Docusign Envelope ID: 8644CD3B-3722-4089-82B5-E0F629AA11D7

Data Processing Agreement

(July 2025)

This Data Processing Agreement, including its Schedules, (together the "**DPA**") forms an integral part of VusionGroup's general terms and conditions and/or cloud terms of service or other written or electronic agreement (the "**Agreement**") concluded between VusionGroup and the Client for the provision of Products, Services, Software services and Support plan (together the "**Services**") and reflects the Parties' agreement with regard to the Processing of Personal Data.

Client enters into this DPA on behalf of itself and, to the extent required under applicable Data Protection Laws and Regulations, in the name and on behalf of its Authorized Affiliates. For the purposes of this DPA only, and except where indicated otherwise, the term "**Client**" shall include Client and Authorized Affiliates. All capitalized terms not defined herein shall have the meaning set forth in the Agreement.

In the context of their commercial relationship, each Party may independently process certain Personal Data as a Controller, for purposes that fall outside the scope of this DPA.
Any processing activities undertaken independently by either Party in its capacity as a separate data controller are not covered by this DPA and remain under the sole responsibility of the Party. Each Party undertakes to comply with its respective legal and regulatory obligations under applicable Data Protection Laws and Regulations.

It is acknowledged and agreed that this DPA solely governs the Processing of Personal Data carried out by VusionGroup on behalf of the Client, in its capacity as Processor, in the course of providing the Services to Client pursuant to the Agreement. In this context, the Parties agree to comply with the following provisions with respect to any Personal Data, each acting reasonably and in good faith.

HOW TO EXECUTE THIS DPA:

1. This DPA consists of two parts: the main body of the DPA, and Schedule 1.
2. This DPA has been pre-signed on behalf of VusionGroup. Schedule 1 has been pre-signed on behalf of VusionGroup acting as data processor.
3. To complete this DPA, Client must:
    a. Complete the information in the signature box on page 9 and sign on pages 8 and 9;
    b. Send the completed and signed DPA to VusionGroup by e-mail to privacy@vusion.com.

Except as otherwise expressly provided in the Agreement, this DPA will become legally binding upon receipt by VusionGroup of the validly completed DPA at this e-mail address.

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1. DEFINITIONS

"**Affiliate**" means, when used with reference to a specified person, any other person that, directly or indirectly, through one or more intermediaries, controls, is controlled by or is under common control with, such specified person, where "control" (including the terms "controlling", "controlled by" and "under common control with") shall mean the direct or indirect power to direct or cause the direction of the management and policies of an entity, through ownership of more than fifty percent (50%) of the share capital or of voting rights.

"**Authorized Affiliate**" means any Client's Affiliate(s) which (a) is subject to the data protection laws and regulations of the European Union, the European Economic Area and/or their member states, Switzerland and/or the United Kingdom, and (b) is permitted to use the Services pursuant to the Agreement between Client and VusionGroup, but has not signed its own agreement with VusionGroup.

"**Client**" means any natural or legal person that executed the Agreement with VusionGroup and is bound by this DPA.

"**Controller**" means the natural or legal person 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 regulations applicable to the Processing of Personal Data under the Agreement, including those of the European Union, European Economic Area and their member states, Switzerland, and the United Kingdom.

"**Data Subject**" means the identified or identifiable person to whom Personal Data relates.

"**Europe**" means the European Union, the European Economic Area, Switzerland and the United Kingdom.

"**GDPR**" means Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing directive 95/46/EC (General Data Protection Regulation), including as implemented or adopted under the laws of the United Kingdom.

"**Personal Data**" means any information relating to an identified or identifiable individual; an identifiable 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 to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

"**Processing**" or "**Process**" means any operation or set of operations which is performed on Personal Data or on sets of Personal Data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

"**Processor**" means the natural or legal person which Processes Personal Data on behalf of the Controller.

"**Sub-Processor**" means any Processor engaged by VusionGroup.

"**VusionGroup**" means the VusionGroup entity which concluded the Agreement with the Customer and which is a party to this DPA along with VusionGroup SA. "**VusionGroup entity**"

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include VusionGroup SA, a limited liability company with a share capital of 32,143,416.00€, registered with the trade and company register of Nanterre under number 479 345 464, with its registered office located at 55 Place Nelson Mandela, 92000, Nanterre, France, and its Affiliates located in Europe and and Asia.

