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## Advanced Delivery Framework - Japan

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### Processing

Kyndryl will Process Client Personal Data using the Advanced Delivery Framework to deliver the Services as described in the Agreement, including the DPA at <https://www.kyndryl.com/terms/dpa> and this DPA Exhibit.

### Processing Activities

The nature of Processing consists of the following Kyndryl Processing activities based on the Client's instructions:

- Customer Support – Help desk or other technical support
- Operations – Provision, maintenance, or management (including security management) of applications, networks, systems, or infrastructure
- Hosting – Storage or other computing resources
- Backup – Back-up, archiving, or disaster recovery

### Client Personal Data

#### Categories of Data Subjects

The following lists the categories of Data Subjects whose Personal Data are Processed within the Services:

- Client's employees (including temporary or casual workers, volunteers, assignees, trainees, retirees, pre-hires and applicants)
- Client's suppliers and subcontractors (if those suppliers and subcontractors are individuals)

#### Types of Client Personal Data

The following lists the types of Client Personal Data that will be Processed within the Services:

##### Identity of the Individual

- Online Identifier
- Person Name
- Technology Identifiers

## Subprocessors

Kyndryl may use the following Subprocessor(s) in the Processing of Client Personal Data:

a. Kyndryl Companies:

Kyndryl Subprocessors and Locations	Processing Activities
<p>The Kyndryl legal entity with which the client contract is signed should be disregarded from this list, as applicable)</p> <p>Kyndryl Client Center s.r.o, Czech Republic</p>	<ul style="list-style-type: none"> <li>• Customer Support - Help desk or other technical support</li> <li>• Operations - Provision, maintenance, or management (including security management) of applications, networks, systems, or infrastructure</li> </ul>
<p>Kyndryl Hungary K. [Kyndryl Hungary Korlátolt Felelősségű Társaság], Hungary</p>	<ul style="list-style-type: none"> <li>• Customer Support - Help desk or other technical support</li> <li>• Operations - Provision, maintenance, or management (including security management) of applications, networks, systems, or infrastructure</li> </ul>
<p>Kyndryl Solutions Private Limited, India</p>	<ul style="list-style-type: none"> <li>• Customer Support - Help desk or other technical support</li> <li>• Operations - Provision, maintenance, or management (including security management) of applications, networks, systems, or infrastructure</li> </ul>
<p>Kyndryl Japan KK [Japanese name: キンドリルジャパン合同会社]</p>	<ul style="list-style-type: none"> <li>• Customer Support - Help desk or other technical support</li> <li>• Operations - Provision, maintenance, or management (including security management) of applications, networks, systems, or infrastructure</li> </ul>
<p>Kyndryl Global Services Delivery Centre Polska Sp.Z.o.o., Poland</p>	<ul style="list-style-type: none"> <li>• Customer Support - Help desk or other technical support</li> <li>• Operations - Provision, maintenance, or management (including security management) of applications, networks, systems, or infrastructure</li> </ul>

b. Third-Party Subprocessors:

Third-Party Subprocessors and Locations	Processing Activities
<p>Hosting Location: <b>Japan</b></p> <p>Subprocessor: Microsoft, Inc., United States</p> <p><a href="#">Microsoft Data Processing Addendum</a> (applies to Processing by Microsoft, Inc.)</p> <p><a href="#">Microsoft Subprocessor List</a> (Applicable services: Azure Red Hat OpenShift and Azure Active Directory)</p>	<ul style="list-style-type: none"> <li>• Backup - Back-up, archiving, or disaster recovery (execution only)</li> <li>• Hosting - Storage or other computing resources</li> </ul>

This DPA Exhibit will be updated for any intended additional or replacement Subprocessors, including Kyndryl Companies and Third-Party Subprocessors.

Kyndryl Companies Subprocessors' details can be found at: <https://www.kyndryl.com/terms/subprocessors>. Additional details for each Third-Party Subprocessor are available upon request.

## **Transborder Data Processing**

### **European Union Standard Contractual Clauses**

If EU SCCs are applicable pursuant to Section 2.1(b) of Appendix A of the DPA, the EU SCCs signed by Kyndryl can be found at <https://www.kyndryl.com/terms/scc>.

### **United Kingdom International Data Transfer Addendum**

If the IDTA is applicable pursuant to Section 3(b) of Appendix A of the DPA, the IDTA signed by Kyndryl can be found at <https://www.kyndryl.com/terms/scc>.

## **Frequency of Cross Border Transfers**

The frequency of cross border transfers is defined in the Agreement.

## **Kyndryl Privacy Contact and Notifications**

The Chief Privacy Office can be contacted at [ChiefPrivacyOffice@kyndryl.com](mailto:ChiefPrivacyOffice@kyndryl.com).