Infrastructure and Sub-processors for the CloudFin, CloudFin True Capture and CloudFin Framework Processing

Scope

This documentation describes the infrastructure environment, PaaS, SaaS and certain other entities material to CloudFin's provision of the services branded as CloudFin, CloudFin True Capture and CloudFin Framework Processing. For purposes of clarification, this documentation also applies to the foregoing services when sold as part of the packages branded as CloudFin Engine, CloudFin OEM platform.

Capitalized terms used in this documentation are defined in CloudFin's Master Subscription Agreement and/or Data Processing Addendum.

Infrastructure – Customer Data Storage

The CloudFin covered services are hosted in enterprise-class data centers and are divided into a modular architecture based on "instances." Except in the scenarios described below, CloudFin owns or controls access to the infrastructure that CloudFin uses to store data submitted by customers to CloudFin covered services ("Customer Data"). In general, Customer Data is stored in data centers in the European Union region. Additionally, certain customers may have the option to hosted on an infrastructure of a third-party hosting provider ("Public Cloud Infrastructure"); for customers using Public Cloud Infrastructure, CloudFin stores Customer Data in data centers operated by Microsoft Azure ("AZURE").

Each instance of the CloudFin covered services contains many servers and other elements to make it run. Copies of each instance are located in two data centers. One data center serves as the primary location from which data is served, and the second data center serves as a back-up. The primary location will switch between the two data centers in an event of catastrophic failure. CloudFin uses vendor-supplied technologies to optimize the accuracy and integrity of replication between primary and secondary systems and to continuously monitor the data replication process.

CloudFin may store identifying information about a customer's instance(s) of the CloudFin covered services and identifying information about Users for the purposes of operating the CloudFin covered services, such as facilitating the login process and the provision of customer support. Such identifying information shall only include the following personal data about Users, as provided by the customer in its provision of User accounts: first and last name, email address, username, phone number, and physical business address.

Instances are created automatically at a data center level. Instances in a CloudFin-operated data center may be redirected to another CloudFin-operated data center in the same region if necessary, to maintain performance levels. As an example, an EMEA-based instance could redirect to another EMEA data center. Temporary developer testing environments branded as "Dev-Test" may be provisioned in a

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different CloudFin-operated data center from a customer's instance of the CloudFin covered services, but within the same region as such instance.

Instance groups reside geographically in the same data centers as your organization's primary CloudFin instance. Customer Data submitted to an instance may also be transferred to other instances within the same geographical region for processing, but will only be stored on the local instance group. Customer Data submitted to CloudFin is backed up in your organization's unique instance of the CloudFin Covered Services; geographically, in the same data center.

Customer data are stored at independent database instances and are only accessible from the customer that has been subscribe in this instance(s) and are isolated from any other databases or instance(s).

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