# **General Terms and Conditions**

for Customers

Revision Date: July 24, 2025

These General Terms and Conditions, when incorporated by a Statement of Work, Engagement Form, Scope, Schedule, Exhibit, Proposal or Quote (“**SOW**”), shall govern the services to be provided and defined in the SOW (“**Services**”) and constitute the full agreement (collectively the “**Agreement**”) between Customer (named in the SOW) and TOPPAN Merrill Ltd., a company incorporated in England under company number 11464783, whose registered office is 3 St. Helen’s Place, 2nd Floor; London, EC3A 6AB, or its affiliate or subsidiary (collectively, “**TOPPAN Merrill**”) (each a “**Party**” and collectively “**Parties**”). In the event of a conflict between the Terms and Conditions and any SOW, the SOW will govern. TOPPAN Merrill reserves the right, in its sole discretion, to modify or replace these Terms and Conditions at any time in the future. General Terms and Conditions will remain effective for an individual SOW from its effective date until it is completed, expires, or is terminated.

**1. Payments.**

 (a) Payments for Services. TOPPAN Merrill’s fees are set forth in the SOW. Customer shall pay all invoiced fees owing under this Agreement and any SOW within thirty (30) days of invoice receipt from TOPPANMerrill. If Customer is represented by an advisor on the project quoted in the SOW, Customer shall pay all costs incurred by such advisor for the performance of the Services. If the scope changes, the Parties shall update the SOW, in writing. Charges for optional or additional services already quoted or described or otherwise anticipated in the SOW will not require a change order. Interest may be added to all past due invoices in accordance with state and local laws. A written dispute must be submitted with reasonably sufficient detail to TOPPAN Merrill, within thirty (30) days of invoice receipt.

 (b) Taxes. Customer shall have sole responsibility for applicable taxes. Unless Customer provides TOPPAN Merrill with a sales and use tax exemption certificate prior to TOPPAN Merrill issuing an invoice for Services, TOPPAN Merrill shall include applicable sales and use taxes on the invoice for Services, Customer shall be responsible for remittance of applicable taxes to TOPPAN Merrill.

**2. Termination.**

 (a) Termination for Cause. This Agreement may be terminated for cause upon written notice by either Party of the other Party’s material breach of this Agreement (failure to pay invoices is a material breach) and continuance of such breach without cure for thirty (30) days.

(b) Effect of Termination. Upon termination or expiration of a SOW, Customer shall (i) promptly discontinue using all Services and TOPPAN Merrill IP (as defined below) and (ii) within thirty (30) days of receipt of invoice, pay all invoices for Services up to the date of termination and all fees and expenses associated with transitioning services, if any.

**3. Ownership.**

(a) Customer. Customer owns and has sole responsibility for the accuracy, quality, integrity, and appropriateness of all original data, content and information provided to TOPPAN Merrill in conjunction with the Services, and, when paid for, Customer will own all modified content and information as specified under the SOW (collectively the “**Content**,” which, together with the Customer’s trademarks or logos, are referred to as the “**Customer Material**”).

(b) TOPPAN Merrill. All materials, methodologies, workflows, microsites, websites, software, including integrations, know-how, and any other information that TOPPAN Merrill uses or creates, in providing the Services, and any intellectual property rights therein, are possessed solely by TOPPAN Merrill (“**TOPPAN Merrill IP**”).

**4. Customer Obligations.**

(a) License to Customer Material. Customer grants to TOPPAN Merrill a license to the Customer Material only to the extent necessary for TOPPAN Merrill to provide the Services.

(b) Use of Customer Name. Customer grants to TOPPAN Merrill, and its affiliated companies, permission to use Customer’s name and company logo for use in published materials, including the TOPPAN Merrill website, sales collateral, proposal materials, customer lists, and presentations.

(c) Content. Customer will (i) provide TOPPAN Merrill with clear and legible copies of the Customer Materials; (ii) cooperate with TOPPAN Merrill in correcting any problems associated with Content; (iii) retain a complete set of Content; (iv) report promptly to TOPPAN Merrill any problems or errors that Customer observes or discovers with the Content; and (v) notify TOPPAN Merrill, in writing, of all court orders restricting the use, distribution or disposition of the Content delivered to TOPPAN Merrill.

(d) Representatives. Customer is liable for the Content and for the acts and/or omissions of its representatives, including, but not limited to, employees, contractors, or agents (collectively, “Representative(s)”) that act on its behalf, or hold themselves out as such, in relation to the Services or in Customer’s performance of its obligations hereunder, including, but not limited to, access to or use of TOPPAN Merrill’s website, software, systems, products, materials, or any other feature or material that is related to the Services, whether or not the Representative has accepted any TOPPAN Merrill Terms of Use.

