



Guidelines for the management of the processing agreement
between data controller and data processor

The purpose of these guidelines is to assist the parties in managing the processing agreement.

Agreement on the processing of personal data between data controller and data processor

This is the agreement provided for in Article 28 of the GDPR and it governs the relationship between the data controller and data processor.

1. Fill in the header with the **controller**'s data;
2. The **controller** will have to indicate the data processing he carries out by filling in the tables in point 2. where indicated;
3. The parties must sign the agreement indicating place and date in the space provided. The **controller** must also sign the clauses that require specific approval.

Mandate contract for the signing of standard contractual clauses

The mandate contract is signed for the sole purpose of empowering the Data Controller to sign the standard contractual clauses that would otherwise be the responsibility of the Data Controller, **in order to be able to lawfully transfer data abroad**, in accordance with the provisions of the Working Party Art. 29 -WP 176 "FAQs in order to address some issues raised by the entry into force of the EU Commission Decision 2010/87/EU of 5 February 2010 on standard contractual clauses for the transfer of personal data to processors established in third countries under Directive 95/46/EC" FAQ n. 3 Letter b).

The mandate will be necessary until, in the near future, the standard contractual clauses approved by the European Commission that will enable the Data Controller to sign the clauses with the sub-controller will come into force.

To formulate the mandate correctly it is necessary:

4. Fill in the header with the **controller**'s data;
5. The parties must sign the agreement indicating place and date in the space provided.

Attachments

Attachment A - DPO contact details

- If the Controller has appointed a DPO (or RPD or Data Protection Officer), he or she should indicate his or her contact information and, if possible, the name.

Annex B - CONTACTS

- Contact details of the **Controller** for communications
- "Data breach" field: The **Controller** must indicate who within his company must be contacted in case of data breach.
- "Access requests" field: The **Controller** must indicate who within his company must be contacted in case IdWeb receives requests for access to data from the interested parties.
- "Guarantor Authority or Other Authority" field: the **Controller** must indicate who within his company must be contacted in case IdWeb receives requests for information or inspections by the Privacy Guarantor or other authorities.

Contact details of the Communications Manager

"Data breach" field: **IdWeb** must indicate who within its company must be contacted in case of data breach suffered by the Owner.

"Access instances" field: **IdWeb** must indicate who within its company must be contacted in case the Owner receives requests for access to data from interested parties.

"Guarantor Authority or Other Authority" field: **IdWeb** must indicate who within its company must be contacted in case the Owner receives requests for information or inspections by the Privacy Guarantor or other authorities.

Attachments C – Sub-processors

- Fill in the first table indicating the country of the **Controller**, of IdWeb and of the sub-processors, to allow the mapping of transfers.
- The second table contains the data of the sub-processors.

Attachment D - Model for the communication of data violation from the person in charge to the controller (for the purposes of the so-called "data breach")

- To be kept and filled in in case of data breach in the communication between IdWeb and the controller.

Attachment E – Instructions

- Written instructions provided by the **Controller** to the Processor in accordance with article 28 GDPR.

Attachment F - Information on transfers made abroad

- Related to the table of sub-processors (Annex C), should be completed by **IdWeb** indicating what measures are taken in case of transfers outside the EU.

Attachment G - “IdSurvey On Cloud Infrastructure”

- Document that demonstrates both the suitability of **IdWeb** to act as data controller and to detail the security measures by referring to point 10 of the agreement on data processing between data controller and data processor.