

International Partners

User Guide

Product Documentation



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User Guide

Distributor

Becoming a Distributor

Registering as Distributor

Last updated : 2023-07-17 09:45:43

You can register to become a distributor by referring to [Registering as Reseller](#).

Note:

As laws and regulations vary by country or region, we will contact you offline if we require additional qualification certificates for review.

Business Registration Document Sample

Last updated : 2022-11-16 16:37:45

For the business registration document sample, see [Business Registration Document Sample](#).

Bank Statement Sample

Last updated : 2022-11-16 16:37:45

For the bank statement sample, see [Bank Statement Sample](#).

Contract Signing

Last updated : 2023-07-17 09:38:30

Currently, Tencent Cloud does not sign contracts with its distributors online. For more information on contract signing, contact your channel manager.

Logging in to Partner Center

Last updated : 2022-11-16 16:37:45

To log in to Partner Center, see [Logging in to Partner Center](#).

Employee Management

Last updated : 2024-11-26 17:09:29

For employee management, see [Employee Management](#).

Customer Business

Last updated : 2022-11-16 16:37:45

A distributor can conduct the first-level and second-level resale business at the same time.

1. Customer business (first-level resale): As a distributor, you can directly conduct business with customers in the distributor-to-customer flow. For more information, see [Reseller's Customer Business](#).
2. Reseller business (second-level resale): As a distributor, you can also conduct business with resellers in the distributor-to-reseller-to-customer flow.

Reseller Business

Managing Reseller

Inviting and Reviewing Reseller

Last updated : 2022-11-22 16:00:56

Note:

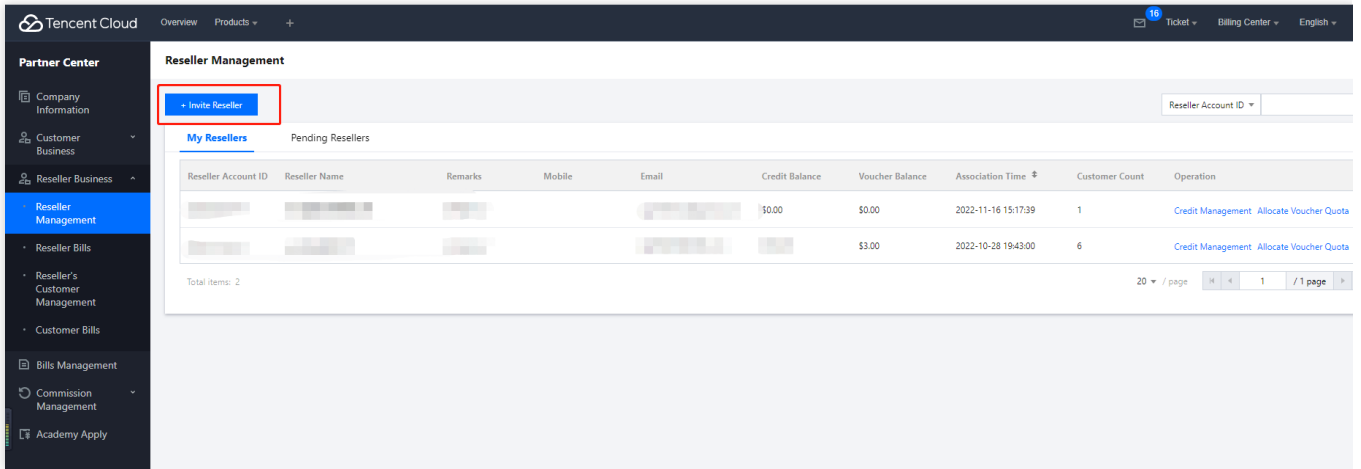
Currently, you cannot unbind resellers online. You can contact your channel manager to unbind them offline if you need to.

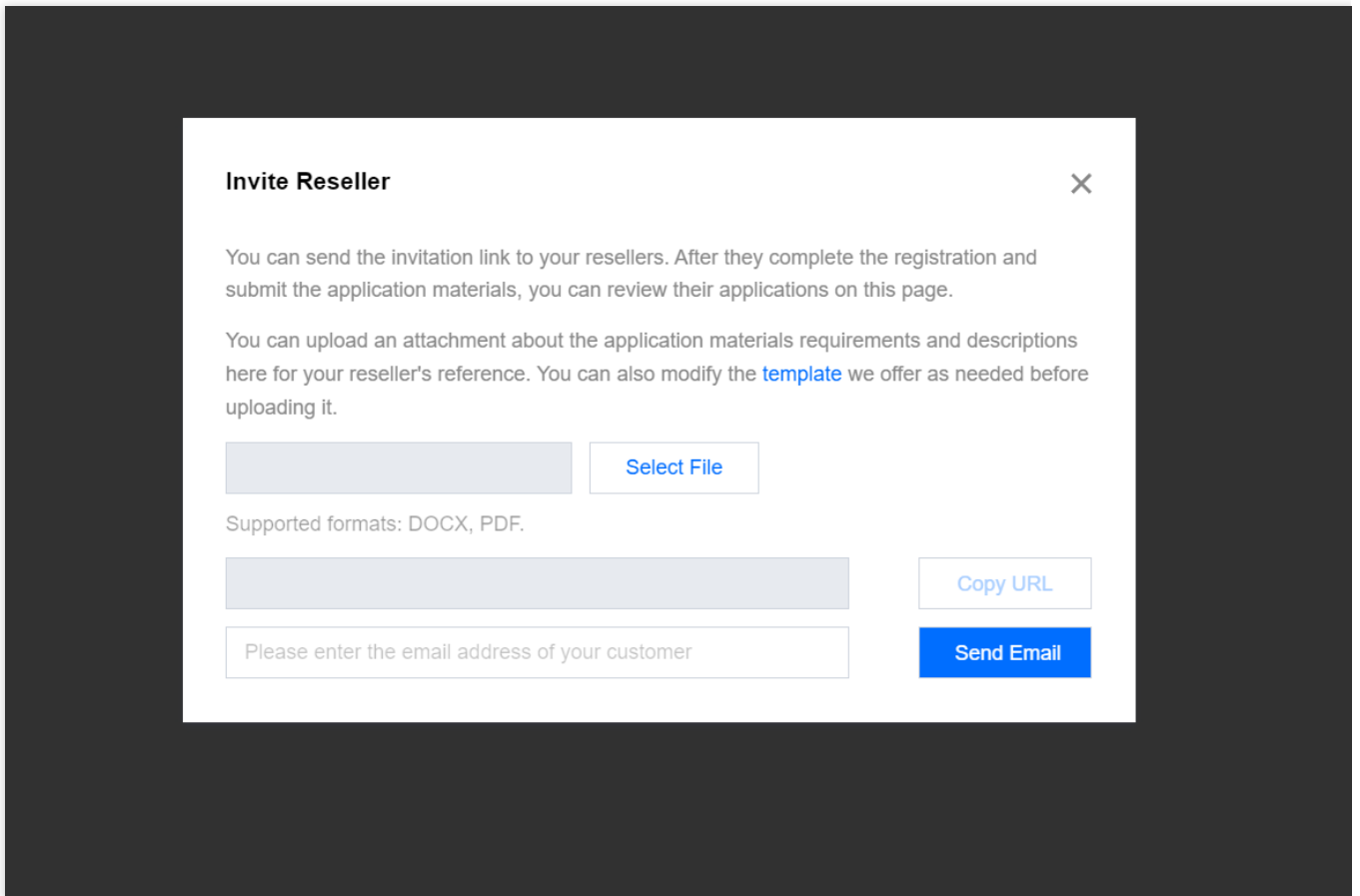
1. Inviting Reseller

You can send an invitation link to a reseller to bind with you.

Note:

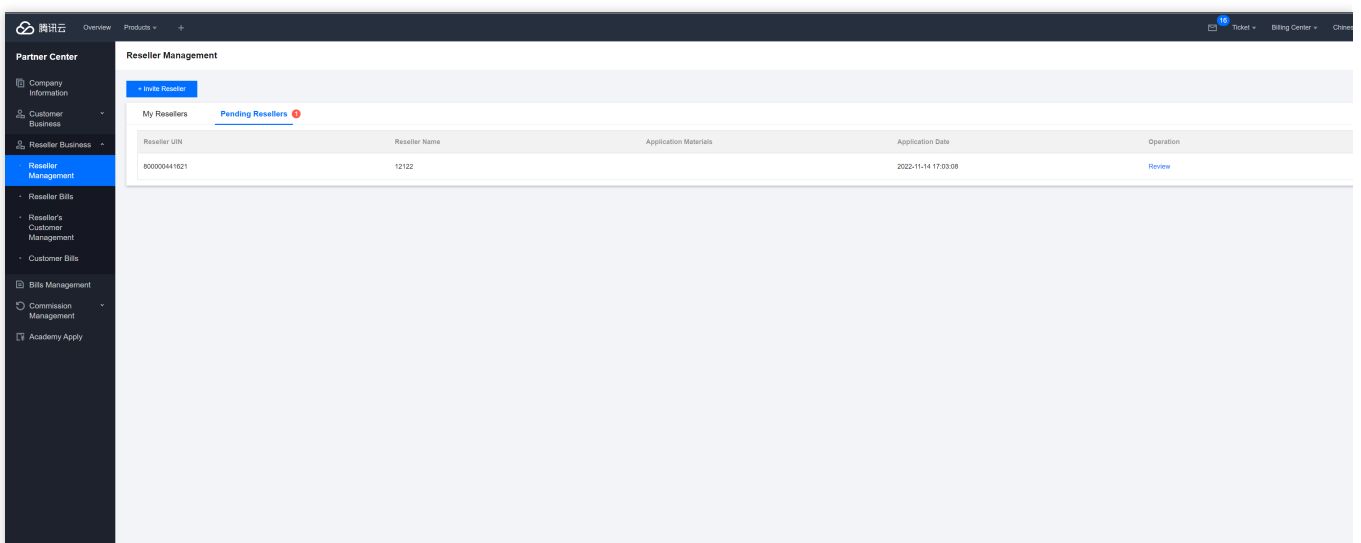
Resellers cannot conduct resale business with their existing Tencent Cloud accounts. To become a distributor's resellers, they must register a new Tencent Cloud account.

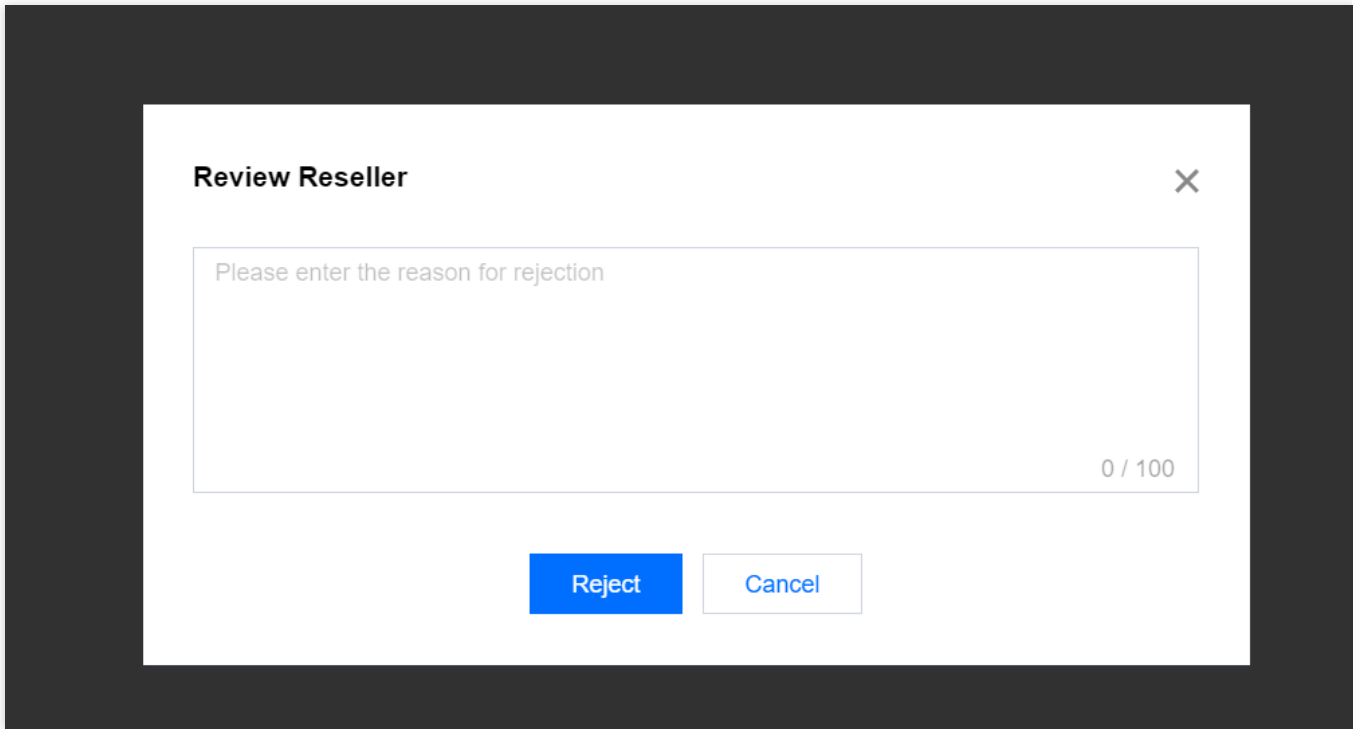
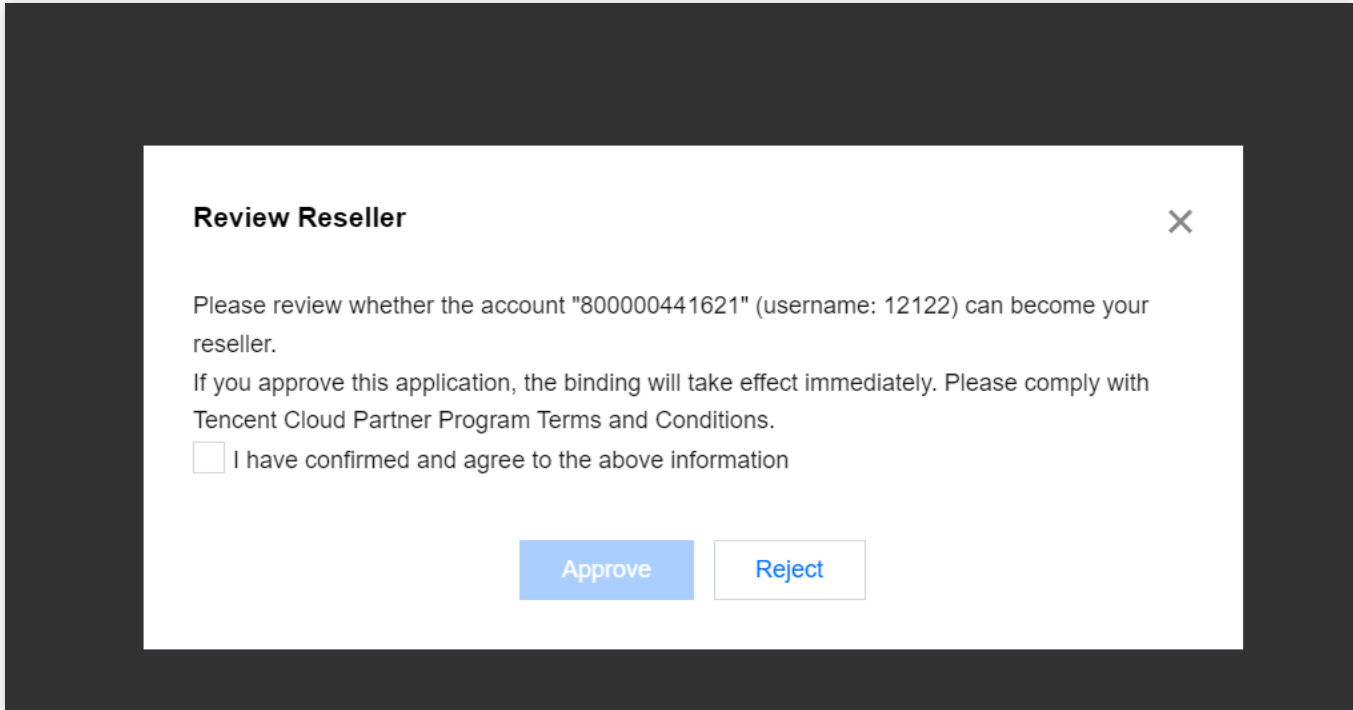




2. Reviewing Reseller

You need to review the binding application submitted by the potential reseller and confirm whether it can be bound as your reseller.





Querying Reseller

Last updated : 2022-11-17 18:04:33

As a distributor, you can query the list of all your resellers and view the basic information and available credits of them.

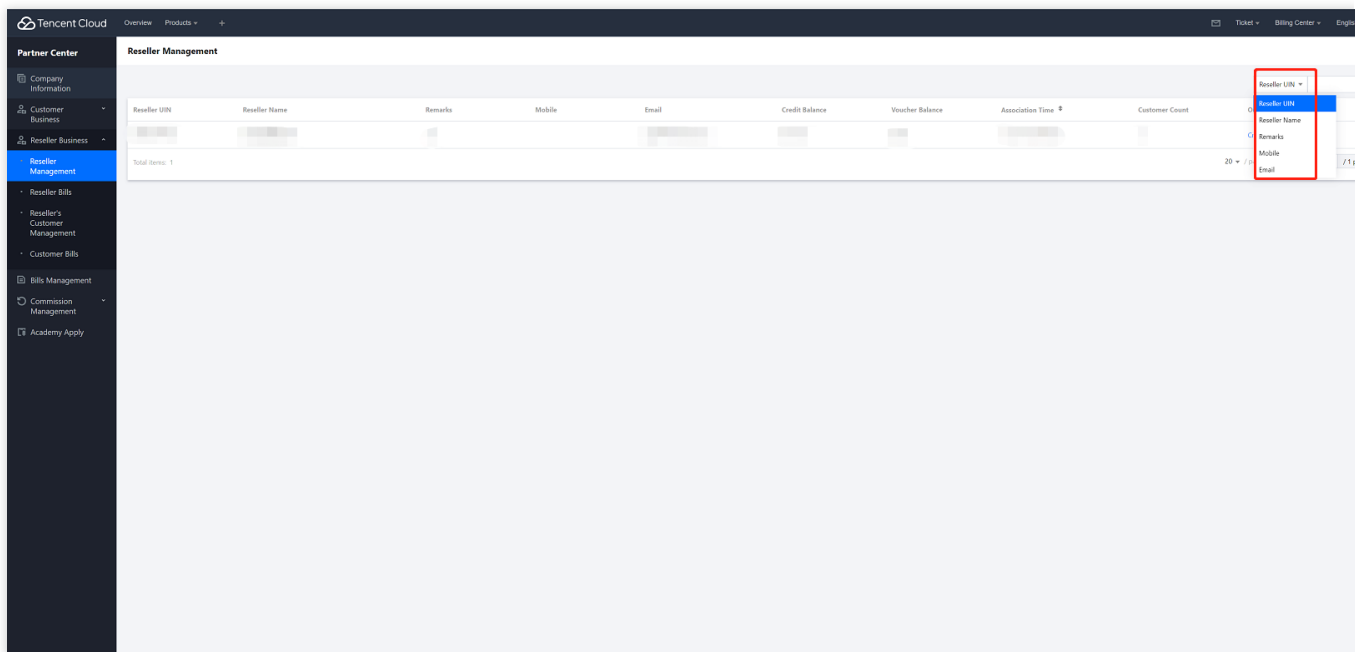
Step 1. Log in to [Tencent Cloud](#) with your distributor account and enter the [Partner Center](#).