**5. Representations and Warranties.**

(a) General Representations. Each Party represents and warrants that (i) it has full power and authority to enter into and perform its obligations under this Agreement; (ii) it will comply with all applicable laws; and (iii) it will use up-to-date, generally accepted virus detection devices and procedures to ensure that any electronic data transmitted to TOPPAN Merrill will not contain a virus or other harmful component.

 (b) TOPPAN Merrill Representations. TOPPAN Merrill represents and warrants that (i) the Services will be rendered using sound, professional practices and in a competent and professional manner; (ii) the Services will be provided as described in the applicable SOW, including any specifications therein; and (iii) it has obtained all necessary permissions, software licenses and authority for the TOPPAN Merrill IP.

 (c) Customer Representations. Customer represents and warrants that (i) it has a legitimate business interest or has obtained all permissions and consent required by law necessary to transfer the Content so that TOPPAN Merrill may lawfully use and process in accordance with this Agreement; (ii) it has delegated authority to its advisors in providing instructions in connection with the Services, and TOPPAN Merrill has no duty to verify such instructions with Customer; and (iii) it will not use the Services for any fraudulent or unlawful purposes, nor allow others to do so.

 (d) Disclaimer of Warranties. except as expressly stated in this agreement OR ANY SOW, the services are provided as-is, without any express or implied warranties, including, without limitation, any warranty of fitness for a particular purpose, non-infringement or merchantability.

 (e) Exclusive Remedy. Customer’s exclusive remedy for TOPPAN Merrill’s breach of 5(b)(i) and (ii) is the prompt and conforming reperformance of the Services subject to the breach.

**6. Confidentiality.**

 (a) “**Confidential Information**” means non-public information of a Party, including but not limited to the Content (including personal data controlled by the Customer), inventions, trade secrets, marketing plans, programs, source code, data and other documentation, customer and shareholder information, and other information related to the business of that Party that would be reasonably understood to be confidential and/or proprietary. The term Confidential Information does not include: (i) information that was in the receiving Party’s possession or was known to it prior to its receipt from the disclosing Party; (ii) information that is or becomes publicly available without the fault of the receiving Party; (iii) information that is or becomes rightfully available on an unrestricted basis to the receiving Party from a source other than the disclosing Party; or (iv) information that was independently developed by the receiving Party.

 (b) Each Party acknowledges that the other Party owns or possesses Confidential Information. Each Party will hold such Confidential Information of the other Party in strict confidence and will not make any disclosures without the written consent of the disclosing Party, except as needed in furtherance of the Services, and will take all reasonable steps to maintain the confidentiality of all Confidential Information. Upon termination of the Agreement, all copies of any Confidential Information of one Party in the possession of the other Party will be destroyed. Notwithstanding the provisions of this Section 6(b), neither Party is obligated to immediately erase Confidential Information contained in an archived computer system backup made in accordance with such Party’s security or disaster recovery procedures, provided that such archived copy will remain fully subject to these obligations of confidentiality until such destruction or erasure.

 (c) If a Party is compelled by court order, subpoena, or other requirement of law to disclose Confidential Information, the Party will provide the other Party with prompt notice (unless such notice is prohibited by law) so that the Party may, at its option and expense, seek a protective order or other remedy. In no event will the compelled Party disclose Confidential Information not expressly required by an order.

 (d) All Content is stored in the European Union or United States. Any personal data within the Content is subject to privacy regulations, which may include but are not limited to the General Data Protection Regulations (“**GDPR**”); the California Consumer Privacy Act; California Privacy Rights Act; and the Massachusetts Privacy Law. TOPPAN Merrill will process and use personal data only for and on behalf of Customer, for the purpose of performing Services, as per the instructions of Customer, and in accordance with the law.

**7. Limitation of Liability and Indemnity.**

1. Limitation of Liability. NEITHER TOPPAN MERRILL NOR CUSTOMER WILL BE LIABLE TO THE OTHER PARTY UNDER ANY THEORY OF RECOVERY, WHETHER BASED IN CONTRACT, IN TORT (INCLUDING NEGLIGENCE AND STRICT LIABILITY), UNDER WARRANTY, OR OTHERWISE, FOR ANY PUNITIVE, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL LOSS INCLUDING: DAMAGE TO OR LOSS OF PROPERTY OR EQUIPMENT; LOSS OF REVENUE; LOSS OF CUSTOMER’S DATA; OR LOSS OF USE OF CUSTOMER’S MATERIAL, EQUIPMENT OR SYSTEMS. CUSTOMER EXPRESSLY AGREES THAT UNLESS OTHERWISE STATED HEREIN, THE REMEDIES PROVIDED IN THIS AGREEMENT ARE EXCLUSIVE AND THAT UNDER NO CIRCUMSTANCES WILL THE TOTAL AGGREGATE LIABILITY OF TOPPAN MERRILL, UNDER ANY THEORY OF RECOVERY, WHETHER BASED IN CONTRACT, IN TORT, UNDER WARRANTY, OR OTHERWISE, EXCEED THE TOTAL PRICE PAID OR PAYABLE TO TOPPAN MERRILL UNDER THE APPLICABLE SOW FOR THE 12-MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO THE LIABILITY. THE PROVISIONS OF THIS PARAGRAPH WILL NOT APPLY TO A PARTY’S BREACH OF THE OWNERSHIP PROVISIONS CONTAINED IN THIS AGREEMENT NOR TO A PARTY’S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT.
2. Customer Indemnity. CUSTOMER WILL, AT ITS OWN EXPENSE, INDEMNIFY, DEFEND, AND HOLD HARMLESS TOPPAN MERRILL FROM AND AGAINST ANY AND ALL ACTIONS, PROCEEDINGS, DAMAGES, LIABILITIES, CLAIMS, LOSSES, AND EXPENSES (INCLUDING REASONABLE ATTORNEY’S FEES) ARISING FROM CLAIMS OF WHICH DATA/PROPERTY PROVIDED BY CUSTOMER HEREUNDER INFRINGE THE PATENT, COPYRIGHT, TRADEMARK RIGHTS, OR CONSTITUTE THE MISAPPROPRIATION OF TRADE SECRETS, OF ANY THIRD PARTY; AND FROM CLAIMS RELATED TO CUSTOMER OBLIGATIONS. THE OBLIGATIONS UNDER THIS CLAUSE WILL SURVIVE THE CANCELLATION, EXPIRATION, TERMINATION, OR COMPLETION OF THIS AGREEMENT AND/OR THE SERVICES PROVIDED.
3. TOPPAN Merrill Indemnity. TOPPAN MERRILL WILL, AT ITS OWN EXPENSE, INDEMNIFY, DEFEND, AND HOLD HARMLESS CUSTOMER FROM AND AGAINST ANY AND ALL ACTIONS, PROCEEDINGS, DAMAGES, LIABILITIES, CLAIMS, LOSSES, AND EXPENSES (INCLUDING REASONABLE ATTORNEY’S FEES) ARISING FROM CLAIMS OF WHICH THE SERVICES INFRINGE THE PATENT, COPYRIGHT, TRADEMARK RIGHTS, OR CONSTITUTE THE MISAPPROPRIATION OF TRADE SECRETS, OF ANY THIRD PARTY. THE OBLIGATIONS UNDER THIS CLAUSE WILL SURVIVE THE CANCELLATION, EXPIRATION, TERMINATION, OR COMPLETION OF THIS AGREEMENT AND/OR THE SERVICES PROVIDED.

**8. Hosting Terms.** The following provisions apply to the extent that the Services include hosting Customer’s Content in applications on an internet-based platform (the “**Platform**”):

(a) Platform Users.

(i) Definitions. The Platform users (each a “**User**”) are those individuals authorized by Customer, to access the Content in a TOPPAN Merrill application via the Platform.

(ii) Number. Customer agrees that it will not exceed the number of Users allowed by the SOW, provided that if no such number is specified, the number of Users will be fifty (50) and will not allow a User account to be used by more than one authorized User.

(iii) Obligations. Users must consent to the Terms of Use and the TOPPAN Merrill Privacy Notice which may be amended from time to time by TOPPAN Merrill.

 (b) Scheduled Maintenance. TOPPAN Merrill performs periodic maintenance on the Platform and its applications for system upgrades, maintenance, and backup procedures (“**Scheduled Downtime**”). Terms of Use provide times for Scheduled Downtime.

 (c) Customer Acknowledgment. TOPPAN Merrill will not be liable for a breach of this Agreement if a third-party gains access to TOPPAN Merrill’s Platform or applications as long as TOPPAN Merrill uses commercially reasonable measures to protect them from unlawful access and is otherwise complying with its obligations under this Agreement and the law.

(d) Termination. The following will occur upon termination or expiration of a SOW or this Agreement:

(i) TOPPAN Merrill will terminate Customer’s and all Users’ access to the Platform or applications, as applicable;

(ii) If, within thirty (30) days of termination or expiration of the SOW, invoices are not paid in full or are not reasonably disputed in writing, TOPPAN Merrill will have no obligation to preserve or return the Content;

(iii) TOPPAN Merrill will permanently delete all Customer Materials and all cached files maintained by TOPPAN Merrill on the Platform or applicable applications in accordance with its destruction policies. Upon termination or expiration of the SOW, TOPPAN Merrill’s obligations to host Content on the Platform or application, as applicable, will cease; and

(iv) All remaining copies of any Confidential Information of one Party, then in the possession of the other Party, will, at the direction of such Party, be destroyed.

**9. General.**

 (a) Governing Law. This Agreement will be construed and enforced in accordance with the laws of England and Wales. Each Party irrevocably agrees to submit to the non-exclusive jurisdiction of the courts of England and Wales over any claim or matter arising under or in connection with this Agreement or the legal relationship established by this Agreement.

 (b) Analytics. Upon anonymizing Content by removing all references to numeric values, proper names, addresses, and locations (“**Anonymized Content**”) and incorporating such Anonymized Content with or into similar information derived or obtained from other customers of TOPPAN Merrill (collectively “**Aggregated Content**”), Customer grants TOPPAN Merrill a non-exclusive, fully paid, worldwide and irrevocable license to use Aggregated Content exclusively for enhancing features and functionality of the Services.

 (c) Restricted Parties. TOPPAN **Merrill reserves the right to prohibit Services to any company or individual from a sanctioned or embargoed country or restrict access or use of Services to any restricted party based on any government list.**

**(d) Audit Rights. Customer may audit TOPPAN Merrill’s records and facilities related to the performance of a SOW under this Agreement no more than once annually during normal business hours in a location designated by TOPPAN Merrill upon at least ten (10) business days’ prior written notice.**

 (e) Assignment. This Agreement is binding upon and for the benefit of the Parties and their respective successors and assigns. It is agreed and understood that without obtaining prior written consent (i) TOPPAN Merrill may assign its rights, interests and obligations in this Agreement or any SOW pertaining thereto to any parent, subsidiary or affiliate of TOPPAN Merrill, or to a successor of TOPPAN Merrill’s assets or stock, and (ii) Customer may assign its rights, interests and obligations in this Agreement to any parent, subsidiary or affiliate of Customer.

 (f) Independent Contractors. Customer and TOPPAN Merrill are acting hereunder as independent contractors. TOPPAN Merrill will not be considered an agent, employee, joint venture or partner of Customer. TOPPAN Merrill’s personnel will not be considered employees of Customer, will not be entitled to any benefits that Customer grants its employees and have no authority to act or purport to act on Customer’s behalf. Neither Customer nor TOPPAN Merrill has the right, and will not seek, to exercise any control over the other Party. Each Party is solely responsible for hiring, firing, promoting, demoting, rates of pay, paying, taxes, benefits and other terms and conditions in regard to its own personnel.

 (g) Notices. Wherever provision is made in this Agreement for the giving, service or delivery of any notice, such notice will be in writing and will be given using a method providing for proof of delivery.

(h) Force Majeure. An extraordinary event or circumstance beyond the reasonable control of either Party, including, an act of God such as earthquake, hurricane, tornado, tsunami; war; strike; riot; infrastructure or cyber environment interruption or destruction; epidemic or pandemic; act of government, public health emergency, and/or any health condition that requires either Party to materially discontinue its operations, by law or otherwise will be considered a “**Force Majeure**.” If a delay or failure of a Party to comply with any obligation set forth in this Agreement is caused by Force Majeure, that obligation (other than the obligation to pay money when due and owing) will be suspended during the continuance of the Force Majeure condition and will not be considered a breach of this Agreement. A Party whose performance is suspended hereunder will give prompt written notice of any event of Force Majeure and such Party’s best reasonable estimate of when such event will abate.

 (i) No Accounting or Legal Services. Customer acknowledges and agrees that the Services are principally information management services and that none of the Services constitute or are intended to constitute the rendering of professional, accounting or legal advice services.

(j) Entire Agreement. This Agreement, together with any applicable SOWs, constitutes the entire agreement between the Parties and supersedes all previous agreements, promises, proposals, representations, understanding and negotiations, whether written or oral, between the parties regarding the subject matter herein. TOPPAN Merrill rejects the inclusion of any different or additional terms proposed by Customer, unless expressly agreed to in writing.

**Addendum 1 to Agreement**

**Data Processing**

This Addendum on Data Processing (hereinafter: “**Addendum**”) is effective as of the date of the Agreement (the “**Effective Date**”), by and between:

Customer, as defined by the SOW

– hereinafter referred to as “**Controller**” –

*and*

TOPPAN Merrill Ltd

3 St. Helen’s Place, 2nd Floor

London, EC3A 6AB

United Kingdom

– hereinafter referred to as “**Processor**” –

Hereinafter each individually referred to also as the “**Party**” and collectively as the “**Parties**”

Preamble:

 (A) The Parties have entered into a Statement of Work and General Terms and Conditions which outlines the Services to be provided (definitions provided in Section 1 below). As part of the provision of Services by the Processor, Personal Data may be transferred by the Controller to the Processor.

(B) This addendum is in connection with the Agreement which processes Personal Data on behalf of such entity located in a Data Protection Country.

(C) To ensure compliance by the Parties with Processing obligations pursuant to the Data Protection Rules, as amended from time to time, the Parties hereby agree and covenant as follows:

1. **Definitions**
	1. “**Addendum**” means Addendum 1 to Agreement Data Processing.
	2. “**Adequate Countries**” means those jurisdictions identified by the European Commission from time to time as providing adequate data protection under Article 45 of the General Data Protection Regulations;
	3. “**Affiliates**” means all affiliated entities, including any parent, sister or subsidiary companies, of the Controller or Processor;
	4. **“Agreement**” means the Statement of Work and the General Terms and Conditions between the Controller and the Processor;
	5. “**Appendix**” or “**Appendices**” means the appendix or appendices annexed to and forming an integral part of this Addendum;
	6. “**Controller**” means the Party identified above.
	7. “**Data Protection Country**” or “Data Protection Countries” means a country or countries (respectively) where privacy, data protection or information security laws are in place that regulate personal or private information or Personal Data, including but not limited to the European Economic Area.
	8. “**Data Protection Rules**” means the relevant national laws that apply to the Processing of Personal Data in Data Protection Countries, including but not limited to any applicable privacy and information security laws and regulations that apply from time to time;
	9. “**Data Subject**” means an identified or identifiable natural person whose Personal Data is subject to Processing; an identifiable person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to his physical, physiological, genetic, mental, economic, cultural or social identity;
	10. “**Effective Date**” means the date set forth above.
	11. “**General Data Protection Regulations**” means the Regulation 2016/679 of the European Parliament and of the Council of April 27, 2016 on “the Protection of Individuals with regard to the Processing of Personal Data and on the Free Movement of such Data” as amended or replaced from time to time;
	12. “**Information Security Incident**” means any transfer, access and disclosure to third parties, or Processing in breach of this Addendum or the Data Protection Rules or any event directly or indirectly affecting the confidentiality, integrity, authenticity of Personal Data;
	13. “**Instruction(s**)” has the same meaning given to that expression in Section 4.1 of this Addendum;
	14. “**Party**” or “**Parties**’, means the Processor and Controller as identified above.
	15. “**Personal Data**” means any information relating to a Data Subject;
	16. “**Process**”, “**Processing**” or “**Processed**” means any operation or set of operations which is performed upon Personal Data, whether or not by automatic means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, blocking, erasure or destruction;
	17. “**Processor**” means the Party identified above.
	18. “**Services**” means the Processing by the Processor in connection with and for the purposes of the provision of the services to be provided by the Processor to the Controller under the Agreement;
	19. “**Special Categories of Data**” means the Personal Data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade-union membership, genetic data, biometric data that uniquely identify a natural person, as well as Personal Data concerning health, sex life or sexual orientation.
2. **Subject Matter and Purpose of this Addendum**

The Controller warrants that it will only provide Personal Data that is authorized for a permitted purpose to the Processor and the Controller is responsible for ensuring Controller’s employees, independent contractors and consultant who may have access to the data, are aware of their obligations to protect Personal Data that is made available to them for a permitted purpose. The Processor shall Process, on behalf of the Controller, the Personal Data only within the scope and for the purposes detailed in Appendix 1 of this Addendum. This Addendum is intended to ensure adequate protection of Personal Data and information security and does not otherwise affect the rights and obligations between Parties under other agreements. In the event of any conflict between the provisions in this Addendum and the provisions set forth in the Agreement, the provision or provisions of this Addendum will prevail.

