

DATA PROCESSING AGREEMENT belonging to <Oracle Cloud Contracts number>

The undersigned:

1. **SCHIPHOL NEDERLAND B.V.**, a private company with limited liability under Dutch law, with its registered office and place of business at Evert van de Beekstraat 202, Schiphol (municipality of Haarlemmermeer), listed in the Commercial Register in Amsterdam under file number 34166584, legally represented in this matter by its director N.V. Luchthaven Schiphol, legally represented by <name> in the capacity of <position>, hereinafter referred to as '**SNBV**',

and

2. <Airline>, with its registered office and place of business at <ADDRESS> in <CITY>, listed in the Commercial Register in <xx> under file number: <xx>, legally represented by <name > in the capacity of <position>, hereinafter referred to as '**<Airline>**',

SNBV and <Airline> are hereinafter jointly referred to as '**the Parties**'. The Parties can perform the roles of both Data Processor and Data Controller. Annex 1 shows who performs what role in relation to the relevant processing.

WHEREAS:

- I. The Parties have concluded one or more agreements for the provision of various services to one another. These agreements are hereinafter referred to as '**the Main Agreements**'.
- II. During the performance of the Main Agreements, the Parties will process data including personal data within the meaning of the General Data Protection Regulation (EU 2016/679), hereinafter referred to as the '**GDPR**'.
- III. Having regard to the provisions of **Article 28(3) and (4) of the GDPR**, the Parties wish to set out the conditions for the processing of such personal data in this Data Processing Agreement.

HEREBY AGREE AS FOLLOWS:

1. Subject matter of this Data Processing Agreement

1.1 This Data Processing Agreement (hereinafter referred to as 'the Data Processing Agreement') applies to the processing of personal data within the scope of the Main Agreements.

1.2 Terms such as 'Processing', 'Personal data', 'Data Controller', 'Data Processor' and 'Data Subject' have the meaning ascribed to them in the **GDPR**.

SNBV initials:

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<Airline> initials:

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1.3 Annex 1 contains an overview of the categories of Personal Data and the purposes for which the Personal Data will be processed.

2. The Data Controller and the Data Processor

- 2.1 The Parties can act as both Data Processor and Data Controller.
- 2.2 The Parties guarantee that they will only process the Personal Data in the role of Data Processor based on written instructions from the Data Controller and in such a manner – and insofar – as required for the provision of the services under the Main Agreement, except as required to comply with a legal obligation to which the Data Processor is subject, or to follow instructions issued by the Data Controller. The Data Processor will never process the Personal Data for its own purposes.
- 2.3 If the Data Processor determines the purposes and the means of processing in contravention of the GDPR and this Data Processing Agreement, the Data Processor will be regarded as the Data Controller.
- 2.4 More specifically, the Data Controller may give instructions with regard to the retention period of all the Personal Data referred to in Annex 1.
- 2.5 The Parties conclude the Main Agreement in order to take advantage of one another's expertise within the collaboration, in the context of the Main Agreement and the processing of Personal Data for the purposes set out in Annex 1. The Data Processor may exercise its own discretion in the selection and use of such means as it deems necessary to pursue those purposes.

3. Confidentiality

- 3.1 Without prejudice to any existing contractual arrangements between the Parties, the Parties guarantee that they will treat all Personal Data as strictly confidential and that they will inform all their employees, agents and/or Sub-Data Processors engaged by the Data Processor and approved by the Data Controller (hereinafter referred to as 'Sub-Data Processors') and any third Parties of these Sub-Data Processors who are engaged in the processing of the Personal Data of the confidential nature of the Personal Data. The Parties will ensure that all such persons and parties have signed an adequate Sub-Data Processing Agreement to that end as further specified in Article 8. The Parties will provide one another with copies of this/these Agreement(s) upon request.
- 3.2 The Parties will treat all information the Data Processor is required to provide to the Data Controller by virtue of Article 4 of this Data Processing Agreement as strictly confidential.

4. Security

- 4.1. Without prejudice to the security standards agreed upon in the Main Agreement by the Parties, the Data Processor will take appropriate technical and organisational measures to ensure the security of the processing of the Personal Data. These measures at least include, without prejudice to the provisions of Articles 28(3) and 32 of the GDPR, the following:

- a. measures to ensure that the Personal Data can be accessed only by authorised personnel for the purposes set forth in Annex 1 of this Data Processing Agreement;
 - b. measures to protect the Personal Data against accidental or unlawful destruction, accidental loss or alteration, unauthorised or unlawful storage, processing, access or disclosure;
 - c. measures to identify imminent security breaches with regard to the processing of the Personal Data in the systems that are used to provide services to the Parties;
 - d. the measures agreed upon by the Parties in the IT Security Annex to the Main Agreement.
- 4.2. The Data Processor will regularly check the security measures it has taken and in any case conduct a check at least once a year. At the request of the Data Controller, the Data Processor will demonstrate which measures it has taken in accordance with Article 4.1. The Data Processor will allow the Data Controller to audit and test such measures and, as a result of the findings of these audits and tests, will amend its security policy in accordance with the Data Controller's further written instructions within the context of the applicable privacy legislation, including but not limited to Article 28(5) of the GDPR. As an alternative, the Data Controller may use a statement by an independent external expert who gives an opinion on the measures taken by the Data Processor (Third-Party Assurance).

5. Security improvements

- 5.1. The Parties acknowledge that security requirements are subject to constant change, that an effective security system must be frequently evaluated and that regular improvements must be made to outdated security measures. The Data Processor will therefore evaluate the measures as implemented in accordance with Article 4 on an on-going basis and will tighten, supplement and improve these measures in order to maintain compliance with the requirements set out in Article 4.
- 5.2. The Data Controller has the right to instruct the Data Processor to take additional security measures. Where an amendment to the Main Agreement is necessary in order to execute such an instruction, the Parties will agree upon an amendment to the Main Agreement.

6. Data transfers

- 6.1. The Data Processor will immediately notify the Data Controller of any permanent or temporary transfers of Personal Data (planned or otherwise) to a country outside the European Economic Area¹ without an appropriate level of protection or to an international organisation (as referred to in Article 44 of the GDPR) and will only perform such a transfer (planned or otherwise) after obtaining the Data Controller's written consent. Annex 3 contains a list of countries outside the European Economic Area without an appropriate level of protection and the

¹ These countries are the EU Member States plus Norway, Liechtenstein and Iceland.

international organisations for which the Data Controller grants its consent to the Data Processor upon the conclusion of this Data Processing Agreement.

7. Information obligations and incident management

- 7.1 The Data Processor will promptly notify the Data Controller – in any event within 24 hours of the Data Processor **becoming aware of them** – of any incidents relating to the processing of the Personal Data. The Data Processor will at all times cooperate with the Data Controller upon its request and will follow the Data Controller’s written instructions with regard to such incidents, in order to enable the Data Controller to perform a thorough investigation into the incident, to formulate a correct response and to take suitable further steps in respect of the incident. In addition, Article 10 of this Data Processing Agreement regarding liability and indemnity applies accordingly.
- 7.2 The term 'incident' used in Article 7.1 is in any case taken to mean:
- a. a complaint, a request for information or any other request concerning their rights as set out in the GDPR by a Data Subject or another natural person with regard to the processing of the Personal Data by the Data Processor;
 - b. an investigation into or seizure of the Personal Data by government officials, or any indication that this is about to take place;
 - c. any unauthorised or accidental access, processing, deletion, loss or unlawful processing, in any form, of the Personal Data;
 - d. any breach of security and/or confidentiality as set out in Articles 3 and 4 of this Data Processing Agreement leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, the Personal Data, or any indication of such breach having taken place or that it is about to take place.
- 7.3 **The Data Processor** will at all times have up-to-date and written procedures in place to enable it to provide an immediate response to the Data Controller concerning an incident, and to cooperate effectively with the Data Controller in handling the incident. The Data Processor will provide the Data Controller with a copy of such procedures upon the Data Controller’s written request.

Any notifications pursuant to Article 7 will be addressed to either SNBV’s ICT Service Desk (if SNBV is the Data Controller) or to <<Airline> contact> (if <Airline> is the Data Controller):

ICT Service Desk

Tel: +31 (0) 20 – 6014445

Email: ictservicedesk@schiphol.nl

[<Airline contact details>](#)

8. Engagement of Sub-Data Processors

1. The Data Processor will not subcontract any of its activities consisting, in part or in full, of the processing of the Personal Data to one or more Sub-Data Processors without the prior written consent of the Data Controller.