Step 2. On the left sidebar, select **Reseller Business**.

Step 3. Manage your resellers.

Querying Resellers

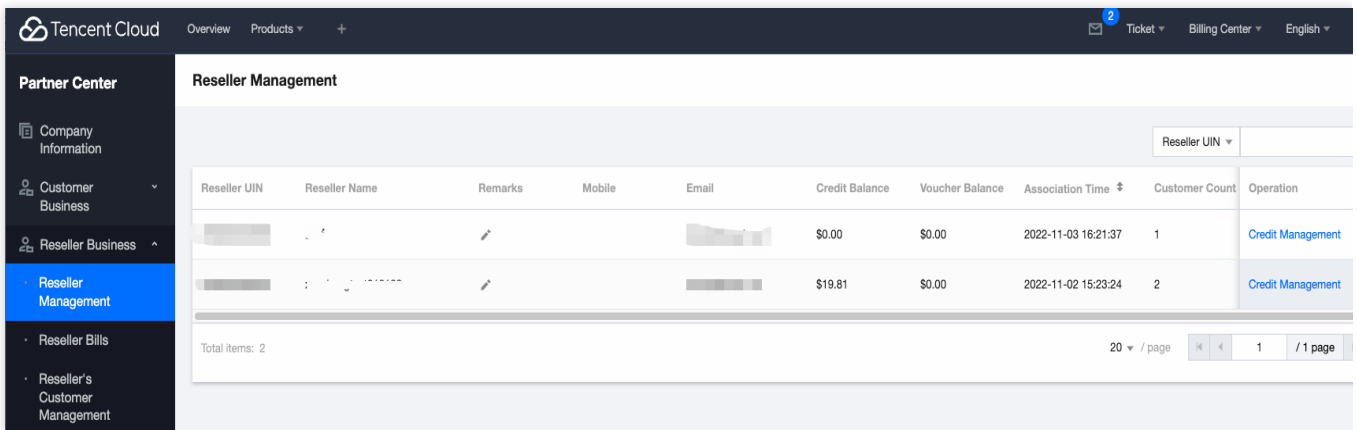
You can query your reseller by its account ID or name.



Allocating Credit

Last updated : 2022-11-17 16:16:24

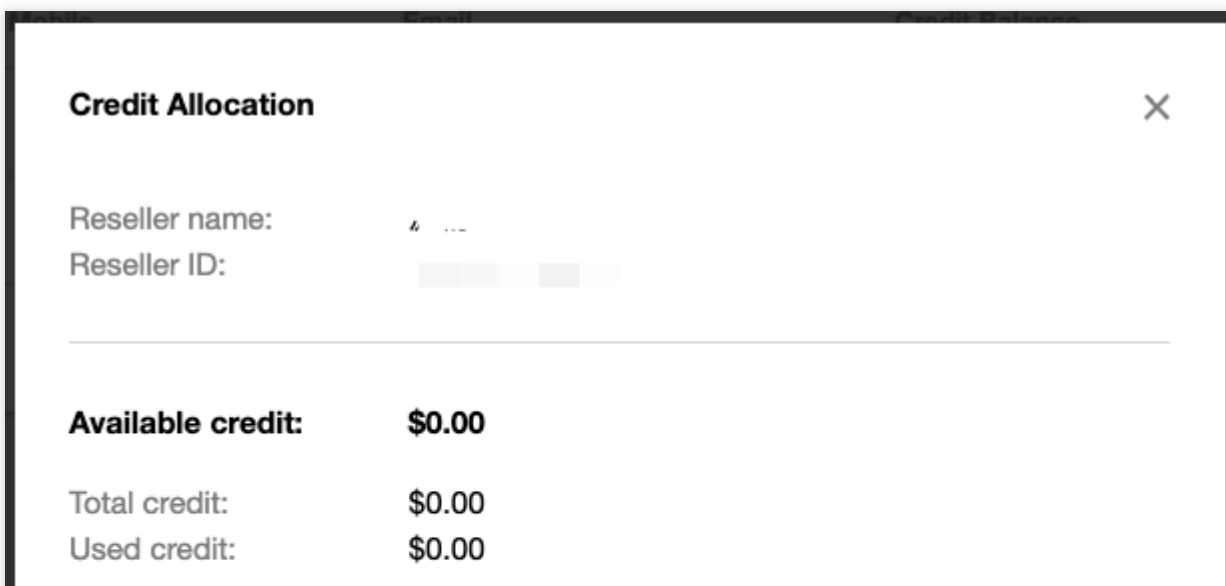
As a distributor, you can query the list of all your resellers and view their basic information and available credits. Contact your channel manager to apply for reseller credits. The credits here are different from your self-use credits. You need to inform your channel manager that the credits you apply for will be allocated to resellers. Log in to [Tencent Cloud](#) with your distributor account and enter the [Partner Center](#). On the left sidebar, select **Reseller Business > Reseller Management** and allocate credits to resellers as needed.



Adjust resellers' credits

Allocating Credit

1. Select a reseller in the reseller list and click **Credit Management** in the **Operation** column to enter the credit allocation page.
2. Set the credit, click **Confirm**, and the system will display a message of successful allocation.



Notes:

1. The credit is granted by you to your resellers only for the purpose of allocating credit among customers.
 2. Credit control is only a tool provided by Tencent Cloud for partners to control the approximate amount of credit available to customers. Due to the different billing modes and settlement cycles of Tencent Cloud services, there may be delays and differences in the monitoring of the fees incurred by customers.
 3. Your resellers will contact you to adjust the credit offline if their credit balance is insufficient.
 4. In the reseller mode, all fees incurred by customers are paid by the partner, so caution should be exercised.
 5. A credit will immediately take effect once set.
-

Allocable credit: \$980.00

* Allocated amount: (USD)

Available credit: \$0.00

[Confirm](#)[Close](#)[Allocation Record](#)**Note:**

1. The credit is granted by you to your resellers only for the purpose of allocating credit among customers.
2. Credit control is only a tool provided by Tencent Cloud for partners to control the approximate amount of credit available to customers. Due to the different billing modes and settlement cycles of Tencent Cloud services, there may be delays and differences in the monitoring of the fees incurred by customers.
3. When the credits of your resellers are insufficient, they will contact you offline to adjust their credits.
4. In the reseller mode, all fees incurred by resellers' customers are paid by the partner, so caution should be exercised.
5. A credit will immediately take effect once set.

Repossessing Credit

You can enter a negative value for the **Allocated amount** field to repossess a reseller's available credit as needed. **The credit you can repossess must be not greater than the reseller's available credit.**

Credit Allocation

✕

Reseller name: XXXXXXXXXX

Reseller ID: XXXXXXXXXX

| | |
|--------------------------|----------------|
| Available credit: | \$19.81 |
| Total credit: | \$20.00 |
| Used credit: | \$0.19 |

Notes:

1. The credit is granted by you to your resellers only for the purpose of allocating credit among customers.
2. Credit control is only a tool provided by Tencent Cloud for partners to control the approximate amount of credit available to customers. Due to the different billing modes and settlement cycles of Tencent Cloud services, there may be delays and differences in the monitoring of the fees incurred by customers.
3. Your resellers will contact you to adjust the credit offline if their credit balance is insufficient.
4. In the reseller mode, all fees incurred by customers are paid by the partner, so caution should be exercised.
5. A credit will immediately take effect once set.

Allocable credit: \$983.00

* Allocated amount: (USD) ✔

Available credit: \$16.81

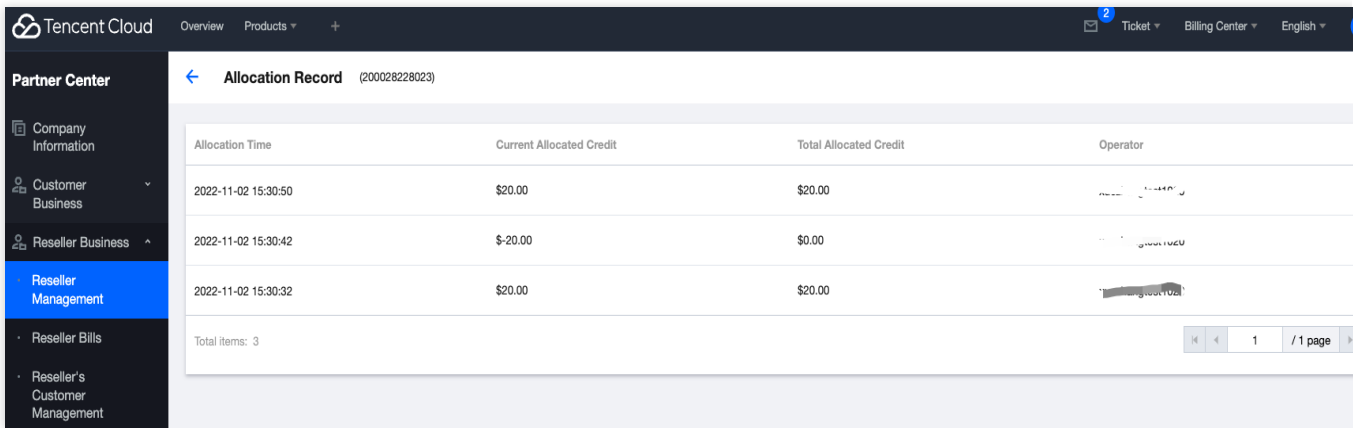


Note:

When a reseller's available credit becomes zero or negative, its customers still can use their service and make new purchases.

Viewing Allocation Records

Click **Credit Allocation > Allocation Record** to query all your credit allocation records.



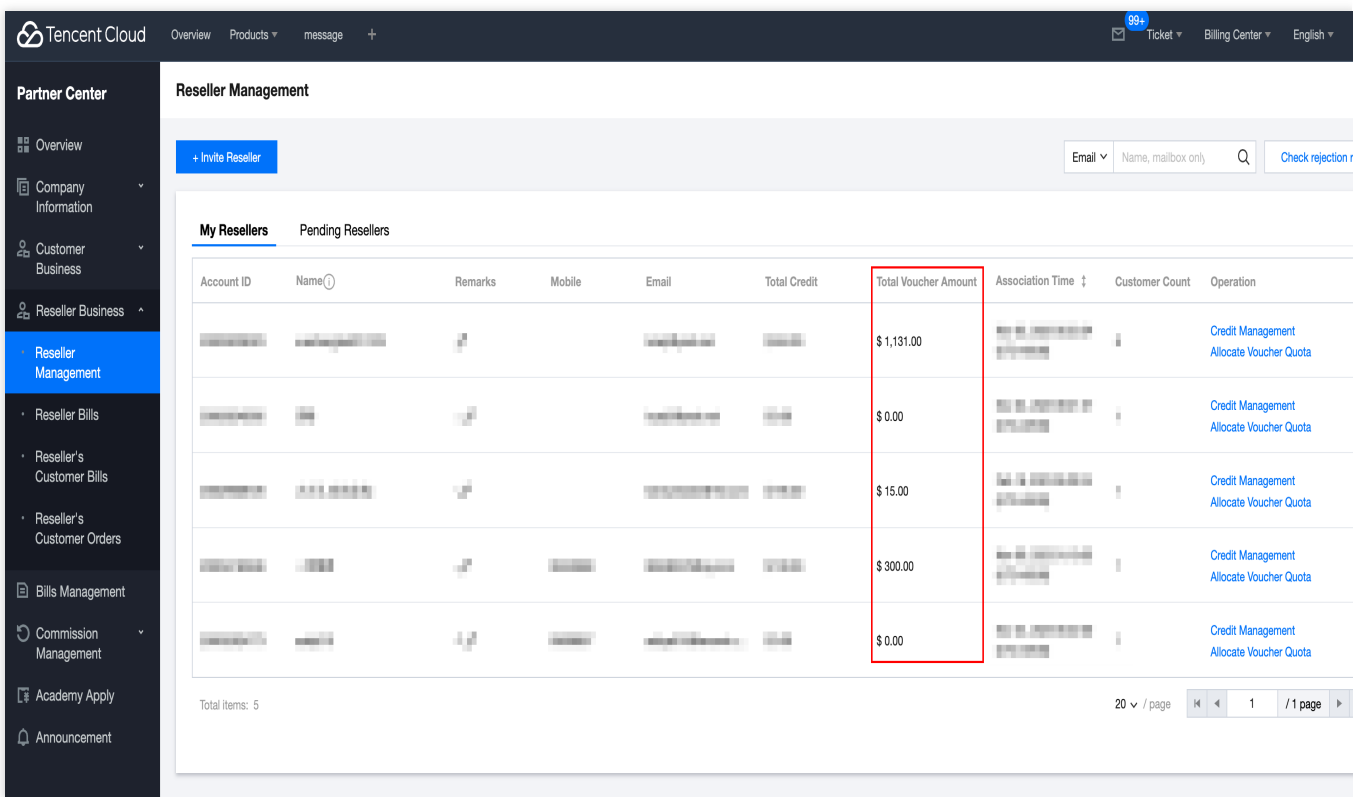
Allocating Voucher Quota

Last updated : 2024-11-12 11:48:08

Note:

Distributors need to bear the cost of the vouchers issued by second-level resellers to their customers. This document describes how distributors manage the voucher quotas that second-level resellers are allowed to issue.

1. Log in to [Tencent Cloud](#) with your distributor account and enter the [Partner Center](#).
2. Select [Reseller Business > Reseller Management](#) to enter the Reseller Management page, where you can view the total voucher quotas that second-level resellers can issue to their customers.



3. Click **Allocate Voucher Quota**.

The screenshot displays the 'Reseller Management' page in the Tencent Cloud Partner Center. On the left is a navigation menu with options like Overview, Company Information, Customer Business, Reseller Business, Reseller Management (selected), Reseller Bills, Reseller's Customer Bills, Reseller's Customer Orders, Bills Management, Commission Management, Academy Apply, and Announcement. The main content area is titled 'Reseller Management' and includes a '+ Invite Reseller' button and a search bar. Below is a table with two tabs: 'My Resellers' and 'Pending Resellers'. The 'My Resellers' tab is active, showing a table with 5 rows. The first row has a red box around the 'Allocate Voucher Quota' link in the 'Operation' column. The table columns are: Account ID, Name, Remarks, Mobile, Email, Total Credit, Total Voucher Amount, Association Time, Customer Count, and Operation. The footer of the table shows 'Total items: 5' and a pagination control for 20 items per page, currently on page 1 of 1.

4. Fill in the quota to be allocated to the second-level reseller in the interface that appears.

Note:

A positive number means allocating the quota to the second-level reseller’s pool, while a negative number means reclaiming the quota from it.

After the allocation is completed, the second-level reseller still needs to issue vouchers to customers through the console. The total amount issued to all customers should not exceed the allocated total amount.

Allocate Voucher Quota

Reseller Name [REDACTED]
Reseller's Existing Quota [REDACTED]
Reseller's Available Quota [REDACTED]

Allocated Amount *

Remarks
0 / 1000

5. Click **Confirm** to make the configuration effective immediately.

Reseller Bill Management

Last updated : 2025-01-20 13:38:19

Data range description

Note:

The bill is viewed from the perspective of a distributor, showing the bill data generated by using cloud services by its second-level reseller and their customers.

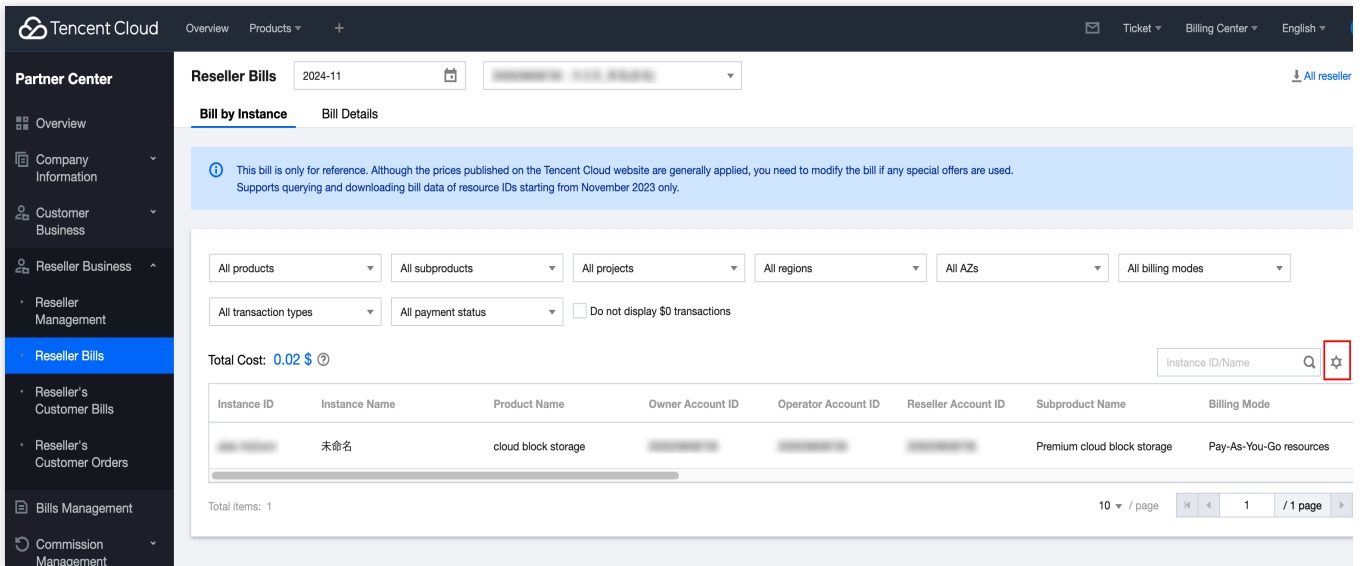
The bill is issued on the 5th of each month. The complete bill for the current month can be viewed or downloaded after the bill is issued on the 5th of the following month (all times are in China Standard Time, UTC + 8:00).

The data displayed on **Bill by Instance** interface and in the downloaded files for the current month is up to 1 day before the current date. The bill by instance only supports data starting from November 2023.

The bill data for prepaid products displayed on the **Bill Details** interface for the current month is generated about 1 hour after purchase. The bill data for pay-as-you-go products is generated about 1 hour after the product settlement cycle. The data in the downloaded files is up to about 7 hours before the current time.

Querying Bills

1. Log in to [Tencent Cloud](#) with your distributor account and enter the [Partner Center](#).
2. On the left sidebar, select [Reseller Business > Reseller Bills](#) to enter the reseller bills page.
3. Select a **billing month** and **reseller account ID/name** to display bills of the specified reseller for the selected month.
4. Click **Bill by Instance** or **Bill Details** to switch between different levels of bills.
5. Click the options in the filter area to filter and display bill data by product, project, region, etc.
6. Click the **settings** button at the top right of the data table to set the displayed fields. For more information, see the description below.

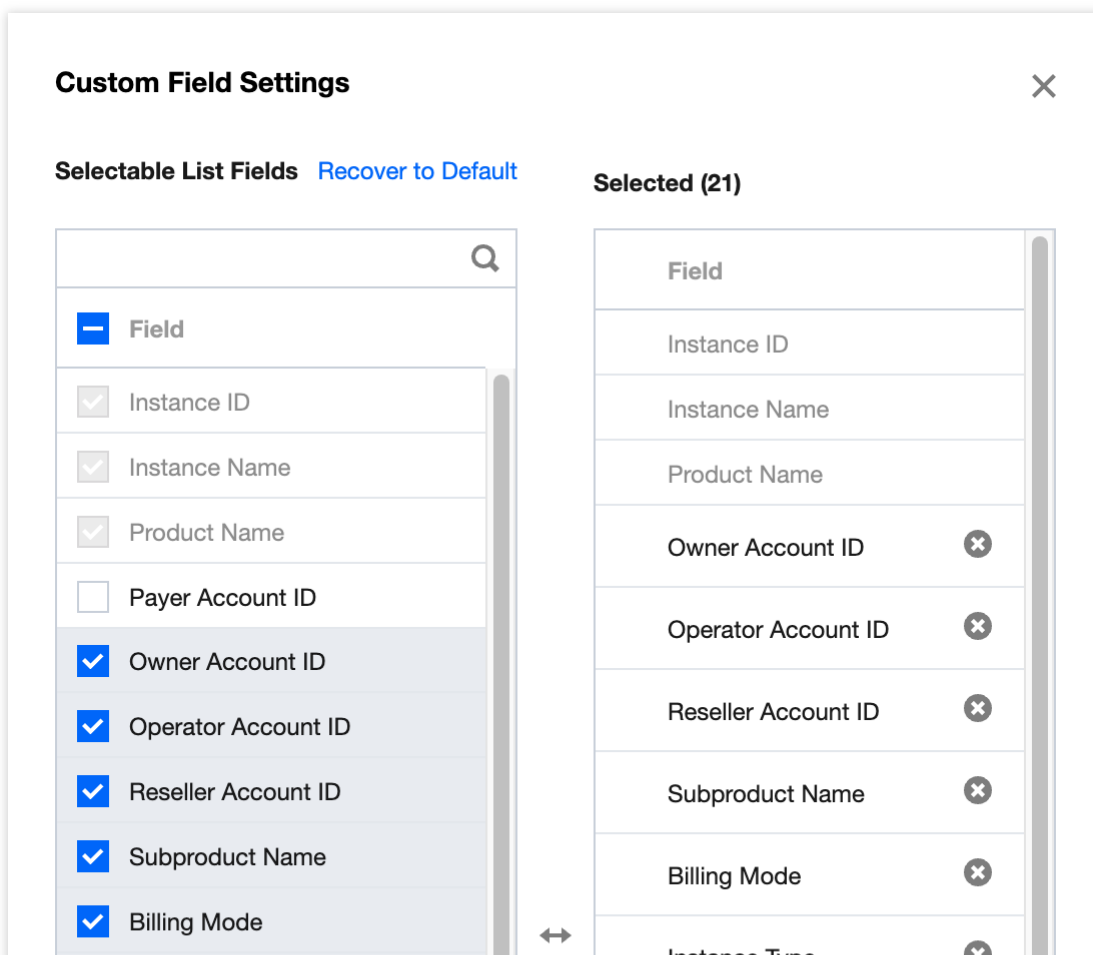


Set table display fields

1. Hold and drag the selected field names up and down to arrange the fields displayed in the table.
2. Select the **Save selected item** to save the current field settings.

Note:

If the **save selected item** is not selected, it will only take effect for the current session and will revert to default settings after refreshing the page.



The screenshot displays a configuration interface for filtering data. On the left, a list of filter fields is shown, each with a checked checkbox: Instance Type, Transaction Type, Region, Availability Zone, Project Name, Usage Start Time, Usage End Time, Currency, Original Cost, RI Deduction (Cost), Customer Voucher Deduction, and Total Cost. On the right, a table lists the selected fields, each with a close button (X): Instance Type, Transaction Type, Region, Availability Zone, Project Name, Usage Start Time, Usage End Time, Currency, Original Cost, and RI Deduction (Cost). The 'Region' field is highlighted with a red box in both the list and the table. Below the lists, a checkbox labeled 'Save selected items' with a question mark icon is also highlighted with a red box. At the bottom of the interface are two buttons: 'Confirm' (blue) and 'Cancel' (white).

Downloading Bills

1. Click **All reseller bills** at the top right of the page to download the bill files of all resellers.
2. Click the **download** button at the top right of the data table to download the bill files of the selected reseller.

Note:

The table display or filter fields set in the interface do not affect the downloaded bill file, which contains all fields and all data.

Tencent Cloud Overview Products + Ticket Billing Center English

Partner Center

- Overview
- Company Information
- Customer Business
- Reseller Business
- Reseller Management
- Reseller Bills**
- Reseller's Customer Bills
- Reseller's Customer Orders
- Bills Management
- Commission Management

Reseller Bills 2024-11 [Calendar Icon] [Dropdown]

[All reseller](#)

Bill by Instance Bill Details

This bill is only for reference. Although the prices published on the Tencent Cloud website are generally applied, you need to modify the bill if any special offers are used. Supports querying and downloading bill data of resource IDs starting from November 2023 only.

All products | All subproducts | All projects | All regions | All AZs | All billing modes

All transaction types | All payment status | Do not display \$0 transactions

Total Cost: 0.02 \$ [Info Icon] [Instance ID/Name Search] [Star Icon]

| Instance ID | Instance Name | Product Name | Owner Account ID | Operator Account ID | Reseller Account ID | Subproduct Name | Billing Mode |
|-------------|---------------|---------------------|------------------|---------------------|---------------------|-----------------------------|-------------------------|
| [Redacted] | 未命名 | cloud block storage | [Redacted] | [Redacted] | [Redacted] | Premium cloud block storage | Pay-As-You-Go resources |

Total items: 1 10 / page [Navigation]

Finance Management

Last updated : 2022-11-16 16:37:45

For distributor finance management, see [Finance Management](#).

Commission Management

Last updated : 2022-11-16 16:37:45

For commission management, see [Commission Management](#) for resellers.

Agreement Management

Tencent Cloud International Data Processing Agreement (with Distributors)

Last updated : 2024-06-26 17:36:56

If you have (a) registered as a Partner under the Tencent Cloud Distributor Agreement and (b) entered into a distributor arrangement (whether or not involving integration services) with us under a Distributor Agreement, this Data Processing Agreement (“**DPA**”) applies to any processing of Personal Data in connection with such Distributor Agreement. In the event of any conflict between this DPA, the Distributor Agreement, Console Documentation and Purchase Order, this DPA shall prevail to the extent of the inconsistency. References to “Partner” and “Tencent” in this DPA have the same meaning as set out in the Distributor Agreement.

Now it is hereby agreed as follows:

1. Definitions

1.1 Capitalised terms shall have the meaning given to them in the Distributor Agreement, unless otherwise defined below:

“**Personal Data**”, “**Special Categories of Data/Sensitive Data**”, “**Process/Processing**”, “**Controller**”, “**Processor**”, and “**Data Subject**” shall have the same meaning as in the relevant Applicable Data Protection Laws. “**Applicable Data Protection Law**” shall mean:

- a. the General Data Protection Regulation 2016/679 (the “**GDPR**”);
- b. the Privacy and Electronic Communications Directive 2002/58/EC;
- c. the UK Data Protection Act 2018 (“**DPA**”), the UK General Data Protection Regulation as defined by the DPA as amended by the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019 (“**UK GDPR**”), and the Privacy and Electronic Communications Regulations 2003;
- d. the California Consumer Privacy Act of 2018, Cal. Civil Code § 1798.100 et seq. as amended by the California Privacy Rights Act of 2020, Cal. Civil Code § 1798.100 et seq. (collectively, “**CCPA**”), the Virginia Consumer Data Protection Act (“**VCDPA**”), the Colorado Privacy Act (“**CPA**”), Connecticut Data Privacy Act (“**CDPA**”), Utah Consumer Privacy Act (“**UCPA**”), Iowa Consumer Data Protection Act (“**ICDPA**”), Indiana Consumer Data Protection Act (“**INCDPA**”), Montana Consumer Data Privacy Act (“**MCDPA**”), Tennessee Information Protection Act (“**TIPA**”), Texas Data Privacy and Security Act (“**TDPSA**”), Oregon Consumer Privacy Act (“**OCPA**”), Florida Digital Bill of Rights (“**FDBR**”) (collectively, “**Applicable US Data Protection Law**”); and
- e. any relevant law, statute, declaration, decree, directive, legislative enactment, order, ordinance, regulation, rule or other binding instrument which implements any of the above or which otherwise relates to data protection, privacy or

the use of Personal Data, in each case, as applicable and in force from time to time, and as amended, consolidated, re-enacted or replaced from time to time.

“**Data Discloser**” means the Party who transfers Personal Data to the other Party.

“**Data Receiver**” means the Party who receives Personal Data from the Data Discloser for Processing in accordance with the terms of this Agreement.

“**Distributor Agreement**” means the Tencent Cloud Distributor Agreement in place between Tencent and the Partner.

“**Lawful Export Measure**” means a method allowing for the lawful transfer of Personal Data from a data exporter to a data importer, as may be stipulated by Applicable Data Protection Law or a Regulator from time to time, which may include (depending upon the Applicable Data Protection Laws) model transfer terms prescribed by Applicable Data Protection Laws; or prior registration, licensing or permission from a Regulator.

“**Party**” means a party to this DPA.

“**Partner Console**” means the area designated as console in the Tencent Cloud portal at <http://intl.cloud.tencent.com>.

“**Personal Data Breach**” means any improper, unauthorised or unlawful access to, use of, or disclosure of, or any other compromise which affects the availability, integrity or confidentiality of Personal Data.

“**Member State**” means the member states of the European Union from time to time.

“**Regulator**” means the data protection supervisory authority which has jurisdiction over a Party’s Processing of Personal Data.

“**Relevant Data Export**” means:

- a. a transfer of Personal Data:
 - i. from a Party which is subject to Applicable Data Protection Law in respect of that Personal Data;
 - ii. to another Party that is in a Third Country or a territory which otherwise (but for the operation of this DPA) does not offer an adequate level of protection as required by Applicable Data Protection Law; and
 - iii. which is not subject to any of the permitted derogations or conditions contained in Applicable Data Protection Law;and
- b. the onward transfer of Personal Data pursuant to (a) to a Third Country or a territory which otherwise (but for the operation of this DPA) does not offer an adequate level of protection as required by Applicable Data Protection Law and which is not subject to any of the permitted derogations or conditions contained in Applicable Data Protection Law.

“**Security Standards**” shall mean the technical and organisational security measures set out in Schedule C.

“**Standard Contractual Clauses**” means:

- a. in the case of transfers of Personal Data relating to Data Subjects in the European Economic Area (“**EEA**”), the standard contractual clauses for the transfer of Personal Data to data processors established in third countries set out in the Commission Decision of 4 June 2021 (C(2021) 3972), as amended and restated from time to time;
- b. in relation to transfers of Personal Data from the UK, the International Data Transfer Addendum to the EU Commission Standard Contractual Clauses (version B.1.0) issued by the UK Information Commissioner,

and in each case as amended, updated or replaced from time to time, as attached to and incorporated into this DPA to cover Personal Data transfers to Controllers or Processors as applicable established in Third Countries which do not ensure an adequate level of data protection; and

c. in each case, as amended, updated or replaced from time to time, as attached to and incorporated into this DPA to cover Personal Data transfers to Controllers or Processors, as applicable, established in Third Countries which do not ensure an adequate level of data protection.

“**Third Country**” means (i) in relation to Personal Data transfers from the EEA, any country outside of the scope of the data protection laws of the EEA, excluding countries approved as providing adequate protection for Personal Data by the European Commission from time to time; (ii) in relation to Personal Data transfers from the UK, any country outside of the scope of the data protection laws of the UK, excluding countries approved as providing adequate protection for Personal Data by the relevant competent authority of the UK from time to time; and (iii) in relation to Personal Data transfers from any other jurisdiction, any country other than those approved as providing adequate protection for Personal Data by the relevant competent authority of such country from time to time.

1.2 References to a statutory provision include any subordinate legislation made from time to time under that provision.

1.3 References to this DPA include the Schedules.

1.4 Headings shall be ignored in construing this DPA.

1.5 If a word or phrase is defined, its other grammatical forms have a corresponding meaning.

1.6 The words “include”, “includes” and “including”, and any succeeding words shall be construed without limitation to the generality of any preceding words or concepts.

1.7 If there is any inconsistency between the Clauses and Schedules to this DPA the Clauses shall take precedence.

SCOPE OF THIS AGREEMENT

2. General

2.1 This DPA governs the transfer of Personal Data between Tencent and Partner. This DPA is divided into the following sections:

a. Module A (Transfers between Controllers) sets forth the terms governing any transfer (including a Relevant Data Export) between the Parties, each acting as an independent Data Controller;

b. Module B (Transfers from a Data Controller to a Data Processor) sets forth the terms governing any transfer (including a Relevant Data Export) from Partner (acting as a Data Controller) to Tencent (acting as a Data Processor); and

c. Module C (Transfers from a Data Processor to a Data Controller) sets forth the terms governing any transfer (including a Relevant Data Export) from Partner (acting as a Data Processor) to Tencent (acting as a Data Controller).

MODULE A – TRANSFERS BETWEEN DATA CONTROLLERS

3. APPLICATION OF THIS MODULE A

3.1 The Parties agree that this Module A applies in each case and only where Personal Data is transferred from Data Discloser to Data Receiver, in circumstances where each Party is acting as an independent Data Controller.

3.2 The details of the transfers covered by this Module A are specified in Schedule B which forms an integral part of this Module A.

3.3 In the case of a Relevant Data Export to a Third Country, clause 7 shall govern the terms of the transfer and clauses 4, 5 and 6 shall not apply.

4. OBLIGATIONS OF BOTH PARTIES

4.1 Each Party shall:

- a. Process Personal Data fairly and lawfully;
- b. ensure that Personal Data is accurate and up to date, and inform the other without undue delay if it becomes aware that any of the Personal Data is inaccurate or out of date;
- c. provide reasonable assistance as necessary to the other to enable them to comply with subject access requests and to respond to any other queries or complaints from Data Subjects;
- d. carry out any reasonable request from the other to amend, transfer or delete any Personal Data (to the extent applicable); and
- e. notify the other promptly about any enquiries from a Regulator in relation to Personal Data and cooperate promptly and thoroughly with such Regulator, to the extent required under Applicable Data Protection Law.

5. OBLIGATIONS OF DATA DISCLOSER

5.1 The Data Discloser warrants and undertakes that:

- a. Personal Data have been collected, Processed, and transferred in accordance with Applicable Data Protection Laws, as applicable to the Data Discloser;
- b. it has obtained all consents, authorizations, approvals and rights and provided all notices necessary, including as required by Applicable Data Protection Law, to provide the Personal Data to the Data Receiver and permit the Data Receiver to use the Personal Data in accordance with this DPA;

- c. it has used reasonable efforts to determine that the Data Receiver is able, through the implementation of appropriate technical and organisational measures, to satisfy its legal obligations under this Module A;
- d. it has taken all steps required by Applicable Data Protection Law to avoid “selling” Personal Data to Data Receiver under this Module A (as defined in such laws), including transferring Personal Data at the direction of the relevant individual, or otherwise taken all steps required to comply with obligations relating to “selling” under such Applicable Data Protection Law; and
- e. the Data Discloser shall provide a copy of this Module A and associated Schedules to the Regulator where required.

6. OBLIGATIONS OF DATA RECEIVER

6.1 Data Receiver warrants and undertakes that:

- a. it will comply with all relevant obligations of Applicable Data Protection Law, including by providing the same level of privacy protections required of controllers and businesses by Applicable Data Protection Law;
- b. it will have in place appropriate technical and organisational security measures to protect Personal Data against accidental or unlawful destruction or accidental loss, alteration, unauthorised disclosure or access, and which provide a level of security appropriate to the risk represented by the Processing and the nature of the data to be protected including those in the Security Standards, and shall ensure that those measures continue to provide an appropriate level of security;
- c. in the event of a Personal Data Breach, it shall take appropriate measures to address the Personal Data Breach, and shall (if the breach is likely to result in a risk to individuals) notify the Data Discloser and cooperate with the Data Discloser in relation to any required notifications to the Regulator and/ or to relevant Data Subjects.
- d. it will have in place procedures so that any third party it authorises to have access to Personal Data, including Data Processors, will respect and maintain the confidentiality and security of Personal Data. Any person acting under the authority of the Data Receiver, including a Data Processor, shall be obligated to Process Personal Data only on instructions from the Data Receiver. This provision does not apply to persons authorised or required by law or regulation to have access to Personal Data;
- e. it shall notify the Data Receiver promptly if it receives any legally binding request for disclosure of Personal Data by a public authority, or it becomes aware of any direct access to Personal Data by public authorities, unless otherwise prohibited, such as a prohibition under criminal law to preserve the confidentiality of a law enforcement investigation. The Data Receiver shall review the legality of any such request for disclosure and shall challenge the request if it considers there are reasonable grounds to do so; it shall provide the minimum amount of information permissible when responding to such a request. The Data Receiver will provide relevant information about disclosure requests to the Data Discloser, including in relation to its legality review and any challenges to the request;
- f. it will inform the Data Discloser if it becomes aware of any applicable local laws that prevent it from fulfilling its obligations under this Module A;
- g. it will Process Personal Data for purposes described in Schedule B (*Description of Transfer*), and has the legal authority to give the warranties and fulfil the undertakings set out in this Module A;

- h. it shall put in place appropriate technical or organisational measures in order to retain Personal Data for no longer than necessary for the purposes for which it is processed; and
- i. it will keep appropriate documentation of the Processing it carries out under this Module A, and shall make such documentation available to the relevant Regulator(s).

7. EXPORT OF PERSONAL DATA

7.1 In the case of a Relevant Data Export from the EEA, the Relevant Data Export shall be carried out in accordance with, and will be subject to, the Standard Contractual Clauses – Module 1: Controller to Controller, set out in Schedule D-1, which incorporate the provisions of Schedule B and Schedule C, and which together will form contractual terms between that Data Discloser, who shall comply with the data exporter’s obligations set out in Schedule D-1, and the applicable Data Receiver, who shall comply with the data importer’s obligations set out in Schedule D-1, for that particular transfer of Personal Data for that particular transfer of Personal Data. In relation to any onward transfer of such Personal Data by that Data Receiver to another Data Receiver, the receiving Data Receiver shall comply with the Data Receiver obligations set out in, as applicable: (i) the Standard Contractual Clauses – Module 1: Controller to Controller set out in Schedule D-1; or (ii) the Standard Contractual Clauses – Module 2: Controller to Processor set out in Schedule E, in respect of that Personal Data.

