. If ZAP processes personal data on behalf of a ZAP customer that qualifies as a controller with respect to that personal data under the EU General Data Protection Regulation (EU GDPR 2016/679) or under the UK General Data Protection Regulation (UK GDPR as defined by the UK Data Protection Act 2018) (an Eligible Customer), such Eligible Customer may execute this Addendum. Eligible Customers can complete this Addendum by:
 - a. Completing the information in the signature box and counter-signing on page 4; and
 - b. Submitting the completed and signed Addendum to ZAP at privacy@zapbi.com. You may also use this email address for any questions regarding this Addendum.
2. Upon receipt of the validly completed and signed Addendum in accordance with the instructions above, this Addendum will be returned back to you and then become legally binding.

APPLICATION OF THIS ADDENDUM

If the entity signing this Addendum is an Eligible Customer at the date of counter-signature, this Addendum will form part of the Agreement. In such case, the ZAP entity that is a party to the Agreement will be a party to this Addendum, as identified in the Eligible Customer ZAP invoice.

If the entity signing this Agreement is not an Eligible Customer at the date of counter-signature, this Agreement will not be valid or legally binding.

The parties agree that the obligations under this Addendum that are specific to the EU or UK General Data Protection Regulation shall not apply until the later of the Eligible Customer counter-signature or the date the EU or UK General Data Protection Regulation has come into full force and effect.

1. Data Protection

1.1. Definitions: In this Addendum, the following terms shall have the following meanings:

(a) "controller", "processor", "data subject", "personal data", "processing" (and "process") and "special categories of personal data" shall have the meanings given in Applicable Data Protection Law;

(b) "Applicable Data Protection Law" shall mean the EU General Data Protection Regulation (Regulation 2016/679) to the extent the UK GDPR applies, or the UK General Data Protection Regulation (UK Data Protection Act 2018) to the extent the UK GDPR applies; and

(c) "ZAP" means the ZAP entity that is a party to this Addendum, as specified in paragraph 1 of the section “APPLICATION OF THIS ADDENDUM” above.

1.2. Relationship of the parties: Customer (the controller) appoints ZAP as a processor to process the personal data described in the Agreement (the "Data") for the purposes described, and the terms set out, in the Agreement, including, for the avoidance of doubt, to provide you with, and update and improve, our services (or as otherwise agreed in writing by the parties) (the "Permitted Purpose"). Each party shall comply with the obligations that apply to it under Applicable Data Protection Law.

1.3. Prohibited data: Unless explicitly requested by ZAP to do so, Customer shall not disclose (and shall not permit any data subject to disclose) any special categories of personal data to ZAP for processing.

1.4. International transfers: ZAP shall not transfer the Data outside of the European Economic Area ("EEA") unless it has taken such measures as are necessary to ensure the transfer is in compliance with Applicable Data Protection Law. Such measures may include (without limitation) transferring the Data to a recipient in a country that the European Commission has decided provides adequate protection for personal data to a recipient in the United States that has certified its compliance with the EU-US Privacy Shield, or to a recipient that has executed standard contractual clauses adopted or approved by the European Commission.

1.5. Confidentiality of processing: ZAP shall ensure that any person it authorises to process the Data (an "Authorised Person") shall protect the Data in accordance with ZAP's confidentiality obligations under the Agreement.

1.6. Security: ZAP shall implement technical and organisational measures, as set out in Annex A, which may be amended and updated from time to time, to protect the Data (i) from accidental or unlawful destruction, and (ii) loss, alteration, unauthorised disclosure of, or access to the Data (a "Security Incident").

1.7. Subcontracting: Customer consents to ZAP engaging third party sub-processors to process the Data for the Permitted Purpose provided that: (i) ZAP maintains an up-to-date list of its sub-processors, available on its website, which it shall update with details of any change in sub-processors at least 30 days prior to the change; (ii) ZAP imposes data protection terms on any sub-processor it appoints that require it to protect the Data to the standard required by Applicable Data Protection Law; and (iii) ZAP remains liable for any breach of this Addendum that is caused by an act, error or omission of its sub-processor. Customer may object to ZAP's appointment or replacement of a sub-processor prior to its appointment or replacement, provided such objection is based on reasonable grounds relating to data protection. In such event, ZAP will either not appoint or replace the sub-processor or, if this is not reasonably possible, in ZAP's sole discretion, Customer may suspend or terminate the Agreement without penalty (without prejudice to any fees incurred by Customer up to and including the date of suspension or termination).

1.8. Cooperation and data subjects' rights: ZAP shall provide reasonable and timely assistance to Customer (at Customer's expense) to enable Customer to respond to: (i) any request from a data subject to exercise any of its rights under Applicable Data Protection Law; and (ii) any other correspondence, enquiry or complaint received from a data subject, regulator or other third party in connection with the processing of the Data. In the event that any such request, correspondence, enquiry or complaint is made directly to ZAP, ZAP shall promptly inform Customer providing full details of the same.

1.9. Data Protection Impact Assessment: If ZAP believes or becomes aware that its processing of the Data is likely to result in a high risk to the data protection rights and freedoms of data subjects, it shall inform Customer and provide reasonable cooperation to Customer in connection with any data protection impact assessment that may be required under Applicable Data Protection Law.

1.10. Security incidents: If it becomes aware of a confirmed Security Incident, ZAP shall inform Customer without undue delay and shall provide reasonable information and cooperation to Customer so that Customer can fulfil any data breach reporting obligations it may have under (and in accordance with the timescales required by) Applicable Data Protection Law. ZAP shall further take

reasonably necessary measures and actions to remedy or mitigate the effects of the Security Incident and keep Customer informed of all material developments in connection with the Security Incident.

1.11. Deletion or return of Data: Upon termination or expiry of the Agreement, ZAP will, on Customer’s explicit request, delete or return the Data in its possession or control (in a manner and form decided by ZAP, acting reasonably). This requirement shall not apply to the extent that ZAP is required by applicable law to retain some or all of the Data, or to Data it has archived on back-up systems, which Data ZAP shall securely isolate and protect from any further processing.

1.12. Audit: Customer acknowledges that ZAP is naturally SOC 2 compliant as all Customer Data is hosted on SOC 2-compliant infrastructure sub-processors. Security and vulnerabilities are also audited annually by an independent third-party auditor. Upon Customer’s request, and subject to the confidentiality obligations set out in the Agreement, ZAP shall make available to Customer that is not a competitor of ZAP (or Customer’s independent, third-party auditor that is not a competitor of ZAP) a copy of the audit report as well as any measure taken thereafter or planned actions.

The parties' authorized signatories have duly executed this Addendum:

ZAP	You
By: 	By: <hr/>
Name:	Name of Signatory: _____
	Organization Name: _____
Title:	Title of Signatory (if applicable): _____
	Date: