

Data Processing Agreement

version 2026

Technorama LLP

This Data Processing Agreement applies where Technorama LLP processes personal data on behalf of a customer in connection with an online, hosting, cloud, software, telecommunications or other technical service supplied by Technorama.

This Agreement may be signed in writing or accepted electronically, for example during an online ordering process.

1. Parties and Applicability

1.1

The customer purchasing the relevant service and determining the purposes and means of the processing is referred to in this Agreement as the **Controller** or **Customer**.

1.2

Technorama LLP, established at Energieweg 32 F, 2382 NK Zoeterwoude Rijndijk, Chamber of Commerce number 53468589, is referred to as the **Processor**.

1.3

This Agreement applies to the extent that Technorama processes personal data on behalf of the Customer.

For personal data processed by Technorama for its own purposes, such as its own customer administration, invoicing and relationship management, Technorama acts as controller and Technorama's Privacy Policy applies.

1.4

This Agreement supplements the agreement relating to the relevant service.

Where provisions concerning the processing of personal data conflict with each other, this Data Processing Agreement will prevail.

2. Subject Matter, Nature, Purpose and Duration of Processing

Subject Matter

The technical provision of the service purchased by the Customer, through which personal data may be stored, hosted, transmitted, accessed, backed up, restored or otherwise technically processed.

Purpose

Solely to provide, secure, maintain, support and keep available the service purchased by the Customer.

Nature of the Processing

Including, among other things:

- storage;
- hosting;
- structuring;
- transmission where required by the service;
- backup;
- restoration;
- security;
- technical administration;
- deletion.

Duration

For the duration of the relevant service and thereafter for as long as data remains technically present in accordance with the agreed deletion and backup procedures, or for as long as statutory retention is required.

Categories of Data Subjects

Depending on the Customer's use of the service, these may include, for example:

- customers;
- employees;
- users;
- members;
- visitors;
- contact persons;
- other individuals whose data the Customer processes using the service.

Categories of Personal Data

The data entered, uploaded, received or generated by the Customer within the service.

This may include ordinary personal data and, where the Customer lawfully chooses to process such data, sensitive or special categories of personal data.

3. Instructions and Responsibilities

3.1

Technorama processes personal data only on the basis of the agreement, the selected service, the settings and instructions of the Customer, and other documented instructions from the Customer.

3.2

If Technorama is required by applicable law or regulation to process personal data in another manner, Technorama will inform the Customer in advance, unless the law prohibits such notification.

3.3

If Technorama believes that an instruction from the Customer infringes the GDPR or other applicable privacy legislation, Technorama will inform the Customer.

3.4

The Customer remains responsible for the purpose, lawfulness and content of the processing and for determining which personal data is processed using the service.

3.5

The Customer ensures that a valid legal basis exists for the processing and that data subjects are properly informed where required.

4. Confidentiality and Access

4.1

Technorama restricts access to personal data to employees and other authorised persons who require such access for administration, support, security, recovery or other work necessary for the service.

4.2

Persons who have access to personal data are subject to confidentiality obligations or to an appropriate statutory or contractual duty of confidentiality.

4.3

Technorama does not use personal data processed by the Customer within the service for Technorama's own commercial purposes.

5. Security

5.1

Technorama takes appropriate technical and organisational measures to protect personal data against loss, unauthorised access, unwanted alteration, destruction or disclosure.

5.2

The current internal principles and measures are documented in the confidential document **"2026 - Technical Security Policy - Technorama LLP"**.

This internal document forms part of the manner in which Technorama fulfils its security obligations, but is not routinely made public or supplied as an attachment.

5.3

Technorama may modify security measures where technology, risks, services or circumstances change, provided that the level of protection remains appropriate to the processing.

6. Subprocessors

6.1

The Customer grants Technorama general written authorisation to engage subprocessors where necessary for the provision of the service.

6.2

Technorama imposes appropriate data protection obligations on subprocessors that correspond with the obligations contained in this Agreement.

6.3

Where Technorama adds or replaces a relevant subprocessor for processing covered by this Agreement, Technorama will inform the relevant Customer in accordance with the agreed communication procedure.

The Customer will be given a reasonable opportunity to raise a reasoned objection.

6.4

Technorama maintains an internal confidential overview of relevant suppliers and subprocessors.

This overview is not published as a public supplier list.

Where the Customer is entitled under the GDPR and this Agreement to information about a relevant subprocessor, Technorama will provide the information necessary for that purpose.

7. Processing Outside the EEA

7.1

Technorama aims to have processing take place within the European Economic Area (EEA) where this is possible for the relevant service.

7.2

Where personal data is processed outside the EEA or may be accessed from outside the EEA, Technorama ensures that a valid legal basis and, where required, appropriate safeguards are in place.

7.3

Where a material change in the international processing chain is relevant to the Customer, Technorama will inform the Customer in accordance with the arrangements concerning changes and subprocessors.

8. Rights of Data Subjects

8.1

Technorama provides, to the extent reasonable and technically possible, assistance to the Customer in handling requests from data subjects, including requests for:

- access;
- rectification;
- erasure;
- restriction;
- data portability.

8.2

Where a data subject submits a request directly to Technorama concerning data for which the Customer is the controller, Technorama will generally forward that request to the Customer.

8.3

Where extensive or exceptional assistance requires additional work, reasonable costs may be charged where this has been agreed with the Customer in advance.

9. Personal Data Breaches and Security Incidents

9.1

Where Technorama discovers a personal data breach affecting the Customer's personal data, Technorama will inform the Customer without undue delay.

9.2

Technorama will provide the information reasonably available and necessary to enable the Customer to assess and fulfil its own notification and information obligations.

9.3

As controller, the Customer is responsible for deciding whether notification to the Dutch Data Protection Authority or to data subjects is required, unless Technorama itself acts as controller for a specific processing activity.

9.4

Technorama maintains an internal personal data breach register for incidents falling within its own GDPR responsibilities.

10. Assistance with GDPR Obligations

10.1

Taking into account the nature of the processing and the information available to Technorama, Technorama provides reasonable assistance to the Customer in relation to obligations concerning:

- security;
- personal data breaches;
- Data Protection Impact Assessments (DPIAs).

10.2

The Customer remains responsible for determining whether a DPIA or other additional privacy assessment is required for its processing activities.

11. Audits and Information

11.1

Technorama will make available, upon reasonable request, information necessary to demonstrate compliance with the obligations under this Data Processing Agreement.

11.2

Where additional verification or an audit is necessary, the Parties will agree in advance on reasonable arrangements concerning:

- scope;
- scheduling;
- confidentiality;
- costs.

Technorama may require an external auditor to be independent and bound by confidentiality obligations.

11.3

Audits will be carried out in a manner that does not unnecessarily endanger the security, confidentiality or continuity of Technorama's systems or the data of Technorama or other customers.

12. Requests from Competent Authorities

12.1

Technorama provides personal data to a competent authority only where there is a valid legal obligation or binding request requiring such disclosure.

12.2

To the extent legally permitted, Technorama will inform the Customer of such a request before personal data is disclosed.

13. Termination, Deletion and Return

13.1

Following termination of the service, Technorama will delete or return the personal data at the Customer's request, to the extent technically possible and provided that no statutory retention obligation or other valid obligation to retain the data applies.

13.2

Following termination, data may temporarily remain present in backups.

Such data will not be used again for normal business purposes and will be deleted in accordance with the applicable backup cycle, unless a different period has been agreed with the Customer.

13.3

Where the Customer wishes to export or transfer data before termination, Technorama may charge reasonable technical costs where additional work is required.

14. Liability

14.1

Each Party is responsible for its own obligations under the GDPR and this Agreement.

14.2

The limitations of liability contained in the agreement for the relevant service and Technorama's General Terms and Conditions of Supply also apply, to the extent permitted by law, to this Data Processing Agreement.

14.3

Nothing in this Agreement limits liability to the extent that such limitation is prohibited by mandatory law.

15. Electronic Acceptance and Signature

15.1

This Data Processing Agreement may be concluded by:

- signature on paper;
- electronic signature;
- explicit electronic acceptance during the ordering or activation process of a service.

15.2

Where the Agreement is accepted electronically, Technorama will, where possible, record:

- the Customer or order;
- the date and time of acceptance;
- the version of the Data Processing Agreement that applied at that time.

15.3

Electronic acceptance may, for example, take place by selecting a box that has not been pre-selected, by which the Customer confirms agreement with this Data Processing Agreement.

16. Amendments

16.1

Technorama may amend this Data Processing Agreement where legislation, services, security requirements or the technical processing chain changes.

16.2

In the event of a material amendment relevant to the processing, Technorama will inform the relevant Customer.

Where necessary, renewed acceptance will be requested.

17. Applicable Law and Final Provisions

17.1

This Data Processing Agreement is governed by Dutch law, subject to mandatory applicable European law.

17.2

If any provision is found to be wholly or partly invalid, the remaining provisions will remain in force.

Where necessary, the Parties will replace the invalid provision with a valid provision that reflects the original intention as closely as possible.

17.3

This Data Processing Agreement remains in effect for as long as Technorama processes personal data on behalf of the Customer and ends after the relevant processing has ceased and the personal data has been deleted or returned in accordance with Article 13.

18. Contact

Questions or communications concerning this Data Processing Agreement may be addressed to:

Technorama LLP
Energieweg 32 F
2382 NK Zoeterwoude Rijndijk
The Netherlands

Email: info@technorama.nl
Telephone: +31 (0)71 781 0001
Chamber of Commerce number: 53468589
VAT number: NL850891486B01

Optional Signature Outside the Webshop

Where this Agreement is not accepted electronically through an ordering or activation process, the Parties may sign below.

Controller / Customer

Organisation / person name:

Date:

Signature:

Technorama LLP

Name: B.W.H. de Jonge

Date:

Signature: