

SmartTask Data Processing Addendum

This Data Processing Addendum (“DPA”) is entered into between **Softronics Systems**. (“**SmartTask**”) and the entity identified below (“**Customer**”) SmartTask and Customer may each be referred to as a “Party” and collectively referred to as the “Parties”. This DPA shall be effective on the date it has been fully executed by the Parties and when it has been provided to SmartTask in accordance with the instructions below (the “DPA Effective Date”). As of the DPA Effective Date, this DPA shall be incorporated by reference into the agreement between Customer and SmartTask that governs Customer’s use of the Service, whether such agreement is online or in a written agreement executed in counterparts with SmartTask (“Agreement”). All capitalized terms used in this DPA but not defined shall have the meaning set forth in the Agreement. To the extent of any conflict or inconsistency between this DPA and the remaining terms of the Agreement, this DPA will govern.

This DPA sets out the terms that apply when Personal Data is Processed by SmartTask under the Agreement. The purpose of the DPA is to ensure such Processing is conducted in accordance with Applicable Law and respects the rights of individuals whose Personal Data are Processed under the Agreement.

HOW TO EXECUTE THIS DPA

This DPA has been pre-signed by SmartTask. When SmartTask receives the completed and signed DPA as specified below, this DPA will become a legally binding addendum to the Agreement. To make this DPA a part of the Agreement, Customer must:

1. Complete the information in the signature block of this DPA and have an authorized representative sign; and
2. Submit the completed and signed DPA via email to support@smarttask.io.

1. Definitions

“**Applicable Law(s)**” means all applicable laws, regulations, and other legal or regulatory requirements in any jurisdiction relating to privacy, data protection/security, or the Processing of Personal Data, including without limitation the General Data Protection Regulation, Regulation (EU) 2016/679 (“**GDPR**”). For the avoidance of doubt, if SmartTask’s processing activities involving Personal Data are not within the scope of an Applicable Law, such law is not applicable for purposes of this Addendum.

“**SmartTask**” means Softronics Systems., a company incorporated in Ahmedabad, and its worldwide affiliates and subsidiaries.

“**EEA**” means the European Economic Area, which constitutes the member states of the European Union and Norway, Iceland and Liechtenstein, as well as, for the purposes of this DPA, Switzerland and the United Kingdom.

“**Personal Data Breach**” means the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, Personal Data.

“**Personal Data**” includes “personal data,” “personal information,” and “personally identifiable information,” and such terms shall have the same meaning as defined by Applicable Law.

“**Process**” and “**Processing**” mean any operation or set of operations performed on Personal Data or on sets of Personal Data, whether or not by automated means, such as collection, recording, organization, creating, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making such data available, alignment or combination, restriction, erasure or destruction.

“**Standard Contractual Clauses**” means the annex found in EU Commission Decision of 5 February 2010 on standard contractual clauses for the transfer of Personal Data from the EEA to processors established in third countries under Directive 95/46/EC of the European Parliament and of the European Council (available as of April 2019 at <https://eur-lex.europa.eu/eli/dec/2010/87/oj>), completed as described in the “Data Transfers” section below.

“**Subprocessor**” means any SmartTask Affiliate or party engaged by SmartTask for the Processing of Personal Data in connection with the Service.



2. Relationship of the Parties

Customer is (or represents that it is acting with full authority on behalf of) the “Controller”, and SmartTask is the “Processor”, as such terms (or the equivalent thereof) are defined in Applicable Law, with respect to the Personal Data Processed under the Agreement. In some circumstances, Customer may be a Processor, in which case Customer appoints SmartTask as Customer’s subprocessor, which shall not change the obligations of either Customer or SmartTask under this DPA.

3. Customer’s Instructions to SmartTask

- 3.1 **Purpose Limitation.** SmartTask will not sell Personal Data or otherwise Process Personal Data for any purpose other than for the specific purposes set forth in this Agreement, unless obligated to do otherwise by Applicable Law. In such case, SmartTask will inform Customer of that legal requirement before the Processing unless legally prohibited from doing so. Further details regarding SmartTask’s Processing operations are set forth in Annex A. For purposes of this paragraph, “sell” shall have the meaning set forth in the GDPR.
- 3.2 **Lawful Instructions.** Customer will not instruct SmartTask to Process Personal Data in violation of Applicable Law. SmartTask has no obligation to monitor the compliance of Customer’s use of the Service with Applicable Law, though SmartTask will immediately inform Customer if, in SmartTask’s opinion, an instruction from Customer infringes Applicable Law. The Agreement, including this DPA, along with Customer’s configuration of the Service (as Customer may be able to modify from time to time) and any features applicable to Customer’s then-current version of the Service, constitute Customer’s complete and final instructions to SmartTask regarding the Processing of Personal Data, including for purposes of the Standard Contractual Clauses.

4. Subprocessing

- 4.1 **Subprocessors.** Customer acknowledges and agrees that SmartTask’s Affiliates and certain third parties may be retained as Subprocessors to Process Personal Data on SmartTask’s behalf (under this DPA as well as under the Standard Contractual Clauses, if they apply) in order to provide the Service. SmartTask’s third-party Subprocessors are listed at <https://smarttask.gdprpage.com/> (the “Subprocessor List”). Prior to a Subprocessor’s Processing of Personal Data, SmartTask will impose contractual obligations on the Subprocessor substantially the same as those imposed on SmartTask under this DPA. SmartTask is not liable for its Subprocessors’ performance under this DPA.
- 4.2 **Notification.** If Customer can at any point in time ask SmartTask about the current “Subprocessor List”. SmartTask would be obligated to reply back to the Customer within 30 working days with a list of Subprocessors. The subprocessor agreements to be provided under Clause 5(j) of the Standard Contractual Clauses may have all commercial information, or provisions unrelated to the Standard Contractual Clauses, redacted prior to sharing with Customer, and Customer agrees that such copies will be provided only upon written request.
- 4.3 **Right to Object.** Customer may reasonably object to SmartTask’s use of a new Subprocessor by notifying SmartTask promptly in writing within ten (10) business days after receipt of SmartTask’s notice in accordance with the mechanism set out in Section 4.2. In its notification, Customer shall explain its reasonable grounds for objection. In the event Customer objects to a new Subprocessor, SmartTask will use commercially reasonable efforts to make available to Customer a change in the Service or recommend a commercially reasonable change to Customer’s configuration or use of the Service to avoid Processing of Personal Data by the objected-to new Subprocessor without unreasonably burdening Customer. If SmartTask is unable to make available such change within a reasonable period of time, which shall not exceed thirty (30) days, either Party may terminate without penalty the applicable Order Form(s) with respect only to those services which cannot be provided by SmartTask without the use of the objected-to new Subprocessor by providing written notice to the other Party.
- 4.4 **Emergency Replacement.** SmartTask may replace a Subprocessor if the need for the change is urgent and necessary to provide the Service. In such instance, SmartTask notify Customer of the replacement within a reasonable duration practicable, and Customer shall retain the right to object to the replacement Subprocessor pursuant to Section 4.3 above.



5. Assistance & Cooperation

5.1 Security. SmartTask will provide reasonable assistance to Customer regarding Customer's compliance with its security obligations under Applicable Law relevant to SmartTask's role in Processing the Personal Data, taking into account the nature of Processing and the information available to SmartTask, by implementing technical and organizational measures set forth in the Agreement, without prejudice to SmartTask's right to make future replacements or updates to the measures that do not lower the level of protection of Personal Data. SmartTask will ensure that the persons SmartTask authorizes to Process the Personal Data are subject to written confidentiality agreements or are under an appropriate statutory obligation of confidentiality no less protective than the confidentiality obligations set forth in the Agreement.

5.2 Personal Data Breach Notification & Response. SmartTask will comply with the Personal Data Breach-related obligations directly applicable to it under Applicable Law. Taking into account the nature of Processing and the information available to SmartTask, SmartTask will assist Customer by informing it of a confirmed Personal Data Breach without undue delay or within the time period required under Applicable Law. SmartTask will notify Customer at the email address provided in the signature block of this DPA for purposes of Personal Data Breach notifications. Any such notification is not an acknowledgement of fault or responsibility. To the extent available, this notification will include SmartTask's then-current assessment of the following, which may be based on incomplete information:

(a) the nature of the Personal Data 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 likely consequences of the Personal Data Breach; and

(c) measures taken or proposed to be taken by SmartTask to address the Personal Data Breach, including, where applicable, measures to mitigate its possible adverse effects.

SmartTask will not assess the contents of Customer Data in order to identify information subject to any specific legal requirements. Customer is solely responsible for complying with legal requirements for incident notification applicable to Customer and fulfilling any third-party notification obligations related to any Customer Data Incident(s). Nothing in this DPA or in the Standard Contractual Clauses shall be construed to require SmartTask to violate, or delay compliance with, any legal obligation it may have with respect to a Personal Data Breach or other security incidents generally.

6. Responding to Individuals Exercising Their Rights Under Applicable Law

To the extent legally permitted, SmartTask shall promptly notify Customer if SmartTask receives any requests from an individual seeking to exercise any rights afforded to them under Applicable Law regarding their Personal Data, which may include: access, rectification, restriction of Processing, erasure ("right to be forgotten"), data portability, objection to the Processing, or to not be subject to an automated individual decision making (each, a "Data Subject Request"). To the extent Customer, in its use of the Service, does not have the ability to address a Data Subject Request, SmartTask shall, upon Customer's request, provide commercially reasonable efforts to assist Customer in responding to such Data Subject Request, to the extent SmartTask is legally permitted to do so and the response to such Data Subject Request is required under Applicable Law. To the extent legally permitted, Customer shall be responsible for any costs arising from SmartTask's provision of such assistance, including any fees associated with provision of additional functionality.

7. DPIAs and Consultation with Supervisory Authorities or other Regulatory Authorities

Taking into account the nature of the Processing and the information available to SmartTask, SmartTask will provide reasonable assistance to and cooperation with Customer for Customer's performance of any legally required data protection impact assessment of the Processing or proposed Processing of the Personal Data involving SmartTask, and in consultation with supervisory authorities or other regulatory authorities as required, by providing Customer with any publicly available documentation for the Service or by complying with the Audits section below. Additional support for data protection impact assessments or relations with regulators may be available and would require mutual agreement on fees, the scope of SmartTask's involvement, and any other terms that the Parties deem appropriate.



8. Data Transfers

- 8.1 Customer authorizes SmartTask and its Subprocessors to make international transfers of the Personal Data in accordance with this DPA so long as Applicable Law for such transfers is respected. As of the DPA Effective Date, SmartTask will inform Customer if SmartTask determines that it can no longer provide the level of protection required by such frameworks.
- 8.2 For transfers of Personal Data under this DPA from the EEA to countries which do not ensure an adequate level of data protection within the meaning of Applicable Law of the foregoing territories, to the extent such transfers are subject to such Applicable Laws if is invalidated, the Standard Contractual Clauses shall apply.
- 8.3 The Standard Contractual Clauses will be deemed completed as follows:
- (a) The “exporter” is the Customer, and the exporter’s contact information is set forth below.
 - (b) The “importer” is SmartTask, and SmartTask’s contact information is set forth below.
 - (c) Appendices 1 and 2 of the Standard Contractual Clauses are set forth in Annex A below.

By entering into this DPA, the Parties are deemed to be signing the Standard Contractual Clauses and its applicable Appendices.

9. Audits

SmartTask shall allow for and contribute to audits, including inspections, conducted by Customer or another auditor mandated by Customer subject to the following conditions: so long as the Agreement remains in effect and at Customer’s sole expense, Customer may request that SmartTask provide it with documentation, data, and records (“Records”) no more than once annually relating to SmartTask’s compliance with this DPA (an “Audit”). To the extent Customer uses a third-party representative to conduct the Audit, Customer shall ensure that such third party representative is bound by obligations of confidentiality no less protective than those contained in this Agreement. Customer shall provide SmartTask with fourteen (14) days prior written notice of its intention to conduct an Audit. Customer shall conduct its Audit in a manner that will result in minimal disruption to SmartTask’s business operations and shall not be entitled to receive data or information of other clients of SmartTask or any other Confidential Information of SmartTask that is not directly relevant for the authorized purposes of the Audit. If any material non-compliance is identified by an Audit, SmartTask shall take prompt action to correct such non-compliance. For the avoidance of doubt, this provision does not grant Customer any right to conduct an on-site audit of SmartTask’s premises. Customer shall reimburse SmartTask for any time expended for an Audit at the SmartTask’s then-current rates, which shall be made available to Customer upon request.

10. Return or Destruction of Personal Data

Upon written request from Customer’s authorized representative (which for purposes of this section is any Customer employee that is either a billing owner or an Administrator of the Service or who has confirmed in writing that they are authorized to make decisions on behalf of the Customer), SmartTask shall delete or anonymize such Personal Data in accordance with its requirements under Applicable Law. Notwithstanding the foregoing, this provision will not require SmartTask to delete Personal Data from archival and back-up files except as provided by SmartTask’s internal data deletion practices and as required by Applicable Law.

[Signature Page to follow]



Accepted and agreed to by the authorized representatives of each Party:

Softronics Systems	Company: _____
By: _____ <i>S.P.</i> _____	By: _____
Name: Shyamal Parikh _____	Name: _____
Title: Founder	Title: _____
Date: 01-10-2020__	Date: _____
Address: 102, Sardar Center, Ahmedabad, India - 380015	Address: _____ _____
Notice Copy: support@smarttask.io	Email Address: _____
	Data Protection Officer (if any): _____
	GDPR Representative in the EU (if any): _____

Annex A
Appendix 1 to the Standard Contractual Clauses

This Appendix forms part of the Clauses.

Data exporter

The data exporter is (please specify briefly your activities relevant to the transfer): Customer, a user of the Service. **Data**

importer

The data importer is (please specify briefly activities relevant to the transfer): Softronics Systems, provider of the Service.

Data subjects

The Personal Data transferred concern the following categories of data subjects (please specify): Depending on Customer's usage, this could include the data exporter's personnel, as well as individuals in other categories, such as the data exporter's customers, service providers, business partners, affiliates and other End Users.

Categories of Personal Data

The Personal Data transferred concern the following categories of data (please specify): The Service does not impose a technical restriction on the categories of Personal Data Customer may provide. The Personal Data Processed by SmartTask may thus include name, email address, telephone, title, and other categories of Personal Data, subject to the following section.

Special categories of data (if appropriate)

The Personal Data transferred concern the following special categories of data (please specify): None anticipated, as the Agreement prohibits Customer from uploading special categories of data, but the Service does not impose a technical restriction on the categories of Personal Data Customer may provide.

Processing operations

The Personal Data transferred will be subject to the following basic processing activities (please specify): The subject matter, nature and purpose of the processing are Asana's provision of the Service to Customer as further described in the Agreement. This involves storing Personal Data, making it available to Customer for modification and transmission, and deleting Personal Data. The processing takes place from the commencement of the Agreement until deletion of all Personal Data by SmartTask in accordance with the DPA.

Appendix 2 to the Standard Contractual Clauses

This Appendix forms part of the Clauses.

Description of the technical and organisational security measures implemented by the data importer in accordance with Clauses 4(d) and 5(c) can be found in the Agreement between the Parties.