

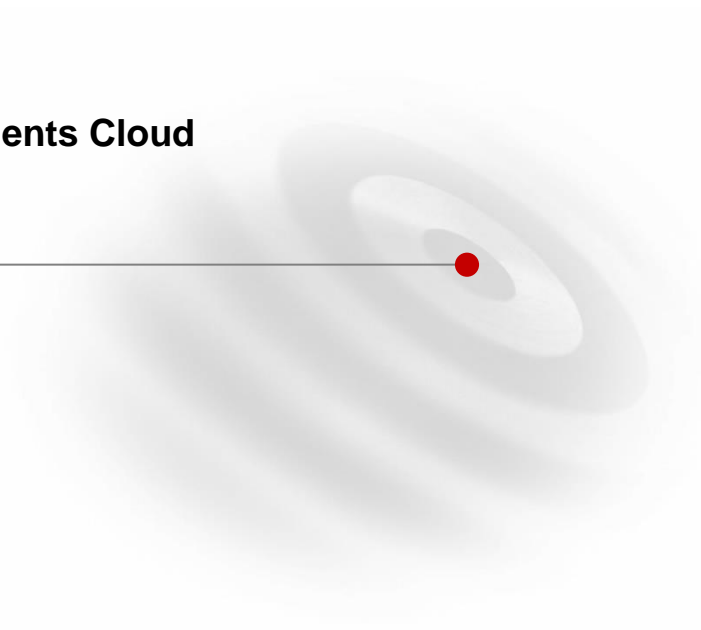


## **Data protection in the GMC-Instruments Cloud**

MCS Metra Cloud Services GmbH

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## Table of contents

- 1 Whitepaper..... 3
- 2 Data protection measures..... 4
- 3 Responsible for operation ..... 5
- 4 Cooperation partners ..... 6
- 5 Infrastructure & services ..... 7
  - 5.1 Overview of contract partners ..... 7
  - 5.2 Server locations of the contract partners ..... 8
  - 5.3 Administration..... 8

## 1 Whitepaper

MCS Metra Cloud Services GmbH (hereinafter referred to as “MCS”), as operator of the GMC-Instruments Clouds, attaches great importance to compliance with the applicable legal requirements. In the context of cloud solutions, the data protection requirements, especially the General Data Protection Regulation (GDPR), are of particular importance. MCS consistently implements these requirements in order to protect the personal data of our customers and their customers with the utmost care.

This whitepaper shows in a transparent manner and in simple, understandable language which concrete measures MCS implements to consistently comply with the requirements of the GDPR.

## 2 Data protection measures

We adopt the following measures to ensure the protection of personal data within the GMC-Instruments Cloud:

- Operating company based in Germany
- Service companies for contract and payment processing based in Germany
- Server locations exclusively within the European Union
- Encryption of all connections (https, TLS 1.3)
- No storage of complete credit card information in the GMC-Instruments Cloud (storage directly with the payment service provider)
- PCI DSS certification for the entire payment chain (MCS, Billwerk, PAYONE)
- External data protection officer for the operator and for each of the cooperation partners
- Access to administrative functions only by trusted staff
- Access to administrative functions protected according to the state of the art with a concept for authentication and authorisation
- Staff is aware of data protection and information security, staff is trained in regular intervals
- Physical access restrictions in the business premises and to sensitive data
- Development process with measures to prevent and avoid security breaches
- Development entirely in-house in Germany with contractual partners
- Further development only with technical data, not with personal data

### 3 Responsible for operation

As the operator of the GMC-Instruments Cloud, MCS is responsible for the protection of the personal data entrusted to it and for compliance with the requirements of data protection law:

Company:	MCS Metra Cloud Services GmbH Mercedesstraße 31 D-71384 Weinstadt
Phone:	+49 711 136732 - 0
Fax:	+49 711 136732 - 11
E-mail:	info@gmc-instruments.cloud
Internet:	<a href="https://www.gmc-instruments.cloud">https://www.gmc-instruments.cloud</a>
Commercial register:	Stuttgart local court HRB 291067
VAT Reg. No.	DE 205045463
Managing Directors:	Rainer Francisi, Matthias Kraft

The various components of the GMC Instruments Cloud are offered by cooperation partners, who are also subject to the requirements of the GDPR (see Paragraph 4). Other services that cannot be provided independently by MCS are purchased from contract partners (see Paragraph 5.1).

## 4 Cooperation partners

The following cooperation partners are involved in the GMC-Instruments Cloud and are authorised to perform services on behalf of MCS:

<b>Contract partner</b>	<b>Services</b>
Gossen Metrawatt GmbH Südwestpark 15 90449 Nürnberg Germany	<ul style="list-style-type: none"> <li>• Provision of component "IZYTRONIQ"</li> <li>• 1st level support</li> <li>• Project management &amp; coordination</li> <li>• Sales &amp; marketing</li> <li>• Provision of personnel</li> </ul>
GMC-I Service GmbH Beuthener Straße 41 90471 Nürnberg Germany	<ul style="list-style-type: none"> <li>• Provision of service component "IZYCHECK"</li> <li>• 1st level support</li> <li>• Project management &amp; coordination</li> <li>• Sales &amp; marketing</li> <li>• Provision of personnel</li> </ul>
audius GmbH Mercedesstraße 31 71384 Weinstadt-Endersbach Germany	<ul style="list-style-type: none"> <li>• Provision of component "ELEXONIQ"</li> <li>• Provision of dashboard "VIZIONIQ"</li> <li>• Administration services &amp; infrastructure</li> <li>• 2nd level support</li> <li>• Project management &amp; coordination</li> <li>• Provision of personnel</li> </ul>
audius SE Mercedesstraße 31 71384 Weinstadt-Endersbach Germany	<ul style="list-style-type: none"> <li>• Accounting</li> <li>• Provision of personnel</li> </ul>

There are comprehensive contractual provisions between MCS and the cooperation partners, including with regard to the consistent compliance with data protection requirements.

## 5 Infrastructure & services

### 5.1 Overview of contract partners

The following external services and companies are involved in providing the GMC-Instruments Cloud:

Component	System / company	Data
<b>Login</b>	<b>Auth0 / Okta, Inc.</b> 100 First Street, Floor 6 San Francisco, CA 94105 USA	<ul style="list-style-type: none"> <li>User &amp; login data (title, first name, last name, e-mail)</li> </ul>
<b>Contract management</b>	<b>billwerk GmbH</b> Mainzer Landstraße 51 60329 Frankfurt/Main Germany	<ul style="list-style-type: none"> <li>Contract data (subscribed services, invoice addresses, invoice e-mail)</li> <li>Payment data * (for direct debit: account holder, BIC, IBAN) (for credit card: card holder, card type, last 4 digits of the credit card number, expiry date)</li> </ul>
<b>Payment processing</b>	<b>PAYONE GmbH</b> Lyoner Straße 9 60528 Frankfurt/Main Germany	<ul style="list-style-type: none"> <li>Invoice address *</li> <li>Payment details * (complete)</li> </ul>
<b>Hosting &amp; server</b>	<b>Microsoft Ireland Operations Limited</b> One Microsoft Place South County Business Park Leopardstown Dublin 18 Ireland	<ul style="list-style-type: none"> <li>Databases (measurement data, inspector data, employees)</li> <li>File storage (PDF protocols, attachments)</li> </ul>

\* Not applicable for invoicing "on account".

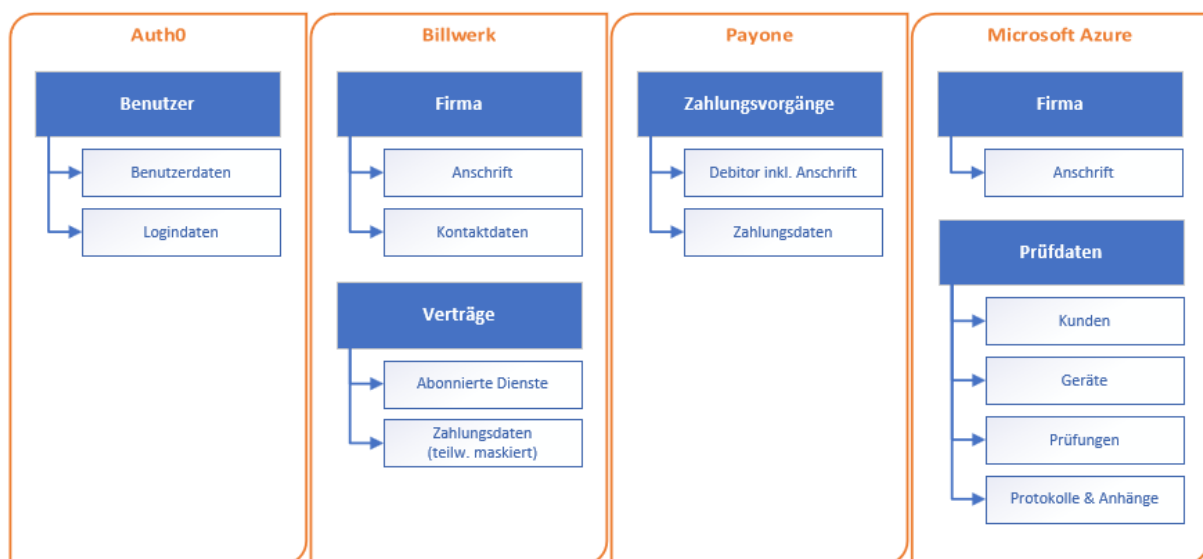


Illustration 1: Overview of services and data

## 5.2 Server locations of the contract partners

When selecting our service providers, care is taken to ensure that data is stored exclusively in the European Union. Even in the case of companies based in third countries, in particular, the USA, locations are consistently made to data storage locations within the EU:

Component	(hoster, if applicable)	Server location
<b>Auth0</b>	Amazon AWS	<b>AWS EU</b> <ul style="list-style-type: none"> <li>• Frankfurt (Germany)</li> <li>• Failover: Dublin (Ireland)</li> </ul>
<b>Billwerk</b>	Amazon AWS	<b>AWS EU</b> <ul style="list-style-type: none"> <li>• Frankfurt (Germany)</li> <li>• Failover: Dublin (Ireland)</li> </ul>
<b>PAYONE</b>	-	<ul style="list-style-type: none"> <li>• Frankfurt (Germany)</li> <li>• Düsseldorf (Germany)</li> </ul>
<b>Microsoft Azure</b>	-	<b>Europe, west</b> <ul style="list-style-type: none"> <li>• Amsterdam (Netherlands)</li> <li>• Failover: within the EU</li> </ul>

To the extent that the applicable legal requirements are met, service providers may transfer certain data, in particular, metadata, to third countries (e.g., in case of malfunctions and failures).

## 5.3 Administration

Any access to the administration consoles is personalised and granularly restricted according to the group of persons. In addition, a second factor is required due to defined conditions.