



Managed Services

Terms of Service

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Terms of Service

These Terms of Service set forth the terms between you ("**Customer**," "**you**," or "**your**") and Elastisys AB, org. no. 556873-6135, a company incorporated under the laws of Sweden, ("**Elastisys**," "**we**," or "**us**") and governs your access to and use of the Services, as defined below.

1. Definitions

The following terms and expressions shall in this document, when capitalized, have the meanings assigned to them in this section.

APPLICABLE LEGISLATION means the GDPR and; any applicable supplementary legislation to the GDPR.

AUTHORIZED USER means Customer and Customer's employees, consultants, contractors, and agents (i) who are authorized by Customer to access and use the Services under the rights granted to Customer pursuant to the Agreement and (ii) for whom access to the Services has been purchased hereunder.

AGREEMENT means the Order, these Terms of Service (including all appendices), any Data Processing Agreement between the Customer and Elastisys, and any additional agreements, documents or terms which incorporate these Terms of Service by reference.

CHANGE ORDER refers to a written notification from the Customer to Elastisys to make changes in the Service(s), such as to change between Standard and Premium plan, etc.

CONTROLLER A natural or legal person, public authority, agency, or other body which, alone or jointly with others, determines the purposes and means of the Processing of Personal Data.

CUSTOMER means the legal entity that has entered into the Agreement with Elastisys.

CUSTOMER APPLICATIONS refers to all of the Customer's application(s) which, from time to time, are deployed using the Services.

DATA means all the information, text drawings, diagrams, images or sounds (including and/or together with any databases made up of any of these) and other data which are embodied in any electronic, magnetic, optical or tangible media, and which:

- are owned by or relate to either Party's business;
- are supplied to one Party or on behalf of the other Party; or
- are generated, processed, stored or transmitted by a Party and/or a subcontractor, on behalf of the other Party pursuant to this Agreement.

DATA PROCESSING AGREEMENT INSTRUCTIONS means the written instructions from the Controller for how the Processor shall process the Personal Data. These instructions are provided in the Order.

DATA SUBJECT means a natural person whose personal data is processed.

DOCUMENTATION means Elastisys' user manuals, handbooks, and guides relating to the Services.

ELASTISYS IP means the Services, the Documentation, and all intellectual property provided to Customer or any other Authorized User in connection with the foregoing. For the avoidance of doubt, Elastisys IP does not include Data owned by the Customer.

ENVIRONMENT means one Compliant Kubernetes Service Instance, which might also include other Services as listed in the appendices to these Terms.

GDPR means Regulation (EU) 2016/679 of the European Parliament and the Council as amended, supplemented and/or varied from time to time.

NODE means a data plane (worker) Node in Kubernetes and may be either a virtual or a physical machine.

ORDER means the signed business contract between the Parties.

PARTIES refers to both Elastisys and the Customer, collectively.

PERSONAL DATA means the personal data as defined in Applicable Legislation.

PERSONAL DATA BREACH means breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, Personal Data transmitted, stored, or otherwise Processed.

PLAN means the combined uptime and support undertaking provided by Elastisys for one or more Environments as reflected in the Order. A Plan can either be a Premium Plan or a Standard Plan.

PROCESSOR means natural or legal person, public authority, agency, or other body which Processes Personal Data on behalf of the Controller.

PROFESSIONAL SERVICES means separately ordered consultancy services provided by Elastisys on hourly rates and basis.

SERVICE(S) means the managed service(s) offered by Elastisys under the Agreement as described in the appendices to these Terms (including Elastisys Compliant Kubernetes platform for running containerized applications and additional services).

SERVICE ACCESS POINTS means the access points for the Service(s) made available to the Customer. The Service specific appendices set forth the Services Access Points for each provided Service.

SERVICE FEE means the periodic fee for the Services (yearly or monthly) and the aggregated hourly fees for Professional Services, to be paid by the Customer to Elastisys.

SERVICE INSTANCE means one instance of a particular Service under a specific Plan. Customers may Order multiple Service Instances (for example multiple Compliant Kubernetes Service Instances). The Plan chosen for additional Services delivered in connection with one Compliant Kubernetes Service Instance (see appendices) must be the same as the associated Compliant Kubernetes Service Instance.

SERVICE RECIPIENT means a third-party company - other than the Customer - entitled to receive and use the Services.

SERVICE SIZE means a pre-defined Service package consisting of a pre-defined capacity – e.g.CPU and memory – of a Service Instance.

SERVICE START DATE means the date that the Services shall be available to the Customer and from which date Elastisys shall be entitled to charge the Service Fee. Service Start Date is specified in Order and if not, it shall be the date Elastisys announces that the Service is ready for use.

SUBPROCESSOR A natural or legal person, public authority, agency or other body which, in the capacity of subcontractor to the Processor, Processes Personal Data on behalf of the Controller.

TERMS means these Terms of Service with all appendices.

THIRD COUNTRY means a state that is not a member of the European Union (EU) or the European Economic Area (EEA).

2. Access and Use

2.1 Provision of Access

Subject to and conditioned on your payment of the Service Fee and compliance with the terms and conditions of the Agreement, Elastisys hereby grants you a revocable, non-exclusive, non-transferable, non-sublicensable, limited right to (i) access and use the Services during the Term and (ii) to use Documentation during the Term. Your use of the Services is at all times solely for your internal business operations by Authorized Users in accordance with the terms and conditions of the Agreement. Elastisys shall provide you with the necessary means of access to the Services.

2.2 Use Restrictions and Reservation of Rights

Customer shall not, and shall not permit any Authorized Users, to (i) use the Services, (i) use any software component of the Services, or (i) use Documentation for any purposes beyond the scope of the access granted in the Agreement. Unless authorized in writing by Elastisys, Customer shall not at any time, directly or indirectly, permit any Authorized Users to: (i) copy, modify, or create derivative works of the Services, any software component of the Services, or Documentation, in whole or in part; (ii) rent, lease, lend, sell, license, sublicense, assign, distribute, publish, transfer, or otherwise make available the Services or Documentation except as expressly permitted; (iii) reverse engineer, disassemble, decompile, decode, adapt, or otherwise attempt to derive or gain access to any software component of the Services, in whole or in part; (iv) remove any proprietary notices from the Services or Documentation; or (v) use the Services or Documentation in any manner or for any purpose that infringes, misappropriates, or otherwise violates any intellectual property right or other right of any person, or that violates any applicable law, regulation, or rule.

Elastisys reserves all rights not expressly granted to Customer. Except for the limited rights and licenses expressly granted under this Agreement, nothing in this Agreement grants, by implication, waiver, estoppel, or otherwise, to Customer or any third party, any intellectual property rights or other right, title, or interest in or to the Elastisys IP.

2.3 Suspension

Notwithstanding anything to the contrary in the Agreement, Elastisys may temporarily suspend Customer's and any other Authorized User's access to any portion or all of the Services if: (i) Elastisys reasonably determines that (A) there is a threat or attack on any of the Elastisys IP; (B) Customer's or any other Authorized User's use of the Elastisys IP disrupts or poses a security risk to the Elastisys IP or to any other customer or vendor of Elastisys; (C)

Customer or any other Authorized User is using the Elastisys IP for fraudulent or illegal activities; (D) subject to applicable law, Customer has ceased to continue its business in the ordinary course, made an assignment for the benefit of creditors or similar disposition of its assets, or become the subject of any bankruptcy, reorganization, liquidation, dissolution, or similar proceeding; or (E) Elastisys' provision of the Services to Customer or any other Authorized User is prohibited by applicable law; (ii) any vendor of Elastisys has suspended or terminated Elastisys' access to or use of any third-party services or products required to enable Customer to access the Services; or (iii) in accordance with Section 6 (Service Fees and Terms of Payment) (any such suspension described in subclause (i), (ii), or (iii), a "**Service Suspension**"). Elastisys shall use commercially reasonable efforts to provide written notice of any Service Suspension to Customer and to provide updates regarding resumption of access to the Services following any Service Suspension. Elastisys shall use commercially reasonable efforts to resume providing access to the Services as soon as reasonably possible after the event giving rise to the Services Suspension is cured. Elastisys will have no liability for any damage, liabilities, losses (including any loss of or profits), or any other consequences that Customer or any other Authorized User may incur as a result of a Service Suspension.

3. Service Levels and Support

3.1 Availability

Subject of the terms and conditions of the Agreement, Elastisys shall use commercially reasonable efforts to make the Service(s) available 24 hours a day, 7 days a week, with the service availability specified below ("**Service Availability**"), except for:

- Planned downtime and maintenance events;
- Force Majeure Events;
- Failures or malfunctions in any Customer equipment or technology; and/or Customer Applications:
 - Downtime due to Node replacement (Customer Applications are expected to tolerate worker Node replacement, one Node at a time); and/or
 - Downtime due to Service Access Point failover as can happen during maintenance or failures. (Customer Applications are expected to tolerate Access Point failover, by reconnecting to the newly promoted Service Access Point).

Availability (uptime) is measured every minute for every Service Access Point, from external network location whenever possible. Managed Additional Services are measured from internal locations.

Elastisys shall follow industry best practices to ensure Service Availability. In particular, Elastisys shall adjust the size of Service Instances and replication of Service Instances, as required to maintain Service Availability. Elastisys guarantees Availability of each Service according to the following::

	Premium Plan	Standard Plan
Service Availability	99.9% 99.95%* (geo-redundant deployment)	Best effort
Service downtime allowed per month	44 minutes **	N/A
Penalty ***	Calculation is based on total monthly fee for the Service Instance	No penalties apply

	Less than 99.9%: 10% credit Less than 99.0%: 25% credit Less than 95.0%: 50% credit	
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* 99.95% Service Availability for Premium Plan services deployed in geo-redundant setups that tolerate data center outages.

** 44 minutes (43m 49s) is the maximum allowed downtime in a month (30 days or 43 200 minutes).

*** Upon customer request.

3.2 Ways of Contact

The Customer may contact Elastisys by opening a support ticket, sending Slack messages, or calling the Elastisys' support number. The Customer may initiate an unlimited number of support tickets. A support ticket may only be submitted to Elastisys via Elastisys designated support channels as instructed from time to time by Elastisys. The Customer should not enter any sensitive information in a written support ticket. If such information needs to be provided, it should be done over the phone.

3.3 Change Order(s)

The Customer may only submit Change Order(s) via support tickets. The submission of a Change Order(s) shall constitute an offer to buy the Services or an upgrade thereof, as applicable. Elastisys may accept that offer at its sole discretion (at which time both Parties are legally bound) by way of responding to the service ticket thereby acknowledging receipt and acceptance of the Change Order; and/or (ii) delivery of the Services. When submitting a Change Order, the Customer agrees and acknowledges that Customer will be, or continue to be, bound by these Terms.

3.4 Incident Levels and Response Time

		Premium Plan***		Standard Plan (Incident management: 8 am to 5 pm CET)	
Priority level	Definition	Response time*	Solution target time	Response time*	Solution target time
Critical Incident	Incidents that cause loss of service or continuous instability of mission-critical functionality and have no workaround. The incident causes or may cause a material adverse effect on the Customer's business or material parts of the operational services are unavailable.	60 min	<4 hours	60 min**	<4 hours**

Major Incident	Incidents that are impairing, but not causing loss of service or loss of mission-critical functionality. Intermittent issues that affect mission-critical functionality. The incident causes or may cause an adverse effect on the Customer's business or a critical function does not work, or work with response times that are inferior to the agreed-upon time.	2 hours	<12 hours	2 hours**	<12 hours**
Minor Incident	All other incidents.	1 Business Day	N/A	1 Business Day	N/A
Change Order	Change orders as defined in Change Management above, for changes allowed as per service specifications in appendices.	1 Business Day	1 Business Day	1 Business Day	N/A
General Questions		Reasonable Efforts to Answer within 1 Business Day		Reasonable Efforts to Answer within 1 Business Day	

* Response time from a qualified engineer measured from incident start or notification by the Customer

** Environments with the Standard Plan response and solutions times only applies during office hours (8 am to 5 pm CET)

*** Environments with the Premium Plan are required to go through the go-live checklist (<https://elastisys.com/go-live-checklist/>) before any uptime service levels are enforced.

3.5 Updates and Upgrades

Elastisys uses maintenance windows to take proactive measures for maintaining the stability and security of the Services. Maintenance windows are scheduled together with the customer according to the time frames below.

Type	Definition	Time frame	Frequency
Critical security patches	Patches to fix known vulnerabilities that Elastisys assessed as posing immediate risk to Customer Data.	Immediately	Immediately
Non-critical security patches	Patches to fix known vulnerabilities that Elastisys assessed as posing a security risk, but no data is at immediate risk.	22-05 CET	At most daily
Minor updates	Updates that bring new features and improvements, without requiring careful coordination with the Customer. Minor updates are expected to be backwards	08-17 CET	At most monthly

	compatible and incur negligible risk of downtime.		
Major updates	Updates that bring new features and improvements, but require careful coordination with the customer. Major updates are not expected to be backwards compatible and may require active actions from the Customer.	08-17 CET	Service specific, see appendices

For Major updates, the Customer will be informed and provided a changelog upon Elastisys releases of new versions of Services. The Customer can choose to approve the release and if so, Elastisys installs the new release during the next maintenance window. The Customer can also postpone the release if the Customer for example wants to verify that any changes to Customer-facing APIs are compatible with the Customer’s Applications. Without an explicit written agreement with Elastisys, the Customer cannot postpone a release for more than the Service version lifecycle (see appendices for version lifecycle of each Service).