1. **Duration and Termination of this Addendum**
	1. This Addendum is effective as of the Effective Date and shall remain in force during the term of the Agreement. This Addendum will terminate automatically with the termination or expiry of any SOW.
	2. Notwithstanding the termination of this Addendum, the Processor and any subcontractors (pursuant to Sections 6.1 and 9 of this Addendum) shall continue to be bound by their obligations of confidentiality.
2. **Instructions of the Controller**
	1. The Processor will Process the Personal Data provided by the Controller solely in accordance with the Controller’s written instructions and the provisions contained in this Addendum and its Appendices and as may be communicated by the Controller from time to time (“**Instructions**”). The current Addendum constitutes written instructions.
	2. If the Processor believes that an Instruction infringes applicable Data Protection Rules, it will immediately notify the Controller.
3. **General Obligations of the Processor**
	1. The Processor undertakes to Process the Personal Data in accordance with applicable Data Protection Rules; specifically, with respect to Personal Data from the European Economic Area, in accordance with its obligations as a data processor under the Europoean Economic Area’s Standard Contractual Clauses. The Processor undertakes that it will Process the Controller’s Personal Data on behalf of the Controller and only in compliance with its Instructions, as described in Appendix 1, and under the provisions of this Addendum. The Processor will also inform the Controller about any relevant changes concerning the Processing of its Personal Data.
	2. The Processor will neither transfer nor communicate the Personal Data to third parties nor Process or use it for its own purposes, unless otherwise stipulated in this Addendum and in accordance with the Data Protection Rules. The Processor will only onward transfer Personal Data in strict compliance with the Data Protection Rules and the requirements of the European Economic Union’s Standard Contractual Clauses and upon the prior written approval of the Controller.
	3. The Processor is not allowed to make copies or duplicates of the Personal Data without the prior written consent of the Controller, unless such copies or duplicates are necessary for the fulfillment of its obligations under this Addendum or the Agreement.
	4. The Processor will not obtain any rights or title to any Personal Data by virtue of providing the Services and may not determine the purposes for which Personal Data it receives under the Addendum may be Processed or otherwise used.
4. **Confidentiality and Information Security Standards**
	1. Processing will be subject to a strict duty of confidentiality: The Processor shall keep Personal Data strictly confidential and may only disclose Personal Data to third parties with the prior written consent of the Controller or as otherwise agreed in this Addendum. The Processor shall ensure that its employees are aware of the applicable privacy and information security requirements and are held by legally binding confidentiality obligations, which must survive the termination of their employment.
	2. The Processor will ensure appropriate protection of Personal Data in accordance with the requirements of the Data Protection Rules and must implement appropriate operational, technical and organizational measures to protect Personal Data against accidental or unlawful destruction, loss, alteration, unauthorized disclosure, access or Information Security Incidents and in light of the relevant risks presented by the Processing. In particular, this includes, but is not limited to:
		1. Preventing access by unauthorized persons to Processing facilities and systems, where Personal Data is Processed or used (physical access control);
		2. Preventing unauthorized use of Processing systems (admission control);
		3. Ensuring that those persons authorized to use a Processing system are only able to access Personal Data within the scope of their access rights as determined by Controller, and that Personal Data cannot be read, copied, modified or deleted without authorization during Processing, use and after recording (virtual access control);
		4. Ensuring that, during electronic transfer, Personal Data cannot be read, copied, modified or deleted without authorization, and that it is possible to check and identify the points at which data transfer equipment is likely to be used to move Personal Data (transfer and disclosure control);
		5. Ensuring that it will subsequently be possible to check and ascertain whether and by whom Personal Data has been accessed, modified or deleted from Processing systems (input control);
		6. Ensuring that Personal Data Processed under the terms of this Addendum can only be Processed in accordance with the instructions issued by the Controller (assignment control);
		7. Ensuring that Personal Data is protected against accidental malfunctions or loss (availability control); and
		8. Ensuring that Personal Data collected for different purposes can be Processed separately (separation control).
	3. The Processor represents and warrants that it has implemented the technical and organizational security measures described in Appendix 2.
	4. The Processor will update the technical and organizational security measures in line with reasonable technological developments as determined by Processor. The Processor’s technical and organizational measures and any material amendments thereto must be documented by the Processor and the Processor should provide this documentation to the Controller on request (pursuant to Section 8.1 of this Addendum) in the form of its current ISO 27001 certification.
5. **Cooperation and Notification Obligations**
	1. The Parties will co-operate with each other to promptly and effectively handle enquiries, complaints, and claims relating to the Processing of Personal Data from any government official or authority (including but not limited to any data protection or law enforcement agency), third parties or individuals (including but not limited to the Data Subjects). If a Data Subject should apply directly to the Processor to exercise his/her Personal Data rights, the Processor must forward this request to the Controller without delay, unless otherwise agreed between the Parties.
	2. The Processor will notify the Controller of an Information Security Incident that is determined to affect Controller’s Personal Data without undue delay. This notification must include the details of Personal Data compromised, including, but not limited to: (i) the nature of the Information Security Incident; (ii) the identity and contact details of a contact person; and (iii) the measures taken or proposed to minimize possible harm. The Processor will fully cooperate with and provide any additional information requested by the Controller to investigate the Information Security Incident.
	3. The Parties are aware that the applicable Data Protection Rules may impose a duty to inform the competent authorities or affected Data Subjects in the event of the loss or unlawful disclosure of Personal Data or access to it. These incidents should therefore be notified by the Processor to the Controller without undue delay
6. **Controller’s Audit and Inspection Rights**
	1. The Processor must ensure that the Controller can confirm the Processor’s obligations under this Addendum and adherence to the information security measures and confidentially requirements under Sections 6 of this Addendum. For this purpose, the Processor must provide the Controller, upon request, with evidence of the implementation of these requirements which shall be evidenced by a current ISO 27001 certificate.
	2. The Controller may inspect or audit the Processing work flows in the Processor’s company at regular intervals in order to verify compliance by the Processor with the terms and conditions of this Addendum and in particular with the obligations relating to measures mentioned in Section 6.
	3. The inspection may be carried out by the Controller’s data protection officer or a representative of the Controller. No competitor of the Processor may be appointed as an auditor. The Controller will inform the Processor prior to any inspection. The Controller undertakes to carry out any inspection during normal working hours and without interfering with the course of the Processor’s business.
	4. The Controller and the Processor may be subject to control by public authorities. The Processor will notify the Controller immediately if the Personal Data is subject to a control or investigation by public authorities and will not disclose any Personal Data without the prior consent of the Controller. The Processor will provide the public authorities, upon request, with information regarding Processing under this Addendum as well as allow inspections within the scope stated in this Section 8. The Processor will work together with the Controller, as specified in Section 7.1.
7. **Use of Subcontractors**
	1. The Processor is entitled to subcontract within the European Union. Any subcontractor must comply with applicable Data Protection Rules and be contractually bound by the same obligations arising from this Addendum, including but not limited to the information security measures and confidentiality provisions in Section 6, the cooperation and notification obligations in Section 7 and the audit and inspection rights in Section 8. For the avoidance of doubt, the Controller will be granted the same rights granted in these Sections (cooperation, notification, audit and inspection) vis-à-vis the subcontractor. The Processor will keep the Controller updated of any changes to the subcontracted Processing and provide the Controller with a copy of this subcontracting agreement upon request.
8. **Return and Deletion of Personal Data**
	1. Upon the written request of the Controller or upon termination of this Addendum, the Processor will, at the discretion of the Controller, return all Personal Data and the copies thereof to the Controller or will destroy all Personal Data and copies thereof and certify to the Controller that this has been done. Any disposal of Personal Data Processing media must comply with Data Protection Rules. Storage of Personal Data by the Processor is only allowed to the extent required by binding legislation, in which event the Processor must inform the Controller in writing of such requirements.
	2. Upon termination of this Addendum, the Processor must not disclose any Personal Data without the prior consent of the Controller. Any retention of title claim of the Processor with respect to the aforementioned matters is expressly excluded. The Processor and its employees’ obligations of confidentiality (provided in Section 6.1 of this Addendum) will remain in force.
9. **Indemnification**
	1. Subject to Section 7 of the General Terms and Conditions, entitled “Limitation of Liability,” the Processor will fully reimburse the Controller, its Affiliates, subsidiaries and their respective officers, employees, and agents for:
		1. All costs, liabilities, losses or expenses incurred by the Controller (including but not limited to fees, fines, penalties and third-party damages or claims) that were caused by the Processor’s breach of this Addendum; and
		2. All costs, liabilities, losses or expenses incurred by the Controller (including but not limited to fees, fines, penalties and third-party damages or claims) to:
			1. remedy violations by the Processor or its subcontractor of the Data Protection Rules, information security laws, tort laws or other laws or regulations that directly or indirectly regulate the Processing;
			2. defend all claims brought by as a result of the Processor’s breach of this Addendum; or
			3. satisfy a legal requirement caused by the Processor’s or its subcontractors’ breach of this Addendum.
10. **Miscellaneous**
	1. This Addendum together with its Appendices and the Agreement provide the principal terms for the relationship between the Parties.
	2. The Parties also agree that no failure or delay in exercising any right, power or privilege under this Addendum will operate as a waiver thereof, nor will any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any right under this Addendum
	3. Amendments to this Addendum will be made in writing.
	4. Should a provision of this Addendum be or become invalid, the validity of the other provisions of this Addendum will remain unaffected hereby. The Parties agree that, in the place of the invalid provision, a legally binding provision shall apply which comes closest to what the Parties would have agreed if they had taken the partial invalidity into consideration.

**Appendix 1: Processed Personal Data and Purposes**

The following Personal Data is transferred and Processed for the **following purposes:**

providing support services, including specialized client support, data Processing, IT, security, billing, human resources and other general support services to financial print companies.

* **Data Subjects**

The Personal Data transferred concern the following categories of Data Subjects:

* + Employees
	+ Contractors
	+ Customers (Existing and Prospective)
* **Categories of data**

The Personal Data transferred concern the following categories of data (please specify):

* + Employees: Names, job titles, email addresses, and email content
	+ Contractors: Names, job titles, email addresses, and email content
	+ Customers: Names, address, company email address, company phone number, national identification numbers, job titles and functions and potentially all other types of Personal Data uploaded by Data Exporter’s Customers
* **Special Categories of Data (if appropriate)**

The Personal Data transferred concern the following Special Categories of Data (please specify):

* + N/A
* **Processing operations**

The Personal Data transferred will be subject to the following basic Processing activities (please specify):

* Review and coding of contract metadata
* Performing quality assurance testing in coordination with development/feature releases
* RFP support for routine inquiries
* Application Support services
* Managers & Shift Supervisors
* Database support for TOPPAN Merrill Ltd and TOPPAN Merrill LLC financials
* Network technical engineering and operations
* Server technical engineering and operations
* Global Command Center infrastructure monitoring
* Security Operations Center providing security incident management, Intrusion detection and prevention services, and overall security monitoring

**Appendix 2: Information Security Measures**

Appendix 2 is made up of:

Section I: Processor’s General Data Security Plan

Section II: Processor’s Information Security Procedure/Process

1. **General Data Security Plan**

The Processor undertakes to institute and maintain the following data protection measures:

|  |  |  |
| --- | --- | --- |
|  | Security Requirement | How the Processor implements the specific information security measure |
|   | Please describe the access control (physical) measures in your company to prevent unauthorized persons from gaining access to Processing systems within which Personal Data are Processed or used (If your company has several subsidiaries or branches please distinguish the differences between the locations). | All data centers hold ISO 27001:2013 and SOC 2 Type 2 certifications. A perimeter of multiple security controls are in place for all data centers which include multiple require authentication methods in order to gain access. |
| 2. | Please describe the admission control measures taken in your company to prevent Processing systems from being used without authorization. | Authorized users are based on business requirements and require management role identification and approval. Time out features, strong authentication requirements and access rights are implemented and trackable. |
| 3. | Please describe the access control (virtual) measures taken in your company to ensure that persons entitled to use a Processing system have access only to Personal Data to which they have a right of access, and that Personal Data cannot be read, copied, modified or removed without authorizations in the course of Processing or use and after storage. |  Authorized user access is managed through a formal registration and de-registration procedure for granting and revoking access to all systems and services based on job role. Audit reporting allows for the accurate monitoring of user activity and access controls are in place to protect data integrity and confidentiality.   |
| 4. | Describe the transmission control measures taken in your company to ensure that Personal Data cannot be read, copied, modified or removed without authorization during electronic transmission or transport, and that it is possible to check and establish to which bodies the transfer of Personal Data by means of data transmission facilities is envisaged.  | Processor has removable media policy with the appropriate technical controls in place to protect data integrity and confidentiality and prohibit unauthorized Personal Data transfer. Remote access is controlled using multifactor authentication. Data is encrypted at rest and in-transit using government approved encryption technologies.  |
| 5. | Describe the measures of input control to ensure that it is possible to check and establish whether and by whom Personal Data have been entered into Processing systems, modified or removed. | Processor is agnostic to the data the client chooses to upload. All user actions with respect to data integrity and confidentiality are tracked and reportable. Controller has sole determination on what data is provided to Processor.  |
| 6. | Describe the assignment control measures in your company to ensure that, in the case of commissioned Processing, the Personal Data are Processed strictly in accordance with the instructions. | Audits are conducted annually as part of ISO 27001 Certification and SOC 2 Type 2 Report to ensure compliance requirements are being met. Authorized users complete Training and acknowledge compliance with company code of conduct and policies annually.All employees and contractors are required to sign NDA.  |
| 7. | Describe the availability control measures your company takes to ensure that Personal Data are protected from accidental destruction or loss. | Processor has redundancy with each platform and maintains logs of system availability. In addition, redundancy allows for continuous system backups.Processor has Disaster Recovery and Business Continuity Plans that are reviewed, updated and tested annually.  |
| 8. | Describe the separation control measures your company has taken to ensure that Personal Data collected for different purposes can be Processed separately. |  Logical separation is maintained within the same multi-tenant database. Authorized users are restricted to the project to which they are authenticated. Processor maintains a 3-tiered application with separation of data; development, test and production  |

1. **Processor’s Information Security Procedure/Process**

The Processor implements and follows the following standards, processes, and procedures:

TOPPAN Merrill operates an Information Security Management System which complies with the requirements of ISO/IEC 27001:2013 for the following scope: The management of information security applies to processes for the protection of client information regarding the global services of financial transactions and reporting, marketing and communications for regulatory industries, and customer content and collaborations.