7.2 In the case of a Relevant Data Export from the UK, the Relevant Data Export shall be carried out in accordance with, and will be subject to, the International Data Transfer Addendum to the EU Commission Standard Contractual Clauses, set out in Schedule D-2, which incorporates the provisions of Schedule B and Schedule C, and which together will form contractual terms between that Data Discloser. In relation to any onward transfer of such Personal Data by the Data Receiver to another Data Receiver, the receiving Data Receiver shall comply with the obligations set out in the International Data Transfer Addendum to the EU Commission Standard Contractual Clauses set out in Schedule D-2, in respect of that Personal Data.

7.3 In the case of a Relevant Data Export other than from the EEA or UK, the Parties shall ensure that such transfer is carried out, to the extent required by Applicable Data Protection Laws, using a Lawful Export Measure,. To the extent such Lawful Export Measure requires (a) a contract imposing appropriate safeguards on the transfer and processing of such Personal Data (which is not otherwise satisfied by this DPA); (b) a description of the Processing of Personal Data contemplated under this DPA; and (c) a description of technical and organisational measures to be implemented by the data importer, the Parties agree that the Standard Contractual Clauses, the description of processing activities set out in Schedule B, and the description of technical and organisational measures set out in Schedule C, shall apply mutatis mutandis for the benefit of such transfer, and in relation to any onward transfer of the Personal Data by that data importer to another data importer, the receiving data importer shall comply with the same data importer obligations.

MODULE B – TRANSFERS FROM DATA CONTROLLER TO DATA PROCESSOR

8. APPLICATION OF THIS MODULE B

8.1 The Parties agree that this Module B applies in each case and only where Personal Data is transferred from Partner (acting as a Data Controller) to Tencent (acting as a Data Processor).

8.2 The details of the transfers (as well as the Personal Data) covered by this Module B are specified in Schedule B which form an integral part of this Module B.

8.3 In the case of a Relevant Data Export to a Third Country outside of the EEA or the UK, as relevant, clause 12 shall govern the terms of the transfer and clauses 9, 10 and 11 shall not apply.

8.4 Nothing in this DPA shall relieve Partner or Tencent of liabilities imposed by virtue of their roles in the Processing relationship.

9. OBLIGATIONS OF DISTRIBUTOR

9.1 Partner agrees and warrants that:

- a. it has used reasonable efforts to determine that Tencent is able, through the implementation of appropriate technical and organisational measures, to satisfy its legal obligations under this Module B;
- b. it has obtained all consents, authorizations, approvals and rights and provided all notices necessary, including as required by Applicable US Data Protection Law, to provide the Personal Data to Tencent and permit Tencent to use the Personal Data in accordance with this DPA;
- c. it has disclosed the Personal Data to Tencent for the limited purposes set forth in Schedule B; and
- d. the Processing, including the transfer itself, of Personal Data has been and will continue to be carried out in accordance with the relevant provisions of Applicable Data Protection Law (and, where applicable, has been notified to the relevant authorities of the country in which Partner is established).

9.2 Partner warrants that it has no reason to believe that any applicable local laws, including any requirements to disclose Personal Data or measures authorising access by public authorities, prevent Tencent from fulfilling its obligations under this Module B.

10. OBLIGATIONS OF TENCENT

10.1 Tencent agrees and warrants that it will:

- a. Process Personal Data only on documented instructions of Partner and this DPA for the limited purposes set forth in Schedule B and in compliance with Applicable US Data Protection Law;
- b. not retain, use or disclose Personal Data (i) outside of the direct business relationship between Partner and Tencent or as otherwise permitted by Applicable Data Protection Law, or (ii) for any purpose other than for the limited purposes set forth in Schedule B;
- c. not combine Personal Data received from or on behalf of Partner with any Personal Data that may be collected from Tencent's separate interactions with the individual(s) to whom the Personal Data relates or from any other sources, except to perform a business purpose or as otherwise permitted by Applicable Data Protection Law;
- d. ensure that persons authorised to Process Personal Data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality;
- e. take all technical and organisational security measures required by Applicable Data Protection Law relating to data security, and shall ensure that those measures continue to provide an appropriate level of security;
- f. taking into account the nature of the Processing, assist Partner by implementing appropriate technical and organisational measures, insofar as this is practicable, for the fulfilment of Partner's obligation to respond to requests for exercising the Data Subject's rights laid down in Applicable Data Protection Law;
- g. notify (as applicable) and assist Partner in ensuring compliance with data security, Personal Data Breach, data protection impact assessments, and engaging in other consultations, pursuant to Applicable Data Protection Law, taking into account the nature of Processing and the information available to Tencent;
- h. inform Partner if it becomes aware that any of Personal Data is inaccurate or out of date, and cooperate with Partner to erase or rectify the relevant Personal Data;
- i. notify Partner promptly if Tencent makes a determination that it can no longer meet its obligations under Applicable US Data Protection Law;
- j. permit Partner to take reasonable and appropriate steps to help ensure that Tencent uses Personal Data in a manner consistent with Partner's obligations under Applicable US Data Protection Law and to stop and remediate any unauthorized use of Personal Data;
- k. notify Partner promptly if it receives any legally binding request for disclosure of Personal Data by a public authority, or it becomes aware of any direct access to Personal Data by public authorities, unless otherwise prohibited, such as a prohibition under criminal law to preserve the confidentiality of a law enforcement investigation. Tencent shall review the legality of any such request for disclosure and shall challenge the request if it considers there are reasonable grounds to do so; it shall provide the minimum amount of information permissible when responding to such a request. Tencent will provide relevant information about disclosure requests to Partner, including in relation to its legality review and any challenges to the request;
- l. inform Partner if it becomes aware of any applicable local laws that prevent it from fulfilling its obligations under this Module B; and
- m. keep appropriate documentation of the Processing it carries out under this Module B, and make available to Partner (and any relevant Regulator) information sufficient to demonstrate compliance with Applicable Data Protection Law and allow for and contribute to audits, including inspections, conducted by Partner.

11. SUB-CONTRACTING

11.1 Tencent may authorize any sub-processor to Process the Personal Data on its behalf provided that, where (and to the extent) required by Applicable Data Protection Laws, Tencent enters into a written agreement with the sub-processor containing terms which are substantially the same as those contained in this DPA. Partner hereby grants Tencent general written authorisation to engage sub-processors listed at <https://intl.cloud.tencent.com/services/thirdParties>. Tencent shall, to the extent required by Applicable Data Protection Laws, inform Partner of any intended changes concerning the addition or replacement of the sub-processors. In such a case, Partner will have fourteen (14) days from the date of receipt of the notice to approve or reject the change. In the event of no response from Partner, the sub-processor will be deemed accepted. If Partner rejects the replacement sub-processor, Tencent may terminate the DPA with immediate effect on written notice to Partner. Tencent shall remain fully responsible to Partner for the performance of any sub-processor's obligations under its contract with the Partner.

12. EXPORT OF PERSONAL DATA

12.1 In the case of a Relevant Data Export from the EEA, the Relevant Data Export shall be carried out in accordance with, and will be subject to, the Standard Contractual Clauses – Module 2: Controller to Processor set out in Schedule E, which incorporate the provisions of Schedule B and Schedule C, and which together will form contractual terms between Partner and Tencent for that particular transfer of Personal Data.

12.2 In the case of a Relevant Data Export from the UK, the Relevant Data Export shall be carried out in accordance with, and will be subject to, the International Data Transfer Addendum to the EU Commission Standard Contractual Clauses, set out in Schedule D-2, which incorporates the provisions of Schedule B and Schedule C, and which together will form contractual terms between Partner and Tencent for that particular transfer of Personal Data.

12.3 In relation to any onward transfer of the Personal Data by Tencent to another party, Tencent shall comply with the relevant obligations set out in, as applicable: (i) the Standard Contractual Clauses – Module 2: Controller to Processor set out in Schedule E; or (ii) the International Data Transfer Addendum to the EU Commission Standard Contractual Clauses, set out in Schedule D-2.

12.4 In the case of a Relevant Data Export other than from the EEA or UK, the Parties shall ensure that such transfer is carried out, to the extent required by Applicable Data Protection Laws, using a Lawful Export Measure. To the extent such Lawful Export Measure requires (a) a contract imposing appropriate safeguards on the transfer and processing of such Personal Data (which is not otherwise satisfied by this DPA); (b) a description of the Processing of Personal Data contemplated under this DPA; and (c) a description of technical and organisational measures to be implemented by the data importer, the Parties agree that the Standard Contractual Clauses, the description of processing activities set out in Schedule B, and the description of technical and organisational measures set out in Schedule C, shall apply *mutatis mutandis* for the benefit of such transfer, and in relation to any onward transfer of the

Personal Data by that data importer to another person, the other person shall comply with the same importer obligations.

MODULE C – TRANSFERS FROM A DATA PROCESSOR TO A DATA CONTROLLER

13. APPLICATION OF THIS MODULE C

13.1 The Parties agree that this Module C applies in each case and only where Personal Data is transferred from Partner (acting as a Data Processor) to Tencent (acting as a Data Controller).

13.2 The details of the transfers (as well as Personal Data) covered by this Module C are specified in Schedule B which form an integral part of this Module C.