2. Notwithstanding the consent of the Data Controller within the meaning of the preceding paragraph, the Data Processor will remain fully liable towards the Data Controller for any consequences of subcontracting with one or more Sub-Data Processors in accordance with Article 10.
3. The Data Controller's consent pursuant to Article 1 does not alter the fact that consent is also required under Article 6 for the engagement of Sub-Data Processors and any third parties (including international organisations) they may engage in a country outside the European Economic Area without an appropriate level of protection.
4. **The Data Processor** will ensure that the Sub-Data Processor(s) and any third parties engaged by the Sub-Data Processor(s) are bound by the obligations of the Data Processor under this Data Processing Agreement, and will ensure compliance therewith.

9. Return or destruction of the Personal Data

1. Upon termination of this Data Processing Agreement, or upon the Data Controller's written request, the Data Processor will, at the discretion of the Data Controller, either immediately destroy or return all the Personal Data to the Data Controller.
2. The Data Processor will notify all Sub-Data Processors and other third parties involved in the processing of the Personal Data of the termination of the Data Processing Agreement and will ensure that all such third parties will either destroy the Personal Data or return the Personal Data to the Data Controller, at the discretion of the Data Controller.

10. Liability and indemnity

1. The Data Controller guarantees that the processing of Personal Data by the Data Processor in accordance with the Data Controller's instructions is not in contravention of the GDPR.
2. The Parties indemnify and hold each other harmless against any and all claims, actions and third-party claims for losses, damage, penalties and costs incurred by the other Party and arising directly or indirectly from or in connection with a breach of this Data Processing Agreement by a Party.
3. The Data Controller will not indemnify the Data Processor against losses, damage, penalties and costs incurred by the Data Processor and arising directly or indirectly from or in connection with processing of Personal Data by the Data Processor that is not in compliance with the Data Controller's lawful instructions.

11. Duration and termination

1. This Data Processing Agreement takes effect on the commencement date of the Main Agreement and ends automatically upon termination or expiry of the Main Agreement. In the event of the extension of the Main Agreement, tacit or otherwise, this Data Processing Agreement will remain in force for the duration of the extension period.

2. Termination or expiry of this Data Processing Agreement will not discharge the Data Processor from its confidentiality obligations pursuant to Article 3 and obligations to return or delete the Personal Data pursuant to Article 9.

12. Other provisions

1. In the event of any inconsistency between the provisions of this Data Processing Agreement and the provisions of the Main Agreement, the provisions of this Data Processing Agreement prevail.
2. Any amendments to this Data Processing Agreement are valid only if they are agreed between the Parties in writing.
3. This Data Processing Agreement is governed by the laws of the Netherlands. Any disputes arising from or in connection with this Data Processing Agreement will be brought exclusively before the competent court in Amsterdam.

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For SNBV For <Airline>
Name:..... Name:
Position: Position:
Date:..... Date:

.....
For SNBV For <Airline>
Name:..... Name:
Position: Position:
Date:..... Date:

Annex 1

Overview of the Personal Data categories and purposes for which the Data Processor processes the Personal Data. This list of categories and purposes is not exhaustive. Any future projects/initiatives between SNBV and <Airline> that involve the processing of personal data will be added to the list and will therefore also fall within the scope of this Data Processing Agreement.

APPLICATIONS/PROCESSES:

Names on gate screens

Description	The display of passenger names in an abbreviated form on the TV screens at the gate, namely four characters of the surname and three of the first name. This shows passengers that they need to report to the desk.
Purpose	To call passengers to the desk for flight handling purposes.
Data Controller: <Airline>	Data Processor: SNBV

Calling passengers over the PA system

Description	Passenger names are announced over the PA system to ask them to come to their gate or to alert them.
Purpose	To provide information to passengers. To avoid unnecessary flight delays.
Data Controller: <Airline>	Data Processor: SNBV

Baggage handling

Description	Handling passenger baggage.
Purpose	Baggage handling to keep passenger and baggage together.
Data Controller: <Airline> – as regards keeping passenger and baggage together. SNBV – as regards baggage sorting, routing and screening.	Data Processor: N/a

Scanning boarding passes at the security filter

Description	Scanning the bar code on a boarding pass to grant access to the security check and transferring the check-in sequence number to the airline.
Purpose	To establish that the individual passenger is airside.
Data Controller: <Airline>	Data Processor: SNBV

Scanning boarding passes at the gate

Description	Scanning the bar code on a boarding pass as the final step in the boarding process.
Purpose	Access control for the passenger boarding process
Data Controller: <Airline>	Data Processor: SNBV

Passengers with Reduced Mobility

Description	Passengers can report for this service to be transported from location A to location B in the airport by an employee of a party contracted by SNBV.
Purpose	The transport of passengers with reduced mobility from A to B.
Data Controller: <Airline>	Data Processor: the party contracted by SNBV

Operational planning & allocation, optimization and billing

Description	Airlines supply operational data in the form of standard IATA Messages. This data may contain passenger names, frequent flyer numbers. However, all personal information is masked/deleted upon reception, and will not be visible to SNBV.
Purpose	Planning and allocation of airport facilities, optimization of airport processes, billing.
Data Controller: <Airline>	Data Processor: SNBV

Annex 2

1. The Data Processor uses cryptographic processing to protect the Personal Data it processes. It applies encryption when transmitting Personal Data across networks, when storing Personal Data on portable devices and on removable media, such as USB sticks, and in other situations where Personal Data are vulnerable to access by unauthorised persons (such as Personal Data that can be accessed through the World Wide Web. Examples of certified technologies are VPNs, SSH or HTTPS, or an equivalent technology for network security.
 - a. The Advanced Encryption Standard (EAS) technology with 256-bit or longer keys must be used for the storage of data. All keys used for this purpose must be managed in such a way that they are inaccessible to unauthorised persons and cannot be abused.
 - b. When using an Internet website, the Data Processor must use HTTPS to render network traffic between the client and the web server illegible for third parties if the data are sensitive or personal.
 - c. The website uses an SSL/TLS certificate issued by a certified Certificate Authority (CA) such as Digicert, VeriSign, etc. So-called 'self-signed certificates' are not permitted.

The requirements for certificates are as follows:
Hash algorithm SHA-2. SHA-3 is permitted, but not required.
Asymmetric key sizes of 2048 bits for RSA, 224 bits for Elliptic Curve or larger.
Symmetric key sizes of at least 128 bits or longer.
Note: it is preferable but not mandatory to use extended validation (EV) certificates.
2. The Data Processor ensures that the passwords of all accounts (administrators and users) are stored with a one-way-hash mechanism (such as SHA-2 or SHA-3) with a 'salt' addition.
3. The passwords for user accounts must be strong, must be at least eight characters long and must consist of at least three categories, such as upper-case letters, lower-case letters, numbers and special characters. These passwords must be replaced within a maximum period of 92 days.
4. The passwords for administration accounts must be very strong, must be at least eight characters long and must consist of at least three categories, such as upper-case letters, lower-case letters, numbers and special characters. These passwords must be replaced within a maximum period of 180 days.
5. The software used by the Data Processor (OS, Database and application software) features all the known security patches issued by the supplier, developer or programmer. These patches must be applied within 14 days of release.
6. All systems in the network are scanned on a monthly basis, or more frequently, using an automated vulnerability scanner. A priority list of the most critical vulnerabilities will be submitted to the system owner for each system. These findings will be addressed and resolved within the specified period.

7. If the Data Processor deletes an account, all related data must be irreversibly deleted, unless this disrupts the operation of the application. In the latter case, this exception must be coordinated with the Schiphol Cyber Security Centre (SCSC@schphol.nl). The Data Processor will also delete the data from the backup. *Note: the data are permitted to be retained on the backup for a maximum period of 35 days.*
8. The Data Processor has formal procedures in place for creating, mutating and deleting accounts. It is vital to delete accounts from the application in good time. *An account that has not been used for 90 days must be deactivated or deleted.*
9. The Data Processor applies data minimisation; this means keeping the processing of Personal Data to the absolute minimum.
10. Data should be destroyed in a timely and secure manner (in accordance with Schiphol's information classification policy, and legislation), bearing in mind the statutory maximum and minimum periods for the destruction of data.
11. Any personal data that may still be present on any devices containing storage media, such as laptops or smartphones, must be deleted before the device is destroyed or reused. The personal or other data must be irreversibly deleted or, if the media cannot be irreversibly deleted (such as SSD), the media must be irreparably destroyed.

Annex 3

Data transfers to countries outside the European Economic Area without an appropriate level of protection, and international organisations for which SNBV has granted consent, are as follows:

Not applicable

Countries: