IFS EURA Service List of Sub-Processors

IFS Unified Support

Version March 2024, applicable until replaced by a subsequent version

Contents

1. The IFS EURA Service

The IFS European Restricted Access Service (IFS EURA Service) is designed to address the specific needs of European IFS customers by ensuring that their environments and data in those environments reside only in EEA/EFTA data centers and by restricting IFS personnel's access to the customer environments when providing IFS Cloud Services and associated Support Services, from locations within the EEA, EFTA and the UK.

Consequently, the IFS EURA Service entails that all access to customer environments and processing of any customer Content (as defined in the applicable IFS EURA Service terms) by IFS or any sub-processor will take place from such IFS EURA Service restricted locations.

Below is a specification of the current sub-processors that will be used for the delivery of the IFS EURA Service.

2. Sub-Processors

2.1. IFS Affiliates

Entity name	Reg no	Service description	Data Processing (see Section 4)	Control Measures	Country
IFS Finland Oy Ab	0721651-7	Unified Support	IFS Cloud Services Support Services	Intragroup Agreement including SCCs. IFS ISMS	Finland
Industrial and Financial Systems Central and Eastern Europe Sp. z o.o	0000046494	Unified Support	IFS Cloud Services Support Services	Intragroup Agreement including SCCs. IFS ISMS	Poland
IFS Applications Iberica, S.A.	ES-A82573429	Unified Support	IFS Cloud Services Support Services	Intragroup Agreement including SCCs. IFS ISMS	Spain
IFS World Operations AB	556040-6042	Unified Support, R&D	IFS Cloud Services Support Services	Intragroup Agreement including SCCs. IFS ISMS	Sweden
IFS World Operations AB UK Branch	FC039108	Unified Support, R&D	IFS Cloud Services Support Services	Intragroup Agreement including SCCs. IFS ISMS	United Kingdom
IFS France SA	320 508 229	Unified Support	IFS Cloud Services Support Services	Intragroup Agreement including SCCs. IFS ISMS	France

2.2. Third-party Sub-processors

Entity name	Service description	Data Processing (see Section 4)	Control Measures (see Section 5)	Country
ServiceNow	Support platform	IT Service Management Toolset	Service Now Security Management System certified in accordance with ISO 27001, SOC 2 Type 2 report	Netherlands & Ireland
Microsoft Corporation	Cloud platform services	Azure Service Provision	Microsoft DPA MS Key Vault secure management of Encryption keys within the EU	Selection of IFS supported data center location will be specified in the contract with customer, but located in the EEA or EFTA*

*Note, the Microsoft EU Data Boundary provides additional protection/assurance that no data held within the Azure services will leave the EEA/EFTA.

3. Third-Party Software and Software as a Service Providers

None

4. Data Processing Descriptions

4.1. IFS Cloud Service & Support Services

Where a customer purchases IFS EURA Service in connection with the IFS Cloud Services and associated Support Services, the IFS Application Software that forms its solution are hosted in Microsoft Azure data centers located within the European Economic Area or EFTA. Selection of IFS Supported Data Centers for the IFS EURA Service is made with the agreement of the IFS customer.

The IFS Unified Support team providing the IFS Cloud Services will access the customer environment in Microsoft Azure in order to perform such services. Each service comprises the following primary activities:

- Creation of the Azure platform upon which the customer's solution will run;
- Installation of the IFS products that make up the customer solution;
- Configuration of the solution including the establishment of system performance monitoring;
- Monitoring of the system to ensure that it is compliance with its agreed service levels;
- Execution of backups to a secondary data centre, including performing recovery operations should a significant system failure occur;
- Proactive and reactive maintenance activities to address system monitoring alerts and system issues reported by the customer's end users. Such activities include software patching at operating system, middleware and application levels, database administration (where applicable) and performance tuning;
- System changes and enhancements, either to ensure the system operates in accordance with its service levels or as a result of an agreed change with the customer;
- Service de-commissioning in accordance with a process agreed with the customer;
- Management of encryption keys where a customer has elected to have IFS perform this function for them.

The IFS Cloud Services team are not required to process Content as part of their day-to-day activities. They do however hold administrative level permissions for the hosted environment in order to execute their technical responsibilities of maintaining the Azure platform and the associated IFS Application Software. For the IFS EURA Service, all access to Customer environments is restricted to locations in geographies mentioned under section 1.

4.2. Azure Service Provision

The Azure data centers are managed and maintained by Microsoft in accordance with their ISO 27001:2013 and SOC 2/SOC 3 certified processes. Their responsibilities are to ensure the Azure services utilized by the IFS Cloud Services solutions remain available and performing in accordance with their specification. The Azure services consumed by the IFS Cloud Services solutions include:

- Infrastructure as a Service (IaaS) processing, storage, site recovery and network services;
- Platform as a Service (PaaS) database and web services for IFS products which do not require special platform management

Microsoft do not have access to applications within the virtualized environments within which the IFS products that make up our customer solutions run. They therefore do not have access to customer production data held within IFS Cloud Services solutions. This is also further strengthened by the Microsoft EU Data Boundary which ensures that Microsoft entities outside of the EEA/EFTA do not have access to Microsoft's own resources and assets within the EEA/EFTA. Whilst there are a number of Azure services which are not

included within the EU Data Boundary protection, none of these services are utilized as part of the IFS Cloud Services.

5. Data Flows

The following diagram shows the data flows between each entity associated with the implementation and support of the IFS Cloud Services solution:
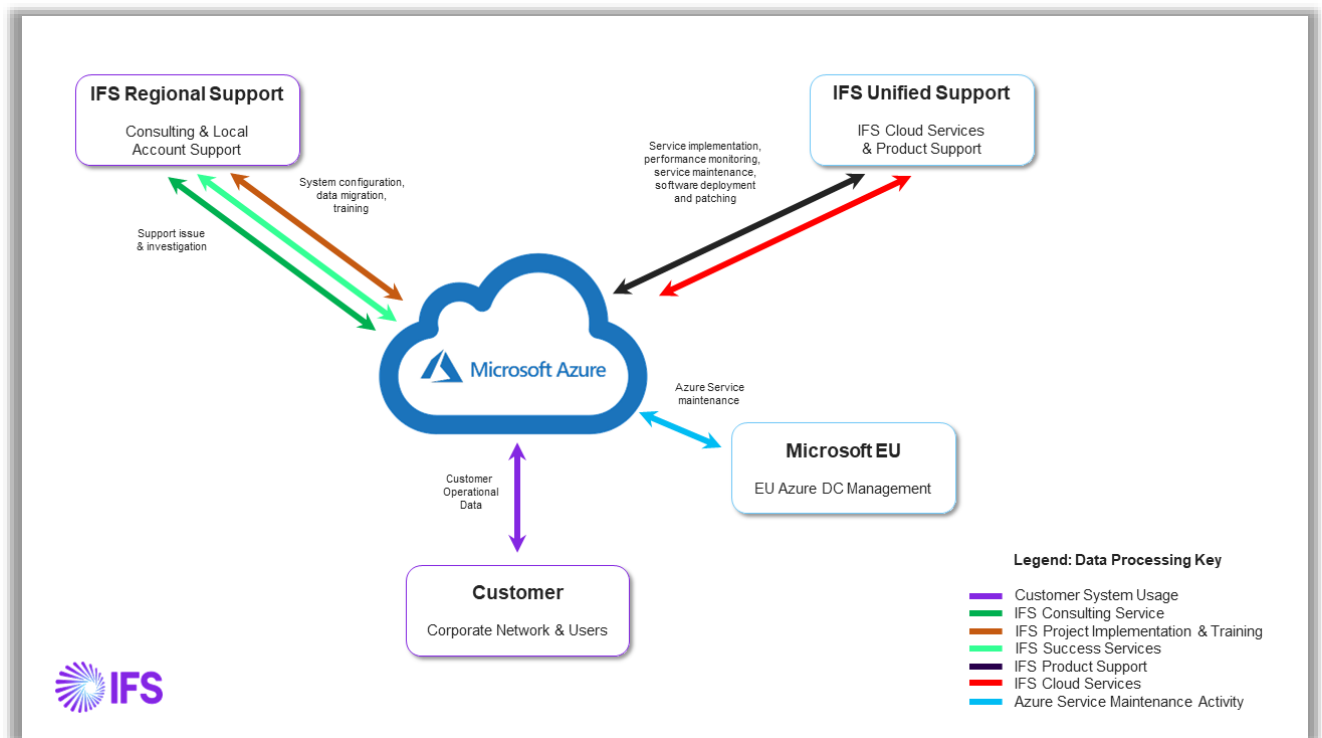
ABOUT IFS

IFS develops and delivers enterprise software for customers around the world who manufacture and distribute goods, maintain assets, and manage service-focused operations. We offer applications that enable companies to respond quickly to market changes and use resources in a more agile way to achieve better business performance and competitive advantages. IFS's products are known for being user friendly, modular in their design and flexible enough to support the customers in their way of working according to their established processes.

Learn more about how our enterprise software solutions can help your business today at ifs.com

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