Should the Customer want to test upgrades in an additional environment, Elastisys can, subject to a Change Order, create a new Service Instance with the next major version.

Elastisys performs all maintenance according to best practices and will take all commercially reasonable efforts to avoid downtime for Customers during maintenance. Customers are recommended to implement robust applications that tolerate the above maintenance, such as node replacements and Service(s) restart, e.g., as per the go live checklist: <https://elastisys.com/go-live-checklist/>. Any caused downtime during maintenance is not counted against the Service Availability, as detailed in the above section about Availability.

4. Elastisys Obligations

Elastisys shall, from the Service Start Date as reflected in the Order and for the duration of the Agreement, make the Service(s) available to the Customer.

Elastisys shall, during the term of this Agreement, use commercially reasonable efforts to hold and maintain appropriate insurance policies in relation to its obligations under this Agreement, which insurance policies should be from financially sound and reputable insurers.

5. Customer Obligations

5.1 Acceptable Use Policy

As follows from this Agreement, the Services may not be used unauthorized, which includes unlawful, fraudulent, offensive, or obscene activity. You will comply with all terms and conditions of this Agreement, all applicable laws, rules, and regulations, and all guidelines, standards, and relevant requirements listed on www.elastisys.io, that may be updated over time without notice.

You are responsible and liable for all uses of the Services and Documentation resulting from access provided by you, directly or indirectly, whether such access or use is permitted by or in violation of this Agreement. Without

limiting the generality of the foregoing, you are responsible for all acts and omissions of Authorized Users, and any act or omission by an Authorized User that would constitute a breach of this Agreement if taken by you will be deemed a breach of this Agreement by you. You shall use reasonable efforts to make all Authorized Users aware of this Agreement's provisions as applicable to such Authorized User's use of the Services and shall cause Authorized Users to comply with such provisions.

If you become aware of any unauthorized access, copying, modification, or use of the Services, the Customer must promptly provide Elastisys with all details.

5.2 Customer Applications

The Customer is solely responsible for Customer Applications and that it has the capability to receive the Services. The Customer shall, upon request, grant access to and provide Elastisys with information about the Customer Applications to the extent relevant and required to set up, maintain and perform the Services.

The Customer shall not interfere with or disrupt the security, stability, or performance of the Service.

The Customer allows Elastisys to use the Customer's logo on Elastisys' website for marketing purposes, unless agreed otherwise.

6. Service Fees and Terms of Payment

6.1 Service Fee

The Customer shall pay the Services Fee stated in the Order or otherwise as stated in Elastisys' general price list. All Service Fees are exclusive of VAT and other taxes and/or duties. Customer is responsible for all sales, use, and excise taxes, and any other similar taxes, duties, and charges of any kind imposed by any governmental or regulatory authority on any amounts payable by Customer hereunder.

The Service Fee includes the cost of infrastructure required to run Service Instances and Customer Applications. Additional infrastructure used by Customer applications (such as storage for the application, external outbound network traffic, etc.) are added on top of Service Fee.

Elastisys reserves the right to modify Service Fees for all Services with a notice period of 30 days. Updated Service Fees will override any original Service Fees stated in an Order.

For any overdue payments, Elastisys shall have the right to charge a monthly interest of 8 percent based on the outstanding overdue balance. If payment for Services is more than 60 days past due, Elastisys may, without any liability whatsoever, terminate or suspend providing the affected services to the Customer upon 10 days prior written notice to the Customer.

All Elastisys prices are in SEK. By default Elastisys invoices in SEK, customers can request to be invoiced in Euro (€).

6.2 Terms of Payment

The Service Fee is invoiced by Elastisys after each month of usage. Terms of payment are thirty (30) days from the date of invoice. The minimum billing period for any Service instance is one month. Change Orders that modify the cost of a Service Instance have a billing granularity of one day.

The Service Fee for any agreed Professional Services shall be invoiced by Elastisys on a monthly basis in arrears. Terms of payment are thirty (30) days from the date of invoice.

Premium Plan Environments will be billed according to Premium Plan Service Fees from the day of the Service Start Date. However, Premium Plan Service Availability and any associated penalties will be enforced only after the go-live checklist has been successfully completed by the Customer and/or Elastisys and accepted in writing by Elastisys.

The go-live checklist can be found here: <https://elastisys.com/go-live-checklist/>. Elastisys reserves the right to continuously, and without notice, update the go-live checklist.

7. Term and Termination

These Terms are effective from the Service Start Date and shall remain in force until terminated by either Party. The mutual termination notice period for termination without cause period is two (2) months unless otherwise agreed in writing by the Parties.

Either Party shall have the right to terminate the Agreement for cause without liability to the other Party, by written notice to the other Party, if;

1. the other Party goes into liquidation;
2. enters into composition proceedings with its creditors;
3. becomes insolvent or is unable to pay its major debts or the majority of its debts or fails or admits in writing its inability to pay its major debts or the majority of its debts as they become due;
4. makes a general assignment for the benefit of creditors or if a petition under bankruptcy or under any insolvency law is filed by or against the other Party and such petition filed by a third party is not dismissed within sixty (60) days (or such longer period agreed upon between the Parties) after it has been filed or a secured part takes possession of all or substantially all of its assets and such process is not dismissed or restrained within thirty (30) days.

Either Party shall have the right to terminate the Agreement forthwith without liability to the other Party, by written notice to the other Party, if the other Party commits a material breach of its obligations hereunder. However, in case such a material breach is capable of being cured, neither Party shall be entitled to terminate the Agreement unless and until the other Party has failed to cure the material breach within thirty (30) days after the failing Party has been served with a notice requiring it to cure such a breach and stating the sending Party's intention to terminate the Agreement if compliance with the notice to cure is not met.

The expiration or termination of this Agreement shall not affect or prejudice any provisions of the Agreement which are expressly or by implication provided to continue in effect after such expiration or termination.

Upon termination of this Agreement, the Customers access to the Services will cease and Elastisys will erase all of the Customer's Data. The Customer is responsible for downloading and/or copying all the Customer's data before the effective date of the termination.

8. Force Majeure

Neither Party shall be liable for non-performance or defective nor late performance of any of their obligations hereunder to the extent that such non-performance, defective or late performance is due to causes and/or conditions outside of the performing Party's reasonable control.

Causes and/or conditions outside of a Party's reasonable control shall include, but not be limited to, acts of terrorism, strikes, and other labor disputes, explosions, earthquakes, wars (whether declared or undeclared), government acts (including failure to act) (de jure or de facto), sabotage or severe weather conditions which the Party claiming excuse could not have reasonably foreseen the effects of or made alternative arrangements for.

If conditions that fall under force majeure affect this agreement more than three consecutive months, both parties have the right to cancel this agreement with 30 days' notice.

