

## Acoustic Payments Data Sheet

### 1. Definitions

Capitalized terms used but not defined in this Data Sheet shall have the same meaning as set forth in the respective Acoustic Quote or other ordering document that references the General Terms and Conditions (together the "**Agreement**") or the Data Processing Addendum ("**DPA**").

### 2. Categories of Data Subjects

2.1 Data Subjects whose Customer Personal Data may generally be Processed by Acoustic Payments (the "**Product**") may include Customer's customers ("**End-user**"), application users, contractors, or business partners, and to the extent required by law any other legal entities whose Personal Information is Processed by the Product.

2.2 Given the nature of the Product, Customer acknowledges that Acoustic is not able to verify or maintain the above list of categories of Data Subjects. Therefore, in the case the Customer provides additional information on other categories of Data Subjects than set out below, Customer is responsible for providing complete, accurate, and up-to-date information to Acoustic on the actual categories of Data Subjects that Customer will Process in the Product via Additional Instructions to Acoustic as set out in the DPA: [acoustic.com/acoustic-terms](https://acoustic.com/acoustic-terms).

### 3. Types of Customer Personal Data

3.1 The lists as set out below are the types of Customer Personal Data, including special categories of Personal Data pursuant to Art. 9 (1) GDPR that generally can be Processed by the Product.

3.2 Given the nature of the Product, Customer acknowledges that Acoustic is not able to verify or maintain the below lists of types of Customer Personal Data. Therefore, in the case the Customer provides additional or other Customer Personal Data than set out below, Customer is responsible for providing complete, accurate, and up-to-date information to Acoustic on the actual types of Customer Personal Data that Customer will Process in the Product via Additional Instructions to Acoustic as set out in the DPA.

3.3 Types of Customer Personal Data that generally can be Processed (Collected, Received, Processed, Stored, Forwarded) by the Product:

- End-user information (such as name, e-mail address, online access and authentication credential, mailing address, phone number, vehicle plate number, government entity identification number, payment card information, bank account number)
- Technically identifiable Personal Information (online connection and network connectivity data, technology identifiers)
- End-user location information (such as physical location)
- Characteristics of the individual (such as demographic information)
- Habits and Activities of the individual (such as consumed resources)

The Product is not intended to Process any special categories of Personal Data.

### 4. Subject Matter, Nature and Purpose of the Processing

The Product is a cloud-based payment gateway that integrates into websites, mobile sites, smartphone apps, and call center tools. The product includes further specifications as may be described in the respective Services Description in Section 1.

The purpose of the Processing regarding Customer Personal Data is to process payments.

## 5. Technical and Organizational Measures

The following technical and organizational measures ("**TOM**") apply to the Customer Personal Data identified in Section 3.3:

- Acoustic's TOM for ensuring a level of security appropriate to the risk for Acoustic's scope of responsibility in regard to the Product are Acoustic's Data Security and Privacy Principles as set forth in Annex A to the DPA or as otherwise described below or within the specific Service Descriptions as set forth in the Agreement made available to Customer.
- Acoustic has obtained the following standard security certifications with respect to the Acoustic Payments:
  - (i) ISO 27001, ISO 27017 and ISO 2701 certified
  - (ii) ISAE3402 SOC audits (or their equivalent) annually
  - (iii) PCI DSS audit and certification annually
  - (iv) PCI PIN Security certification

## 6. Third-Party Subprocessors

The Product involves the following third-party Subprocessors in the Processing of Content, including Customer Personal Data:

### 6.1. International Business Machines Corporation

6.1.1. *International Business Machines Corporation ("**IBM**") companies located in the European Economic Area or countries considered by the European Commission to have adequate protection:*

- **IBM Danmark ApS**  
Prøvensvej 1,  
2605 Brøndby  
Denmark

6.1.2. *IBM companies established outside either the European Economic Area or countries considered by the European Commission to have adequate protection:*

- **None**

### 6.2. Additional Third-Party Subprocessors

- AT&T (for network management), Denmark
- Certegy Payment Solutions, LLC (for data processing for US data subjects), United States
- Fiserv, Inc (for data processing), European Union, United States, Canada, Mexico, New Zealand, Australia, South Africa
- MasterCard Payment Gateway Services (DataCash) (for data processing for US data subjects), United States
- BSPayone (for data processing), Germany
- Esker (for data processing), Germany
- IZYlco (for data processing), Turkey

### 6.3. Subprocessor Changes and Additional Information

Any changes to Subprocessors will be communicated via update of this document as published on [acoustic.com/acoustic-terms](https://acoustic.com/acoustic-terms) or a successor site upon reasonable notice to Customer in accordance with the DPA. Additional details on each third-party Subprocessor are available upon request.

*[END OF DOCUMENT]*