

THE HOTEL SYSTEMS PTE. LTD. ANNEX D – HOSTING & INFRASTRUCTURE OVERVIEW

Last Updated: October 30, 2025

(This Annex D is made pursuant to, and governed by, the Master Services Agreement (“MSA”) between The Hotel Systems Pte. Ltd. (“Provider”) and the Customer.)

1. Hosting Provider

1.1. The Solutions are hosted on Google Cloud Platform (GCP), operated by Google LLC. GCP provides the underlying cloud infrastructure supporting the Provider’s services.

2. Hosting Region

2.2. The Solutions are hosted within Google Cloud’s South Asia (India) region, unless otherwise specified in the Agreement. The Provider ensures that customer data remains within this designated region unless agreed in writing by both Parties.

3. Responsibilities

3.3. The Provider remains solely responsible for:

- Managing and maintaining the Solutions hosted on GCP.
- Ensuring service availability, performance, and compliance with the Service Level and Security standards described in this Agreement.
- Implementing and maintaining appropriate organizational and technical measures consistent with applicable Data Protection Laws.

Note: Google’s terms (available at <https://cloud.google.com/terms>) govern only the relationship between the Provider and Google LLC. Google LLC acts solely as a sub-processor to the Provider and has no contractual relationship with the Customer.

4. Security and Compliance

4.1. GCP maintains a robust information security program certified under industry standards, including but not limited to:

- ISO/IEC 27001
- ISO/IEC 27017 and 27018
- SOC 1, SOC 2, and SOC 3
- GDPR-compliant data processing and encryption standards

Further details regarding GCP’s compliance practices are available at:

<https://cloud.google.com/security/compliance>

5. Data Protection and Encryption

5.1. Data is encrypted in transit using TLS 1.2 or higher and at rest using AES-256 equivalent.

5.2. Access to customer data is restricted to authorized personnel under the Provider's control and managed through secure identity and access management protocols.

5.3. The Provider ensures GCP's technical safeguards are supplemented by its own application-level controls.

6. Redundancy and Continuity

6.1. The Solutions leverage GCP's multi-zone redundancy to minimize downtime risk.

6.2. Backups are performed regularly and stored in geographically separate zones within the same hosting region.

6.3. Disaster recovery and business continuity procedures are tested periodically by the Provider.

7. Updates to Hosting Provider

7.1. Should the Provider change its hosting provider or infrastructure strategy, it shall notify the Customer in advance and ensure equivalent or higher security and compliance standards.

8. Reference to MSA

8.1. This Annex D is governed by, and forms part of, the Master Services Agreement (MSA) between The Hotel Systems Pte. Ltd. and the Customer. All defined terms, general provisions, confidentiality obligations, and dispute resolution mechanisms in the MSA shall apply to this Annex D.