9. Limitation of Liability

Elastisys shall not be liable for any non or late performance or defective Service if this has been caused by Customers' data or Customer Applications; non-compliance with the Customer's obligations; regular system maintenance activities announced by Elastisys in advance; or emergency system maintenance activities which could not reasonably have been foreseen by Elastisys or its third-party program product developers.

Elastisys shall not be liable to the Customer in connection with the Agreement for any indirect or consequential damages, including but not limited to loss of production, loss of data, loss of business, loss of investment, loss of revenue, and loss of goodwill. In the scope of the Agreement, Elastisys does not provide legal or compliance advice. Customers are responsible for making their own assessment of whether their use of the Services meets applicable legal and regulatory requirements.

Elastisys' aggregate and total liability in respect of any one or more events or series of events (whether connected or unconnected) occurring during the term of this Agreement shall per calendar year be limited to direct damages equal to fifty (50) percent of the Service Fees invoiced to the Customer during the calendar year preceding the year when the loss arose. If this Agreement has not been in force during an entire calendar year, the above mentioned amount shall be calculated over a twelve-month period on the basis of the Service Fees already invoiced to the Customer during the calendar year in question.

The limitations of liability set forth herein shall not apply to any liability arising from intent or gross negligence.

10. Confidential Information

From time to time during the Term and for a period of five years after the Term has ended, Elastisys and Customer may not disclose or make available to third parties the other party's business affairs, products, confidential intellectual property, trade secrets, third-party confidential information, and other sensitive or proprietary information, whether orally or in written, electronic, or other form or media/in written or electronic form or media, whether or not marked, designated, or otherwise identified as "confidential" at the time of disclosure (collectively,

"**Confidential Information**"). Confidential Information does not include information that at the time of disclosure is: (a) in the public domain; (b) known to the receiving party; (c) rightfully obtained by the receiving party on a non-confidential basis from a third party; or (d) independently developed by the receiving party. The receiving party shall not disclose the disclosing party's Confidential Information to any person or entity, except to the receiving party's employees, agents, or subcontractors who have a need to know the Confidential Information for the receiving party to exercise its rights or perform its obligations hereunder and who are required to protect the Confidential Information in a manner no less stringent than required under this Agreement. Notwithstanding the foregoing, each party may disclose Confidential Information to the limited extent required (i) to comply with the order of a court or other governmental body, or as otherwise necessary to comply with applicable law, provided that the party making the disclosure pursuant to the order shall first have given written notice to the other party and made a reasonable effort to obtain a protective order; or (ii) to establish a party's rights under this Agreement, including to make required court filings. Each party's obligations of non-disclosure with regard to Confidential Information are effective as of the date such Confidential Information is first disclosed to the receiving party and will expire as set forth above; provided, however, with respect to any Confidential Information that constitutes a trade secret (as determined under applicable law), such obligations of non-disclosure will survive the termination or expiration of this Agreement for as long as such Confidential Information remains subject to trade secret protection under applicable law.

11. Intellectual Property Rights

Elastisys Data and Services, including but not limited to, any derivatives, developments or modifications (upgrades, updates, fixes etc.) thereof and the intellectual and industrial property rights therein, shall be and remain the exclusive property of Elastisys or its subcontractors. Any results of Professional Services created by Elastisys under and during the performance of this Agreement, including any intellectual property rights in relation thereto, which relate specifically to any software used by to deliver the Services shall be the exclusive property of Elastisys or have the option to be released as open source to benefit both the Customer and the wider community. Any results of Professional Services specifically carried out with regard to the Customer's own software shall be the Customer's exclusive property.

The Customer's data and Customer Applications, including but not limited to, any derivatives, developments, or modifications (upgrades, updates, fixes etc.) thereof and the intellectual and industrial property rights therein, shall be and remain the exclusive property of the Customer or its suppliers. The Customer grants Elastisys a non-exclusive, non-transferable, license to use the Customer's data and Customer Applications to perform the Services.

Each Party is responsible for obtaining, at its own cost, all consents and licenses which it requires in order to enable it to perform its rights and obligations in accordance with this Agreement. In particular, the Customer warrants, and is solely liable for ensuring, that it has any and all necessary rights, consents, and licenses to access and process any data provided to Elastisys under this Agreement. In particular, Elastisys warrants, and is solely liable for ensuring that it has any and all necessary rights, consents, and licenses to perform and provide any Services to the Customer under this Agreement.

If the Customer or any of the Customer's employees, contractors, or agents sends or transmits any communications or materials to Elastisys by mail, email, telephone, or otherwise, suggesting or recommending changes to the Services, including without limitation, new features or functionality relating thereto, or any comments, questions, suggestions, or the like ("**Feedback**"), then Elastisys are free to use such Feedback irrespective of any other obligation or limitation between you and Elastisys governing such Feedback. All Feedback is and will be treated as non-confidential. Customer hereby assigns to Elastisys on Customer's behalf, and shall

cause its employees, contractors, and agents to assign, all right, title, and interest in, and Elastisys is free to use, without any attribution or compensation to you or any third party, any ideas, know-how, concepts, techniques, or other intellectual property rights contained in the Feedback, for any purpose whatsoever, although Elastisys is not required to use any Feedback.

12. Indemnity

Elastisys shall at its sole cost defend, indemnify and hold the Customer harmless from and against any and all damages, costs, and expenses incurred as a result of any claim, suits, proceedings or litigation of any kind (actual or threatened) brought against the Customer based on the allegation that the access or use of the Services in accordance with the terms of this Agreement constitutes an infringement of any intellectual and industrial property rights of such third party, subject to Elastisys being authorized to manage and settle the claim, suit or proceeding or other right of action at its own discretion.

The Customer shall, at its sole cost, defend, indemnify and hold Elastisys harmless from and against any and all damages, cost, and expenses incurred as a result of any claims, suits or proceedings or litigation of any kind (actual or threatened) brought against Elastisys based on the allegation that the access to or use of the Customer's data or Customer Applications in accordance with the terms of this Agreement constitutes an infringement of any intellectual and industrial property rights of any third party.

The intellectual property indemnities as set out in this section, shall not apply to the degree and to the extent:

- the claim arises out of breach of this Agreement by the Party entitled to be indemnified;
- the claim arises directly out of compliance by the indemnifying Party with a specification or instructions provided by the Party entitled to be indemnified; or
- the Party entitled to be indemnified has caused or materially and/or substantially contributed to the events which gave rise to the claim under the indemnity.

If such a third-party claim is made or either party reasonably anticipates such a third-party claim will be made, Customer agrees to permit Elastisys, at Elastisys' sole discretion, to (A) modify or replace the Services, or component or part thereof, to make it non-infringing, or (B) obtain the right for Customer to continue use. If Elastisys determines that neither alternative is reasonably available, Elastisys may terminate this Agreement, in its entirety or with respect to the affected component or part, effective immediately on written notice to Customer. This Section sets forth the Customer's sole remedies and our sole liability and obligation for any actual, threatened, or alleged third-party claim that the Services infringe, misappropriate, or otherwise violate any intellectual property rights of any third party. This Section does not apply to the extent that any such third-party claim arises from Customer Applications, the Customer's Data, or products provided by third-party.

