

Axway Product Privacy Notice for Components in the Amplify Platform

April 2024

Please read this Privacy Notice carefully to understand Axway policies and practices regarding how personal data may be collected and processed through the Amplify Platform, and how the product processes that data.

The Amplify Platform manages customer information such as organization data, users and teams, user authentication, creation of linked accounts on 3rd party services, product subscriptions, offers and entitlements, account billing, and presents an interface to allow purchase and usage tracking information to be viewed or entered.

SCOPE OF THIS PRODUCT PRIVACY NOTICE

This Privacy Notice applies solely to processing of personal data through the Amplify Platform when you use the product.

Unless otherwise specified, this Privacy Notice does not apply to any other information processed in any other way (whether online or offline).

For processing of personal data by Axway in the course of our business relationship, please refer to Axway's Privacy Statement (<https://www.axway.com/en/privacy-statement>) and Axway's Privacy compliance program (<https://www.axway.com/en/gdpr>).

PERSONAL DATA PROCESSED BY THE COMPONENTS

For the purposes of the service as outlined above, the following information will be required:

- Address
- Email
- First and Last Name
- Network data (IP-addresses, event logs)
- Purchase/subscription details
- Telephone Number

That information may be considered personal data if the email address relates for instance to the name of an identified or identifiable individual.

The Amplify Platform does not require other personal data or any sensitive data, if you choose to process personal or sensitive data through the Amplify Platform, you warrant that you are duly authorized to process those data and that you do so lawfully in compliance with relevant legislation.

As per our general terms and conditions for subscription services, we shall not access your content except in response to support or technical issues where you provide us with prior written authorization, required to access such content.

PROCESSING OF PERSONAL DATA BY THE COMPONENTS OF THE AMPLIFY PLATFORM

Who is the data controller?

When you choose to process personal data through the product including this component, you are the controller of the processing and therefore warrant that your processing is compliant with all laws and

regulations in force applicable to your processing of personal data (Applicable Laws and Regulations), including the Regulation (EU) 2016/679 (General Data Protection Regulation).

What is the purpose of the processing of personal data by the Amplify Platform?

As data controller, you determine the means and purpose of the processing of personal data, if any, you make using the product.

The Amplify Platform typically processes data, which may be personal data, for the following purpose: identification of users and partners.

As the controller of the processing, you are responsible for ensuring that any processing you make using the product is compliant with the Applicable Laws and Regulations. Please note that depending on your specific use of the Amplify Platform, the purpose of the processing may differ. Axway shall have no responsibility if your use of the product is not compliant with the Applicable Laws and Regulations.

Is Axway a data processor?

Axway manages the hosting environment for the Amplify Platform, and if you process personal data through the components in the Amplify Platform, Axway is a processor of such personal data, on your behalf.

If any personal data is to be processed by Axway as a data processor on your behalf, it is mandatory to establish a data processing agreement ("DPA" as completed on our website or otherwise agreed to in writing) in which you determine the purposes and means of the data processing you want Axway to process on your behalf.

In any case, it remains your responsibility and liability (as controller) to implement effective technical and organizational measures and be able to demonstrate the compliance of processing activities even if the processing is carried out by Axway acting as data processor on your behalf.

When Axway is processor, are there sub-processors?

Sub-processors: When Axway manages the hosting environment, the Amplify Platform Components are hosted by (Amazon Web Services Inc. or Azure) at the location defined in your subscription agreement. Axway has appropriate Data Protection Agreements in place with Amazon Web Services and with Microsoft.

ACCESS AND RETENTION POLICY WITHIN THE PRODUCT

As a user of the Amplify Platform and controller of data processing, you determine the access and retention policies applicable to the data you process with Amplify Platform. Axway does not have access to your data or parameters you configure and therefore cannot manage on your behalf requests from eventual data subject (rectification, erasure...), unless otherwise expressly mutually agreed in the DPA.

When Axway is a processor, and unless otherwise expressly agreed in the agreement or the DPA, we will delete or return to you all personal data we may have after the end of the provision of the services related to the processing.

SECURITY MEASURES

As data controller, it is your responsibility and liability to implement effective technical and organizational measures, including protection against unauthorised or unlawful processing and against accidental loss, destruction, or damage, using the technical or organisational measures, and be able to demonstrate the compliance of your personal data processing activities.

As an additional optional service to the Amplify Platform, when subscribed pursuant to your subscription agreement, MFA (multi-factor authentication) can be enabled, and it provides additional verification of identity for log-in as described in the product documentation.

In addition, Axway uses password hashing for enhanced security. Axway supports configuration of third-party identity providers (IDP). This configuration allows customers to control and configure account access through an IDP.

When Axway is a processor of personal data on your behalf in the use of the Product, the applicable security measures are those provided in the DPA (security measures attached to the DPA or specific security measures as agreed).

CHANGES TO THIS AMPLIFY PLATFORM COMPONENTS PRIVACY NOTICE

Axway will review and update this Privacy Notice periodically and will note the date of its most recent revision above. If we make material changes to this Privacy Notice, we will notify you either by prominently posting a notice of such changes prior to implementing the changes or by directly sending you a notification. We encourage you to review this Privacy Notice frequently to be informed of how Axway is collecting, using, retaining, protecting, disclosing, and transferring your information.