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 a Controller or a Processor, VusionGroup SA is a Processor and that VusionGroup SA or a VusionGroup entity will engage Sub-processors as described in Clause 6 below. If the VusionGroup entity that entered into the Agreement with the Client is a VusionGroup SA Affiliate, such VusionGroup entity is a Party to this DPA along with VusionGroup SA, but VusionGroup SA is the Sub-processor in the sense of this DPA.

2.2. **Details of the Processing**. The subject-matter of Processing of Personal Data by VusionGroup is the performance of the Services pursuant to the Agreement. The duration of the Processing, the nature and purpose of the Processing, the types of Personal Data and categories of Data Subjects Processed under this DPA are further specified in Schedule 1 (Description of Processing) to this DPA.

3. VUSIONGROUP'S PROCESSING OF PERSONAL DATA

3.1. VusionGroup undertakes to:

- Process Personal Data only for the purposes described in this DPA;
- VusionGroup shall treat Personal Data as Confidential Information and shall Process Personal Data on behalf of and only in accordance with Client's documented instructions for the following purposes: (i) Processing in accordance with the Agreement; (ii) Processing initiated by Authorized Users in their use of the Services; and (iii) Processing to comply with other documented reasonable instructions provided by Client (e.g., via email) where such instructions are consistent with the terms of the Agreement.
- If VusionGroup is required to Process Client Personal Data under applicable laws, VusionGroup will inform Client of this legal obligation prior to processing, unless the relevant law prohibits such information on grounds of public interest.
- VusionGroup shall inform Client immediately (i) if, in its opinion, an instruction from Client constitutes a breach of the GDPR and/or (ii) if VusionGroup is unable to follow Client's instructions for the Processing of Personal Data;
- Guarantee the confidentiality of the Personal Data processed and, in particular, prevent it from being destroyed, leaked, distorted, altered or disclosed to unauthorized third parties;
- Ensure that the persons authorized to process Personal Data as part of the Services (i) undertake to respect confidentiality or are subject to an appropriate confidentiality obligation, and (ii) receive the necessary training in the protection of Personal Data;
- Cooperate fairly and within a reasonable time with the Client in carrying out privacy impact assessments relating to the protection of Personal Data processed under this DPA, to the extent Client does not otherwise have access to the relevant information, and to the extent such information is available to VusionGroup;
- Assist the Client in carrying out prior consultation with the supervisory authority.

3.2. VusionGroup is responsible for its staff, employees and Sub-Processors, and for their compliance with its obligations under this DPA. VusionGroup's staff may not access, use or modify Personal Data, except when this is strictly necessary for the purposes of

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providing the Services as mentioned in the Agreement, preventing or dealing with technical issues or ensuring their security.

3.3. In the event that VusionGroup transfers Personal Data outside Europe, it undertakes to ensure that such transfers are governed either by adherence to an adequacy decision of the European Commission, the conclusion of Standard Contractual Clauses or any other appropriate guarantee provided for by Data Protection Laws and Regulations or that the transfer falls under a specific derogation under the conditions of Article 49 of the GDPR.

4. CLIENT'S PROCESSING OF PERSONAL DATA

4.1. Client shall, in its use of the Services, Process Personal Data in accordance with the requirements of Data Protection Laws and Regulations, including any applicable requirement to provide notice to Data Subjects of the use of VusionGroup as Processor (including where the Client is a Processor, by ensuring that the ultimate Controller does so).

4.2. Client's instructions for the Processing of Personal Data shall comply with Data Protection Laws and Regulations.

4.3. Client shall have sole responsibility for the accuracy, quality, and legality of Personal Data and the means by which Client acquired Personal Data. Client specifically acknowledges and agrees that its use of the Services will not violate the rights of any Data Subject under Data Protection Laws and Regulations.

4.4. Client shall provide VusionGroup with the Personal Data necessary for the Processing, excluding any Personal Data that is irrelevant, disproportionate or unnecessary, and excluding any 'special' Data within the meaning of the GDPR, unless justified by the Processing, it being the responsibility of the Client to establish these justifications and to take all appropriate measures, in particular prior information, consent and security measures.

4.5. Client shall document in writing all instructions concerning the Processing of Personal Data by VusionGroup in compliance with the agreed purposes.

4.6. Client shall comply with the obligations incumbent upon it in its capacity as Controller under the Data Protection Laws and Regulations.

5. DATA SUBJECTS RIGHTS

VusionGroup shall, to the extent legally permitted, promptly notify Client of any complaint, dispute or request it has received from a Data Subject such as Data Subject's right of access, right to rectification, restriction of Processing, erasure ("right to be forgotten"), data portability, object of the Processing, each such request being a "Data Subject Request". VusionGroup shall not respond to a Data Subject Request itself, except that the Client authorizes VusionGroup to redirect the Data Subject Request as necessary to allow Client to respond directly.

Taking into account the nature of the Processing, VusionGroup shall assist Client by appropriate technical and organizational measures, insofar as this is possible, for the fulfillment of Client's obligation to respond to a Data Subject Request under Data Protection Laws and Regulations.

In addition, to the extent Client, in its use of the Services, does not have the ability to address a Data Subject Request, VusionGroup shall upon Client's request provide commercially reasonable efforts to assist Client in responding to such Data Subject Request, to the extent VusionGroup is legally permitted to do so and the response to such Data Subject Request is required under Data Protection Laws and Regulations. To the extent legally permitted, Client shall be responsible for any costs arising from VusionGroup's provision of such assistance.

6. SUB-PROCESSORS

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6.1. **Appointment of Sub-Processors**. Client acknowledges and agrees that (a) VusionGroup's Affiliates may be retained as Sub-Processors, and (b) VusionGroup and VusionGroup's Affiliates respectively may engage third-party Sub-Processors in connection with the provision of the Services. VusionGroup or a VusionGroup Affiliate has entered into a written agreement with each Sub-Processor containing, in substance, data protection obligations no less protective than those in the Agreement with respect to the protection of Personal Data to the extent applicable to the nature of the Services provided by such Sub-Processor.

6.2. **List of current Sub-Processors and notifications of new Sub-Processors.** The current list of Sub-Processors engaged in Processing Personal Data for the performance of each applicable Service, including a description of their processing activities and countries of location, is listed in Schedule 1. Client hereby consents to these Sub-Processors, their locations and processing activities. VusionGroup shall inform the Client in advance of any planned modification concerning the addition or replacement of Sub-Processors. The information shall indicate the processing activities subcontracted, the identity and contact details of the Sub-Processor and the effective date of the modification.

6.3. **Objection right for new Sub-Processors**. Client may object to VusionGroup's use of a new Sub-Processor by notifying VusionGroup promptly in writing within fifteen (15) days following VusionGroup's notice. If Client objects to a new Sub-Processor, VusionGroup will use reasonable efforts to recommend a commercially reasonable change to Client's configuration or use of the Services to avoid Processing of Personal Data by the objected-to new Sub-Processor. If VusionGroup is unable to make available such change within a reasonable period of time, which shall not exceed ninety (90) days, Client may terminate the applicable Agreement with respect only to those Services which cannot be provided by VusionGroup without the use of the objected-to new Sub-Processor by providing written notice to VusionGroup. VusionGroup will refund Client any prepaid fees covering the remainder of the term of such Agreement following the effective date of termination with respect to such terminated Services, without imposing a penalty for such termination on Client.

6.4. **Liability**. VusionGroup shall be liable for the acts and omissions of its Sub-Processors to the same extent VusionGroup would be liable if performing the services of each Sub-Processor directly under the terms of this DPA, unless otherwise set forth in the Agreement.

7. SECURITY

7.1. VusionGroup undertakes to take all necessary precautions to preserve the confidentiality and security of Personal Data and in particular to prevent it from being distorted, damaged or communicated to unauthorized third parties. More generally, VusionGroup undertakes to implement all appropriate technical and organizational measures to protect the Personal Data against accidental or illicit destruction, accidental loss, alteration, distribution or unauthorized access to Personal Data.

7.2. VusionGroup undertakes to take all measures in order to (i) guarantee the constant confidentiality, integrity, availability and resilience of the processing systems and services, (ii) restore the availability of and access to the Personal Data within the appropriate timeframes in the event of a physical or technical incident and (iii) regularly test, analyse, and evaluate the effectiveness of these measures.

7.3. VusionGroup will not materially decrease the overall security of the Services during a subscription term.

8. PERSONAL DATA BREACH AND SECURITY INCIDENTS NOTIFICATION

8.1. VusionGroup undertakes to inform the Client as soon as possible after becoming aware of the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or

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access to Personal Data, transmitted, stored or otherwise Processed by VusionGroup or its Sub-Processors of which VusionGroup becomes aware ("Security Incident"). VusionGroup shall make reasonable efforts to identify the cause of such Security Incident and take such steps as VusionGroup deems necessary and reasonable to remediate the cause of such Security Incident to the extent the remediation is within VusionGroup's reasonable control. The obligations herein shall not apply to incidents that are caused by Client or Client's Authorized Users.

8.2. The notification shall include all reasonable and necessary information to enable the Client, if necessary, to notify the Security Incident to the competent supervisory authority.

9. AUDIT

9.1. VusionGroup shall make available to Client, upon request by the Client and within a reasonable period of time, information to demonstrate compliance with the obligations set out in this DPA, including those obligations required by applicable Data Protection Laws and Regulations, as set forth in this section.

9.2. Client may contact VusionGroup to request an on-site audit of VusionGroup's Processing activities covered by this DPA ("On-Site Audit") at Client's own costs and expenses. An On-Site Audit may be conducted by the Client or a Third-Party Auditor selected by Client when:

(i) The information made available to Client is not sufficient to demonstrate compliance with the obligations set out in this DPA;

(ii) Such an audit is required by Data Protection Laws and Regulations or by Client's competent supervisory authority.

Any On-Site Audits will be limited to Processing of Client's Personal Data. Client acknowledges that VusionGroup operates a multi-tenant cloud environment. Accordingly, VusionGroup shall have the right to reasonably adapt the scope of any On-Site Audit to avoid or mitigate risks with respect to, and including, service levels, availability, and confidentiality of other VusionGroup client's information.

9.3. An On-Site Audit shall be conducted by Client or its Third-Party Auditor:

(i) Acting reasonably, in good faith, and in a proportional manner, taking into account the nature and complexity of the Services used by Client;

(ii) Up to one time per year with at least thirty (30) days prior written notice. The exact date of the audit shall be agreed between the Parties; and

(iii) During VusonGroup's normal business hours, under reasonable duration and shall not unreasonably interfere with VusionGroup's day-to-day operations.

Before any On-Site Audit commences, Client and VusionGroup shall mutually agree upon the scope, timing, and duration of the audit and the reimbursement rate for which Client shall be responsible. All reimbursement rates shall be reasonable, taking into account the resources expended by or on behalf of VusionGroup.

9.4. A Third-Party Auditor means a third-party independent contractor that is not a competitor of VusionGroup. An On-Site Audit can be conducted through a Third-Party Audtiory if:

(i) Prior to the On-Site Audit, the Third-Party Auditor enters into a non-disclosure agreement containing confidentiality provisions no less protective than those set forth in the Agreement to protect VusionGroup's proprietary information; and

(ii) The costs of the Third-Party Auditor are at Client's expense.

9.5. Client must promptly provide VusionGroup with information regarding any non-compliance discovered during the course of an On-Site Audit.

9.6. VusionGroup will take all necessary measures to ensure that any non-compliance detected be resolved in a reasonable time.

10. RETURN AND DELETION OF PERSONAL DATA

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10.1. Upon expiration or termination of the Agreement for any reason, VusionGroup undertakes, upon request of the Client, to either to return all the Personal Data processed and any copies in a standard format, or to destroy the Personal Data and certify in writing to the Client that the destruction has been carried out.
10.2. VusionGroup undertakes to destroy any existing copies of the Personal Data, unless the applicable law or the legitimate interests of VusionGroup requires the retention of such copies.

11. LIMITATION OF LIABILITY

Each Party and all of its Affiliates' liability, taken together in the aggregate, arising out of or related to this DPA, is subject to the Limitation of liability section of the Agreement, and any reference in such section to the liability of a Party means the aggregate liability of that Party and all of its Affiliates under the Agreement and all DPAs together.