13. Data Protection

In the performance of this Agreement, Elastisys may process personal data on behalf of the Customer, as described in Appendix 1.

14. Subcontracting

Elastisys may use subcontractors for the performance of its obligations under this Agreement. Elastisys is fully responsible and liable for all acts (including omissions) of its subcontractors and shall cause each of its

subcontractors to fully abide with all applicable obligations, terms and conditions of the Agreement. Elastisys will not use subcontractors for processing of Customer data that are outside the jurisdiction of European law.

15. Assignment

The Agreement shall accrue to the benefit of and be binding upon the Parties hereto and any successor entity into which either Party shall have been merged or consolidated or to which either Party shall have sold or transferred all or substantially all its assets, but it shall not be otherwise assigned by either Party without the prior written consent of the other Party. The Parties agree that any consent to a requested assignment shall not be unreasonably withheld or delayed. Elastisys shall be entitled to assign this Agreement to any company affiliated with Elastisys, including subsidiaries.

16. No Waiver

The failure of either Party to insist, in one or more instances, upon the performance of any of the terms or conditions of the Agreement, or to exercise any right hereunder, shall not be construed as a waiver or relinquishment of the future performance of any such terms or conditions or the future exercise of such right, and the obligation of Elastisys or the Customer with respect to such future performance shall continue in full force and effect.

17. Notice

Any notice required or permitted to be given by either Party under this Agreement shall be in writing and may be delivered by hand, by courier, sent by registered airmail letter, or electronic mail. Any notice shall be deemed to have been received when actually delivered or

- when left at the address of the recipient, receipt confirmed;
- five (5) days after the date of posting it with ordinary mail; or
- where sent by email, on the day following receipt by the sender of an email confirmation, generated by the machine (or computer) from which the notice was sent, indicating that the notice was sent in its entirety to the recipient's email address, as applicable.

All notices shall be sent to the contact details specified in the Agreement. The notice requirement in this Section 17 does not include support tickets from the Customer to Elastisys.

18. Severability

Each provision of the Agreement is construed in such a manner as to be effective and valid under the substantive laws of Sweden. Should, however, any provision notwithstanding this, by action of law or for any other reason, be held to be prohibited or invalid, the remaining provisions of the Agreement shall, provided that the contractual state of equilibrium between the Parties is not materially distorted as a result of such prohibition or invalidity, remain in full force and effect.

Should the contractual state of equilibrium between the Parties not be materially distorted as a result of a prohibition or invalidity of any provision of this Agreement, the Parties shall promptly agree upon an alternative provision having an effect as similar as possible to the effect of the prohibited or invalid provision.

Should the contractual state of equilibrium between the Parties be materially distorted as a result of the prohibition or invalidity of any provision of the Agreement, the Party not favored by such prohibition or invalidity shall have the right to terminate this Agreement with immediate effect.

19. Entire Agreement and Modifications

This Agreement constitutes the entire agreement between the Parties with respect to the subject matter hereof and supersedes all previous negotiations, proposals, commitments, writings, oral statements, and understanding of any nature whatsoever.

Customer acknowledge and agree that Elastisys has the right, in its sole discretion, to modify this Agreement and its appendices (including fees) from time to time, and that modified terms become effective on posting. You will be notified of modifications through notifications or posts on Elastisys' website or direct email communication from Elastisys. You are responsible for reviewing and becoming familiar with any such modifications. Your continued use of the Services after the effective date of the modifications will be deemed acceptance of the modified terms. Elastisys will provide at least 30 days' advance notice of changes to any service level that Elastisys reasonably anticipates may result in a material reduction in quality or services. If the Customer chooses not to accept the modification, Customer has the right to terminate the Agreement within 14 days from Elastisys notification of the modification.

20. Governing Law and Dispute

The Agreement shall be governed by and construed in accordance with the laws of Sweden.

Any dispute, controversy or claim arising out of, or in connection with, the Agreement, or the breach, termination or invalidity of the Agreement shall be finally and exclusively settled by arbitration administered by the Arbitration Institute of the Stockholm Chamber of Commerce (the "SCC").

The Rules for Expedited Arbitrations shall apply, unless the SCC in its discretion determines, taking into account the complexity of the case, the amount in dispute and other circumstances, that the Arbitration Rules shall apply. In the latter case, the SCC shall also decide whether the Arbitral Tribunal shall be composed of one or three arbitrators.

The place of the arbitration proceedings shall be Stockholm, and the language of the proceeding shall be English, unless both Parties are Swedish entities. In such case, the language of the proceeding shall be Swedish.

Appendix 1 Data Processing Agreement

This Data Processing Agreement (the “DPA”) between the Customer (below, the “Processor”) and **Elastisys AB** (below, the “Sub-processor”) constitutes a part of the Agreement, under which the Sub-processor will process personal data on behalf of the Processor when supplying the Service (including any Professional Services).

A1.1 Instructions

A1.1.1 The Sub-processor shall process the Personal Data in accordance with this Data Processing Agreement as well as with the Processor’s written instructions set forth in the Order.

A1.1.2 The Sub-processor may not process the Personal Data for any other purposes or in any other way than as instructed by the Processor from time to time. The Parties shall update Data Processing Instructions in the event of new or amended instructions.

A1.1.3 Notwithstanding the above, the Sub-processor may undertake reasonable day-to-day actions with the Personal Data without having received specific written instructions from the Processor, provided that the Sub-processor acts for and within the scope of the purposes stated in the Data Processing Instructions.

A1.1.4 In the event that the Sub-processor considers that any instruction violates Applicable Legislation, the Sub-processor shall refrain from acting on such instructions and shall promptly notify the Controller and await amended instructions.

A1.1.5 The Processor is responsible to, in writing, give the Sub-processor an up to date list of the categories of Personal Data and categories of data subjects being processed under this agreement. Any changes to the categories of Personal Data or categories of data subjects being processed under this agreement shall be notified to the Sub-processor without delay.

A1.2 The Controller’s responsibilities

A1.2.1 The Controller is responsible to ensure that a legal ground recognized under Applicable Legislation applies for processing of the Personal Data. The Controller is also responsible to take other necessary actions to meet all other obligations of a controller under Applicable Legislation.

A1.2.2 The Controller has the sole responsibility for the accuracy, quality, and legality of the Personal Data and the means by which it acquired the Personal Data. The DPA between the Processor and the Controller shall state that the Controller is responsible for informing data subjects of the data processing, and to safeguard the rights of data subjects in accordance with the Applicable Legislation.

A1.2.3 The Processor undertakes to inform the Sub-processor without undue delay of any changes in the processing that may affect the Sub-processor’s obligations pursuant to the Data Protection Legislation.

A1.3 Security measures

A1.3.1 The Sub-processor shall maintain adequate security measures to ensure that the Personal Data is protected against destruction, modification and proliferation. The Sub-processor shall further ensure that Personal Data is protected against unauthorized access and that access events are logged and traceable.

A1.3.2 The Sub-processor shall ensure

- that all employees comply with this Agreement and the Instructions, and are informed about relevant legislation,
- that only authorized employees have access to the Personal Data,
- that the authorized employees process the Personal Data only in accordance with this DPA and the Processor's instructions and
- that each authorized employee is bound by a confidentiality undertaking towards the Processor in relation to the Personal Data.

A1.3.3 The Sub-processor shall notify the Processor without undue delay after becoming aware of a personal data breach. Such notification shall, where possible, at least contain the information described in Article 33.3 of the GDPR.

A1.4 The sub-processor's obligations to assist

A1.4.1 The Sub-processor shall assist the Processor with the fulfillment of the Processor's obligation under Applicable Legislation by ensuring appropriate technical and organizational measures.

A1.4.2 The Sub-processor shall take measures to protect the Personal Data against all kinds of processing that is not in compliance with this Agreement, the Instructions, and the Data Protection Legislation.

A1.4.3 The Sub-processor shall assist the Processor in relation to the Processor's obligations under Articles 32-36 of the GDPR.

A1.4.4 In the event that the Sub-processor finds the Instructions to be unclear, in violation of the Data Protection Legislation or non-existent, and the Sub-processor is of the opinion that new or supplementary Instructions are necessary in order to fulfill its undertakings, the Sub-processor shall inform the Processor of this without delay.

A1.4.5 In the event the Controller provided the Processor or the Sub-processor with new or amended Instructions, the Sub-processor shall inform the Processor, without undue delay after receiving them, whether the implementation of the new Instructions will entail any changed costs for the Sub-processor.

A1.5 Sub-processors

A1.5.1 The Sub-processor may engage third parties to process the Personal Data or any part thereof on its behalf ("sub-processors"). Where the Sub-processor intends to engage a new sub-processor, the Processor must be informed thereof in writing. The new sub-processor may process the Personal Data if the Processor has not objected in writing 30 days after such information was provided. Approved sub-processors are listed in the Order.

A1.5.2 The Sub-processor shall enter into a written agreement with every sub-processor, in which each sub-processor undertakes obligations at least reflecting those undertaken by the Sub-processor under this DPA. The Sub-processor is responsible towards the Controller for its sub-processors' acts and omissions as for its own.

A1.5.3 In the event the Processor objects to any new sub-processor in accordance with Section A1.5.11, the Sub-processor shall refrain from using such Sub-processor. If that is not practically or commercially reasonable according to the Sub-processor, both Parties shall at its discretion be entitled either to

- upon prior approval from Sub-processor receive compensation from the Processor for any additional costs incurred by it due to such objection, or,
- terminate the DPA on 45 days' notice.

A1.6 Transfers to third countries

A1.6.1 The Sub-processor shall ensure that the Personal Data will be handled and stored within the EU/EEA by a natural or legal person who is established in the EU/EEA. The location(s) of the Processing of Personal Data (are) is set out in the Order.

A1.6.2 The Parties are aware that changes in legislation, changes in practices and/or other events (such as Public authorities requests) may occur during the term of the Agreement. As a result, it may be necessary to re-assess whether measures taken need to be adjusted or measures need to be taken. To ensure that the Processor is at all times able to (re-)assess whether amended and/or additional measures are required to comply with the EU level of protection of Personal Data, the Sub-Processor shall keep itself informed of all developments concerning changes in the third country's legislation and practices and all relevant requests of public authorities that may lead to its inability to comply with its contractual obligations and to ensure a level of protection, equivalent to the GDPR. The Sub-Processor shall inform the Processor promptly of any such changes and/or events.

A1.6.3 The Sub-Processor shall inform the Processor about additional technical and/or organizational measures that are required to ensure a level of protection, equivalent to the GDPR.

A1.6.4 If, in the Sub-processor's reasonable opinion, no measures can ensure an essentially equivalent level of protection and an alternative solution is not available, the transfer should be suspended with immediate effect. If, as a result, the Sub-Processor is no longer able to perform the Agreement, Parties shall be entitled to terminate the Agreement without any penalties.

A1.7 Audit

A1.7.1 Upon the Controller's request or Processor's request, the Sub-processor will provide the information necessary to demonstrate the Sub-processor's compliance with its obligations under Applicable Legislation and this DPA.

A1.7.2 If the Processor, despite receiving the information set out in Section A1.7.1 above, has a legitimate reason to suspect that the Sub-processor does not fulfill its obligations under Applicable Legislation and this DPA, the Processor shall be entitled on 30 days' written notice to carry out an audit of the Sub-processor's processing of the Personal Data and information relevant in that respect. The Sub-processor shall assist the Processor and disclose any information necessary in order for the Processor to carry out such an audit. The Processor shall ensure that the personnel carrying out the inspection are subject to secrecy or duty of confidentiality pursuant to law or contract. The Processor shall carry the costs for such an audit.

A1.7.3 If a data protection authority carries out an audit of the Sub-processor which may involve the processing of Personal Data, the Sub-processor shall promptly notify the Processor thereof.

A1.8 Costs

A1.8.1 The Sub-processor shall be entitled to remuneration for any time spent to comply with Section A1.4 in accordance with the Services Fee for Professional Services as set out in the Service Order or otherwise as stated in the Sub-processor's general price list for consultancy services. The Processor shall further bear all costs incurred by the Sub-processor due to any altered or additional instructions issued by the Processor regarding the processing of the Personal Data.

A1.9 Limitation of liability

A1.9.1 In the event that compensation for damages in relation to Processing is payable to the Data Subject, through a legally binding judgment or settlement, due to a violation of the Agreement, Instructions and/or applicable provision of the Data Protection Legislation, Article 82 of GDPR is applicable.

A1.9.2 Fines in accordance with Article 83 of GDPR or Chapter 6, Section 2 of the Data Protection Act (2018:218) shall be paid by the party to this Agreement that has been levied such a fee.

A1.9.3 If either party becomes aware of circumstances that could be detrimental to the other party, the first party shall immediately inform the other party of this and work actively with the other party to prevent and minimize the damage or loss.

A1.10 Confidentiality

A1.10.1 The Sub-processor undertakes not to disclose or provide any Personal Data, or any information related to the Personal Data, to any third party. For the avoidance of doubt, any sub-processor shall not be considered a third party for the purposes of this Section A1.10. This confidentiality obligation will continue to apply also after the termination of this DPA without limitation in time.

A1.10.2 Notwithstanding Section A1.10.1 above, the Sub-processor may disclose such information if the Sub-processor is obliged herein by law, judgment by court, or by decision by a competent authority. The Sub-processor shall not be entitled to represent or act on behalf of the Processor or the Controller vis-à-vis supervisory authorities in matters relating to the processing. When such an obligation arises, the Sub-processor shall promptly notify the Processor in writing before disclosure, unless restricted from doing so under Applicable Legislation.

A1.11 Return and deletion of data

A1.11.1 The Processor shall upon termination of the Agreement or this DPA instruct the Sub-processor in writing whether or not to transfer the Personal Data to the Processor (such transfer to be made in a common machine readable format). The Sub-processor will erase the Personal Data from its systems no earlier than 30 days and no later than 40 days after the effective date of termination of the Agreement.

A1.12 Terms

A1.12.1 This DPA shall, notwithstanding the terms of the Agreement, enter into effect when the Sub-processor commences to process Personal Data on behalf of the Processor and shall terminate when the Sub-processor has erased the Personal Data in accordance with Section A1.11 above.

Appendix 2 Managed Compliant Kubernetes Service Specification

A2.1 Service specification

Elastisys Compliant Kubernetes is a platform for running containerized applications and additional services – e.g., databases, message queues, and key-value caches – as required to comply with data protection regulations. Besides the ability to run containerized applications, Compliant Kubernetes comes with out-of-the-box security and observability.

Compliant Kubernetes can be integrated with the customer's Identity Provider to facilitate compliance with Customer's access control policy.

For a complete and up-to-date description of Compliant Kubernetes, see the public documentation at <https://elastisys.io/compliantkubernetes/>

Managed Compliant Kubernetes is Compliant Kubernetes offered by Elastisys as a managed service.

A2.2 Retention for logs and metrics

Standard retention time:

- [Application logs](#) are stored for a time period of 30 days.
- [Audit logs](#) are stored for a time period of 30 days.
- [Metrics](#) are stored for a time period of 90 days.

The retention period for application, audit logs, and metrics can be modified after discussion with the customer. Upon request, Elastisys can set up long-term cold storage for both application and audit logs, including off-site replication.

A2.3 Safeguards

Elastisys reserves the right to enforce reasonable and proportionate safeguards to ensure the security and uptime of the platform. These Safeguards are important to enforce in order to stay true to our Data Processing Agreement (DPA) and to keep our customers' data safe. In particular, the Customer does not receive elevated privileges, such as access to underlying VMs, running containers as root, and cluster-admin Kubernetes permissions.

The up-to-date list of safeguards, see the public documentation at <https://elastisys.com/compliant-kubernetes-safeguards/>

Should the Customer require more permissions, this will be granted only after Elastisys determined that such a request does not pose a risk to the security and stability of the platform. For an up-to-date process on how such risk is evaluated, see the public documentation at <https://elastisys.com/compliant-kubernetes-demarcation/>

A2.4 Backup and disaster recovery

The [backup scope](#) includes:

- All data and configuration required to fully restore an Environment and make all relevant Service(s) available through their Service Access Points.
- For Customer Kubernetes, this includes resources in Customer owned namespaces, such as Pods, Deployments, StatefulSets, DaemonSets, CronJobs, Services, Horizontal Pod Autoscalers, Pod Disruption Budgets, ConfigMaps, Secrets, NetworkPolicies, ServiceAccounts, Roles, RoleBindings, Ingresses, PersistentVolumeClaims, and any additional custom resources added upon service requests.
- Customer Data stored on PersistentVolumes
- Backups are enabled by default. Customers can opt-out from all backups.
- Customers are responsible to backup any kind of user and application data beyond what is covered by the Compliant Kubernetes resources listed above.

Recover Time Objective:

- Recovery from Disasters are handled according to response and solution target times for Critical incidents, see Section 3. Some Customer Applications may need manual intervention after a recovery in order to become fully operational, e.g. Customer Applications that require specific initialization or depend on other components being available.

Recovery Point Objective:

- Backup frequency: once per day, to be performed between 0:00am and 3:00am CET.
- Number of backups kept: 3
- Long-term backup schemes can be enabled after discussion with the customer.

The following link describes the safeguards that are taken to protect backups:

- <https://elastisys.com/compliant-kubernetes-backup-protection/>

A2.5 Resizing of platform infrastructure

For robustness and availability, Elastisys reserves the right to increase the infrastructure footprint of the Environment in case the capacity limit has been exceeded.

The up-to-date policy for Capacity Management can be found here.

- <https://elastisys.com/compliant-kubernetes-capacity-management/>

A2.6 Updates and upgrades

For Compliant Kubernetes, major upgrades are foreseen approximately 3 times per year, as per [Kubernetes release cycle](#).

A2.7 Change Order

The Customer may issue a Change Order to request changes to an Environment, including but not limited to:

- Provision a new Environment.

- Target resolution time 2 weeks.
- Service Start Date to be confirmed with the Customer account manager.
- Scale Environment out or in by adding or removing Nodes.
 - Target resolution time 1 business day.
- Scale Environment up or down by resizing Nodes.
 - Target resolution time 1 business day.
- Increase retention for logs or metrics.
 - Target resolution time 1 business day.
- Change backup configuration, e.g., retention.
 - Target resolution time 1 business day.
- Decommission Environment.
 - Target resolution time: 1 week.

A2.8 Division of responsibility

Responsibility assignment matrix; Responsible, Accountable, Consulted, Informed (RACI).

Setup and contributions

Activity	Customer				Elastisys			
	R	A	C	I	R	A	C	I
Definition of Compliant Kubernetes Architecture				X	X	X		
Contribution of all related software components needed to run Compliant Kubernetes					X	X		
Contribution of all related software licenses needed to run Compliant Kubernetes					X	X		
Installation and configuration of all related Compliant Kubernetes components: <ul style="list-style-type: none"> ● Setup of virtual machines and related infrastructure on the cloud provider ● Setup of Compliant Kubernetes ● Setup of related networking configuration (accessible on public Internet IP) ● Setup of initial user privileges 		X			X			
Notes: Customer selects Environment dimensioning as well as authentication provider for installation.								

Maintenance and operations

Activity	Customer				Elastisys			
	R	A	C	I	R	A	C	I
Administration of relevant user privileges Notes: Connection to external authentication provider is the Customer's responsibility			X	X	X	X		
Planned major updates and unplanned updates			X	X	X	X		
Updating Customer Kubernetes objects (resources) that are part of their Applications as required for major updates.	X	X					X	
Planned minor upgrades				X	X	X		
Monitoring of key metrics (CPU, RAM, disk space)				X	X	X		
Adding/deleting/starting/stopping compute Nodes during maintenance					X	X		
Performing maintenance work in maintenance window			X	X	X	X		
Backup			X	X	X	X		
Recovery		X			X			
Responsibility for any kind of Customer Application	X	X						
Aggregation of all container and audit logs					X	X		
Ensure that Customer Applications tolerates Node replacement	X	X					X	

Decommissioning

Activity	Customer				Elastisys			
	R	A	C	I	R	A	C	I
Extraction of Customer data and Customer Application	X	X						
Shutdown and removal of Compliant Kubernetes application elements including data and infrastructure		X			X			

Performance management

Activity	Customer				Elastisys			
	R	A	C	I	R	A	C	I
Collecting Service(s) performance metrics					X	X		
Collecting Customer Application(s) performance metrics	X	X						
Performing configuration changes that affects Environment capacity, including: <ul style="list-style-type: none"> Scale Environment up or down Scale Environment in or out Modify storage capacity for logs increase (i.e. switch to larger Node, or increase storage for logs) 		X			X	X*		
* Elastisys accountable for minimum capacity								
Performance of Customer Application(s)	X	X						

Incident management

Activity	Customer				Elastisys			
	R	A	C	I	R	A	C	I
Investigation and classification of incidents			X		X	X		
Performing configuration changes			X		X	X		
Setup and maintenance of ticketing system				X	X	X		
Documentation of performed recovery actions				X	X	X		

Appendix 3 Managed Additional Service Specification

A3.1 Service Specification

Elastisys can manage the following additional services within an environment:

- Databases: PostgreSQL versions 12, 13, or 14.
- Low-latency in-memory caches: Ephemeral Redis version 6
- Message queues: RabbitMQ version 3

For a complete and up-to-date description of the additional services, see the public documentation at <https://elastisys.com/compliant-kubernetes-additional-services/>

A3.2 Retention for logs and metrics

Additional services feature the following monitoring capabilities:

- Service-specific logs, as produced by PostgreSQL, Ephemeral Redis, and RabbitMQ, respectively.
- [Audit logs](#) contain which Authorized User accessed which Service and when, and also any changes to Service configuration. Audit logs for the database (PostgreSQL), e.g., which query was executed by which user when, can be enabled upon request.
- Metrics, e.g., synchronization latency, number of requests per second, CPU usage, memory usage, disk I/O, and network I/O.

The Customers can view monitoring data through the monitoring endpoints of Compliant Kubernetes.

Retention times of additional services are the same as the Compliant Kubernetes environment that hosts them. See A1.2.

A3.3 Customer access

Out-of-cluster Authorized User access is performed via OpenID and RBACs, covered by audit logs (included in Compliant Kubernetes). In addition, NetworkPolicies can be used to control access to Additional Services from selected microservices of the Customer Application.

For PostgreSQL and RabbitMQ, the Customer is given user access with privileges to delegate access to other Authorized Users and Customer Applications, as required. For Redis, access is controlled via NetworkPolicies only, i.e., no usernames and passwords.

A3.4 Backup and disaster recovery

The backup scope includes:

- For PostgreSQL: user definitions, data definitions, and the data per-se.
- For RabbitMQ: user definitions, vhost definitions, topic definitions.

The backup does NOT include:

- For RabbitMQ: messages – RabbitMQ core contributors discourage this.
- Ephemeral Redis – data cached in Redis should be ephemeral with the source of truth stored in a database or user device.

Recovery Time Objective:

- Recovery from Disasters are handled according to response and solution target times for Critical incidents, see Section 3.

Recovery Point Objective:

- A full backup of PostgreSQL and RabbitMQ definitions is taken every day between 0:00 am and 6:00 am CET. The backup retention period is 30 days unless otherwise requested by the customer.
- For PostgreSQL, point-in-time recovery is provided for the last 7 days with a recovery point objective of 5 minutes.
- Long-term backup schemes can be enabled after discussion with the customer.

The following link describes the safeguards that are taken to protect backups:

- <https://elastisys.com/compliant-kubernetes-backup-protection/>

A3.5 Capacity Management

The Customer is responsible for ensuring that the Size of the additional Service matches the demand of the application.

The Size of the additional Service needs to take into account overhead due to various data protection-related platform components, e.g., intrusion detection, log collection, and metrics collection.

[Load testing](#) is recommended for Standard Plan Environments and is mandatory for Premium Plan Environments to ensure additional Services are properly sized.

A3.6 Updates and upgrades

For PostgreSQL, major upgrades are foreseen approximately 1 times per year, as per [PostgreSQL release cycle](#).

For RabbitMQ and Redis, major upgrades will be available depending on upstream releases and Elastisys's risk assessment on the stability and security of the new major releases.

Minor upgrades for Additional services are performed as specified in Section 3.5.

A3.7 Change Order

The Customer may issue a Change Order to request changes to an Environment, including but not limited to:

- Provision a new instance of a Service.
 - Target resolution time 1 week.
- Changing the Size of a Service.
 - Target resolution time 1 business day.

- Changing the storage capacity (disk) of a Service.
 - Target resolution time 1 business day.
- Change backup configuration, e.g., retention.
 - Target resolution time 1 business day.
- Decommission a Service.
 - Target resolution time 1 business day.
 - The Customer is responsible for saving any data stored in the Service before issuing the Change Order.

A3.8 Division of responsibility

Responsibility assignment matrix; Responsible, Accountable, Consulted, Informed (RACI).

Setup and contributions

Activity	Customer				Service Provider			
	R	A	C	I	R	A	C	I
Definition of Architecture				X	X	X		
Contribution of all related software components needed to run additional services					X	X		
Contribution of all related software licenses needed to run additional services					X	X		
Installation and configuration of all related components: <ul style="list-style-type: none"> • Setup of virtual machines and related infrastructure on the cloud provider • Setup of additional services • Setup of related networking configuration (accessible within an Environment) • Setup of superuser privileges 		X			X			
Provision a new Service instance		X			X			
Decommission a Service instance		X			X			

Maintenance and operations

Activity	Customer				Service Provider			
	R	A	C	I	R	A	C	I
Administration of relevant user privileges	X	X						
Network segregation		X			X			
Planned major updates and unplanned updates			X	X	X	X		
Planned minor upgrades				X	X	X		
Monitoring of key metrics (CPU, RAM, disk space)				X	X	X		
Performing monthly maintenance work in maintenance window				X	X	X		
Backup				X	X	X		
Recovery		X			X			

Decommissioning

Activity	Customer				Service Provider			
	R	A	C	I	R	A	C	I
Extraction of customer data	X	X						
Shutdown and removal of additional services components, data, and related infrastructure		X			X			

Performance management

Activity	Customer				Service Provider			
	R	A	C	I	R	A	C	I
Collecting performance metrics					X	X		
Migrate to a larger (or smaller) Service size (change plan)		X			X			
Notes: Performance configuration changes only performed upon request by customer via Change Orders. The customer is responsible to ensure sufficient capacity upon change to a smaller plan. Data migration between Database instances is also the responsibility of the Customer.								

Incident management

Activity	Customer				Service Provider			
	R	A	C	I	R	A	C	I
Investigation and classification of incidents			X		X	X		
Setup and maintenance of ticketing system				X	X	X		
Documentation of performed recovery actions				X	X	X		



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