12. GOVERNING LAW AND JURISDICTION

This DPA is governed by the law indicated in the Agreement. Any dispute arising out of this DPA that cannot be amicably resolved will be resolved under the rules set out in the Agreement.

13. LEGAL EFFECT

This DPA shall only become legally binding between the Client and VusionGroup when the formalities steps set out in the section "HOW TO EXECUTE THIS DPA" above have been fully completed.

14. CONTACT

Any communication with VusionGroup relating to Personal Data shall be sent to the following address: privacy@vusion.com.
When the written form is required in this DPA, the following address shall be used:
VusionGroup
Legal department – Privacy
55 Place Neslon Mandela
92000 Nanterre
France

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Signature Page

The Parties authorized signatories have duly executed this DPA:

CUSTOMER

Signature:

Customer Legal Name:

Print Name:

Title:

Date:

VusionGroup SA

Signature: Signé par : Sébastien FOURCY BAF672CC6D4A44F...

Print Name: Sébastien Fourcy

Title: SEVP Europe

Date: juillet 7, 2025 | 2:59 PM CEST

VusionGroup Deutschland GmbH

Signature: DocuSigned by: Michael Unmüssig CD2C5304035D477...

Print Name: Michael Unmüssig

Title: Managing director VusionGroup Deutschland GmbH

Date: July 8, 2025 | 11:52 AM CEST

VusionGroup GmbH

Signature: DocuSigned by: Michael MOOSBURGER 029C521512E04A9...

Print Name: Michael Moosburger

Title: Managing Director VusionGroup GmbH

Date: Juli 7, 2025 | 4:44 PM MESZ

VusionGroup Ltd

Signature: Signed by: A1658AD16A3B452...

Print Name: Roy Horgan

Title: Director VusionGroup Ltd

Date: July 8, 2025 | 12:35 PM CEST

VusionGroup UK Ltd

Signature: Signé par : Sébastien FOURCY BAF672CC6D4A44F...

Print Name: Sébastien Fourcy

Title: Director VusionGroup UK Ltd

Date: juillet 7, 2025 | 2:59 PM CEST

VusionGroup SRL

Signature: Firmato da: Alessio Gruffe 7D760EE6C8BC471...

Print Name: Alessio Gruffe

Title: Director VusionGroup SRL

Date: luglio 10, 2025 | 10:30 AM CEST

VusionGroup SL

Signature: Signé par : Jean Christophe Diaz 85DCE246DF09410...

Print Name: Jean Christophe Diaz

Title: Administrator VusionGroup SL

Date: juillet 8, 2025 | 8:45 AM CEST

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SCHEDULE 1 – DESCRIPTION OF PROCESSING ACTIVITIES

1. LIST OF PARTIES

Data Controller: *Identity and contact details of the Data controller(s) and, where applicable, of its/their data protection officer and/or representative in the European Union.*

Name: Client and its Authorized Affiliates, if any.

Address:

Contact person's name, position and contact details:

Activities relevant to the data Processing under theses clauses: Performance of the Services pursuant to the Agreement and as further described in the Documentation.

Name and position of signatory:

Signature and Date:

Data Processor: Identity and contact details of the Data Processor, including any contact person with responsibility for data protection

Name: VusionGroup SA

Address: 55 Place Nelson Mandela, 92000 Nanterre, France

Contact details: privacy@vusion.com and/or VusionGroup, Legal Department – Privacy, 55 Place Nelson Mandela, 92000 Nanterre, France.

Activities relevant to the data Processing under theses clauses: Performance and provision of the Services pursuant to the Agreement and as further described in the Documentation.

Name and position of signatory: Sébastien Fourcy, SEVP Europe

Signature and Date: juillet 7, 2025 | 2:59 PM CEST

Signé par :
Sébastien FOURCY
BAF672CC6D4A44F...

2. CATEGORIES OF DATA SUBJECTS WHOSE PERSONAL DATA IS PROCESSED

Client may submit Personal Data to the Services, the extent of which is determined and controller by Client in its sole discretion, and which may include, but is not limited to Personal Data relating to the following categories of data subjects:

- Client's employees, subcontractors, freelancers, or any other person acting on behalf of the Client and using the Services;
- Authorized Users;

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- Client's customers.

3. CATEGORIES OF PERSONAL DATA PROCESSED

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

- First and last name;
- Professional contact information (e-mail address and phone number);
- Title/position;
- Call recordings, voice transcriptions;
- Potential images of customers and employees or other person acting on behalf of the Client taken by the Captana camera.

No sensitive Personal Data shall be transferred by the Data Controller to the Data Processor.

4. FREQUENCY OF THE PROCESSING

Continuous basis (to access and use the Software services) and one-off (to benefit from the Support plan, to provide the Products, to benefit from RMA services or other services) depending on the Services provided to the Client.

5. NATURE OF THE PROCESSING

The nature of the Processing includes collection, obfuscation, retrieval, consultation, use, rectification, transfer, storage and deletion.

6. PURPOSE OF THE PROCESSING

VusionGroup will process Personal Data as necessary to provide the Services pursuant to the Agreement, as further specified in the Documentation, and as further instructed by the Client in its use of the Services.

7. DURATION OF THE PROCESSING

VusionGroup will process Personal Data for the duration of the Agreement and in accordance with Clause 10 of the DPA.

8. SUB-PROCESSOR

The Sub-Processor will Process Personal Data as necessary to perform the Services pursuant to the Agreement.
Identity and details of current Sub-Processors:

Identity	Location of processing	Transfer to third countries	Purposes of processing	Frequency and duration of processing
Any VusionGroup Entity located in Europe and/or Asia who is a Party to the Agreement	Location of the relevant VusionGroup entity	N/A	To benefit from the professional services, if any.	One-off basis

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VusionGroup Deustchland GmbH Bundesstrasse 16, 77955 Ettenheim, Germany, and its Affiliates Registration number: HRB 708587	Germany, France	N/A	To benefit from the Captana services and Support plan, if subscribed by the Client.	Continuous basis for the duration of the Agreement
Microsoft Ireland Operations Limited One Microsoft Place South County Business Park Leopardstown, Dublin 18, Ireland. Head office: 70 Sir Rogerson's Quay, Dublin 2, Ireland Registration number: 256796	Netherlands and Ireland	N/A	Hosting - Data center for VusionGroup	Continuous for the duration of the Agreement
Concentrix CX France (for EMEA, FR customers), 3 rue D'Héliopolis, 75017 Paris, France Registration number: 443678065	France	N/A	Processing of support L1, L2 (phone, ticketing, mailing, RMA)	One-off basis for the duration of the Agreement
Concentrix S.A.S France (for CEE: DACH, Spanish customers), 3 rue d'Héliopolis, 75017 Paris, France Registration number: 431977370	Romania	N/A	Processing of support L1, L2 (phone, ticketing, mailing, RMA)	One-off basis for the duration of the Agreement
Accessa Outsourcing Ltd (for EMEA, FR customers), 35-37, The Cubicle, Royal Road Phoenix, Mauritius Registration number: C14125807	Mauritius	Subprocessor based in Mauritius. Standard contractual clauses in place	Processing of support L1, L2, and 24/7 (phone, ticketing, mailing, webportal, RMA)	One-off basis for the duration of the Agreement
Salesforce.com France S.A.S, 3 Avenue Octave Gréard, 75007 Paris, France	France and Germany	N/A	Processing and storage of support requests and responses.	Continuous basis for the duration of the Agreement

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Registration number : 483 993 226				
Aircall SAS, 11 Rue Saint-Georges, 75009 Paris, France Registratio number: 807 437 595	France, Germany, USA	EU-US DPF and Standard contractual clauses	Processing of inbound and outbound calls, call routing and recording	One-off basis for the duration of the Agreement
Ingram Micro Services Sp. Z.o.o Pietrzykowice, ul. Fabryczna 20C, 55-080 Kąty Wrocławskie Poland, tax number: PL 5252183468	France, Poland, Germany	N/A	Processing of RMA.	One-off basis for the duration of the Agreement.
Ingram Micro Services SAS Zone Industrielle de Bracheux- 16 rue Joseph Cugnot 60 000 Beauvais, France Registration number : 534690581	France, Germany	N/A	Processing of RMA.	One-off for the duration of the Agreement.