13.3 In the case of a Relevant Data Export to a Third Country outside of the EEA or the UK, clause 15 shall govern the terms of the transfer and clause 14 shall not apply.

14. OBLIGATIONS OF PARTNER

14.1 Partner shall comply with the terms of clause 10 of Module B, and references to “Tencent” shall be read as a reference to “Partner”, and references to “Partner” shall be read as references to “Tencent”, for such purposes, in relation to any such Processing.

14.2 Before Processing Personal Data, Partner shall implement, and ensure that its authorised personnel comply with, appropriate technical and organisational measures to ensure a level of security appropriate to the risk, as well as ensuring that those measures continue to provide an appropriate level of security, taking into account the state of the art, the costs of implementation and the nature, scope, context and purpose of the Processing as set out in Schedule C, or otherwise agreed and documented between Tencent and Partner from time to time, and shall continue to comply with them during the term of this DPA. Such measures shall include, as appropriate to the risk:

- a. the pseudonymisation and encryption of Personal Data;
- b. the ability to ensure the ongoing confidentiality, integrity, availability and resilience of Processing systems and services;
- c. the ability to restore the availability and access to Personal Data in a timely manner in the event of a physical or technical incident; and
- d. a process for regularly testing, assessing and evaluating the effectiveness of technical and organisational measures for ensuring the security of the Processing.

14.3 In the event that Partner directly receives a request from a Data Subject regarding Data Subject's Personal Data, or for the rectification or erasure of such Personal Data, or any other request or query from a Data Subject relating to its own Personal Data (including Data Subjects' exercising rights under Applicable Data Protection Laws, such as rights of objection, restriction of processing, data portability or the right not to be subject to automated decision making) (a "**Data Subject Request**"), Partner will:

- a. notify Tencent immediately of the Data Subject Request (without responding to that Data Subject Request, unless it has been otherwise authorised by Tencent to do so);
- b. provide details of the Data Subject Request (and any other relevant information Tencent may reasonably request) to Tencent within 3 business days of receipt of the Data Subject Request; and
- c. provide such assistance to Tencent as Tencent may require for the purposes of responding to the Data Subject Request and to enable Tencent to comply with all obligations which arise as a result thereof.

14.4 In the event there is, or Partner reasonably believes that there is, any Personal Data Breach in respect of Personal Data which is Processed by Partner under or in connection with this DPA, then upon becoming aware of such Personal Data Breach, Partner shall:

- a. immediately notify Tencent in writing of all known details of the Personal Data Breach relating to the Personal Data, including:
 - i. a description of the nature of the Personal Data Breach including, where possible, the categories and approximate number of Data Subjects and records concerned;
 - ii. the name and contact details of the data protection officer or other contact point where more information can be obtained;
 - iii. a description of the likely consequences of the Personal Data Breach; and
 - iv. a description of the measures taken or proposed to be taken to address the Personal Data Breach, including, where appropriate, measures to mitigate its possible adverse effects;
- b. provide Tencent with regular status updates on any Personal Data Breach (including actions taken to resolve the incident) and share additional information related to the breach as soon as more details become available;
- c. mitigate any harmful effect that is known to Partner of a use or disclosure of the Personal Data in violation of this DPA or in connection with a Personal Data Breach;
- d. assist Tencent in remediating or mitigating any potential damage from a Personal Data Breach.
- e. within 4 weeks of closure of the incident, provide Tencent a written report describing the Personal Data Breach, the root cause analysis, actions taken by Partner during its response and Partner's plans for future actions to prevent a similar Personal Data Breach from occurring;
- f. not disclose to third parties (including Regulators) any information about a Personal Data Breach involving the Personal Data without prior written and express permission from Tencent for such disclosure; and
- g. assist Tencent with notifying the Personal Data Breach to any Regulator or the Data Subject in accordance with, and in the timeframe required by, the Applicable Data Protection Laws.

14.5 Partner shall not subcontract to any third party any of its obligations to Process Personal Data under this Module C unless all of the following provisions of this clause have first been complied with:

- a. Partner has supplied to Tencent such information as Tencent may require to ascertain that such subcontractor has the ability to comply with Partner's obligations set out in this DPA and with Tencent's instructions;
- b. Partner has obtained the prior written consent of Tencent; and
- c. the proposed subcontractor has entered into a contract with Partner which requires the subcontractor to take adequate technical and organisational measures to safeguard the security and integrity of the relevant Personal Data and only Process data in accordance with the documented instructions of Tencent (including as set out in such contract with the proposed subcontractor), and which contains obligations on the relevant subcontractor which are no less onerous than the obligations on the Partner in, and which is no less protective of the Personal Data than, the terms of this DPA. The Partner shall provide, at Tencent's request, a copy of such subcontractor contract, and subsequent amendments, to Tencent.

14.6 In the event that Tencent consents to subcontracting the Processing of Personal Data, Partner remains liable for the Processing under the terms of this DPA. The Partner shall notify Tencent of any failure by a subcontractor to fulfil its obligations under the relevant subcontractor contract.

14.7 Partner will not, without the consent of Tencent, either:

- a. Process Personal Data in any Third Country; or
- b. permit any third party including its subcontractors to Process Personal Data in any Third Country.

14.8 Partner shall permit Tencent at any time upon seven (7) days' notice, to be given in writing, to have access to the appropriate part of Partner's premises, systems, equipment, and other materials and data Processing facilities to enable Tencent (or its designated representative) to inspect or audit the same for the purposes of monitoring compliance with Partner's obligations under this DPA. Such inspection shall:

- a. be carried out by Tencent or an inspection body composed of independent members and in possession of the required professional qualifications and bound by a duty of confidentiality, selected by Tencent, where applicable, in agreement with the Regulator; and
- b. not relieve Partner of any of its obligations under this DPA.

15. EXPORT OF PERSONAL DATA

15.1 In the case of a Relevant Data Export from the EEA, the Relevant Data Export shall be carried out in accordance with, and will be subject to, the Standard Contractual Clauses – Module 4 : Processor to Controller set out in Schedule F, which incorporate the provisions of Schedule B, and which together will form contractual terms between Tencent and Partner for that particular transfer of Personal Data.

15.2 In the case of a Relevant Data Export from the UK, the Relevant Data Export shall be carried out in accordance with, and will be subject to, the International Data Transfer Addendum to the EU Commission Standard Contractual Clauses, set out in Schedule D-2, which incorporates the provisions of Schedule B and Schedule C, and which together will form contractual terms between Partner and Tencent for that particular transfer of Personal Data.

15.3 In the case of a Relevant Data Export other than from the EEA or UK, the Parties shall ensure that such transfer is carried out, to the extent required by Applicable Data Protection Laws, using a Lawful Export Measure. To the

extent such Lawful Export Measure requires (a) a contract imposing appropriate safeguards on the transfer and processing of such Personal Data (which is not otherwise satisfied by this DPA); (b) a description of the Processing of Personal Data contemplated under this DPA; and (c) a description of technical and organisational measures to be implemented by the data importer, the Parties agree that the Standard Contractual Clauses, the description of processing activities set out in Schedule B, and the description of technical and organisational measures set out in Schedule C, shall apply *mutatis mutandis* for the benefit of such transfer, and in relation to any onward transfer of the Personal Data by that data importer to another person, the other person shall comply with the same importer obligations.

MISCELLANEOUS (APPLICABLE TO ALL MODULES)

16. COOPERATION WITH REGULATORS

16.1 The Parties agree that they shall and, where applicable, shall procure that their representatives shall cooperate, on request, with any relevant Regulator in the performance of its tasks pursuant to Applicable Data Protection Law.

17. RESOLUTION OF DISPUTES WITH DATA SUBJECTS OR A REGULATOR

In respect of any action or omission under this DPA:

- a. in the event of a dispute or claim brought by a Data Subject or a Regulator concerning the Processing of Personal Data against Tencent, Partner will inform Tencent about any such disputes or claims, and will cooperate with a view to settling them amicably in a timely fashion;
- b. Partner agrees to respond to any generally available non-binding mediation procedure initiated by a Data Subject or by a Regulator. If they do participate in the proceedings, Partner may elect to do so remotely (such as by telephone or other electronic means); and
- c. each Party shall abide by a decision, as applicable, of a competent court of Tencent's country of establishment; of a competent court of the relevant Data Subject's country of habitual residence; or of the Regulator which is final and against which no further appeal is possible.

18. LIABILITY

18.1 Without prejudice to any other rights or remedies that Tencent may have, Partner hereby acknowledges and agrees that a person with rights under this DPA may be irreparably harmed by any breach of its terms and that damages alone may not be an adequate remedy. Accordingly, a person bringing a claim under this DPA shall be entitled to the remedies of injunction, specific performance or other equitable relief for any threatened or actual breach of the terms of this DPA.

18.2 Partner agrees that it will (in addition to, and without affecting, any other rights or remedies that Tencent may have whether under statute, common law or otherwise) indemnify, defend and hold harmless Tencent, its affiliates, and their respective employees, officers and directors (the "Tencent Parties"), on demand from and against all claims, liabilities, costs, expenses, loss or damage incurred by a Tencent Party (including consequential losses, loss of profit and loss of reputation and all interest, penalties and legal and other professional costs and expenses) arising directly or indirectly from a breach of Applicable Data Protection Law or this DPA by Partner or enforcement of any rights under it.

19. TERMINATION

19.1 Termination of this DPA shall be governed by the applicable provisions in the relevant provisions in the Distributor Agreement.

19.2 Upon termination of this DPA:

- a. each Party shall, except to the extent it acts as a Data Controller of such Personal Data, at the other Party's option, either forthwith:
 - i. return all of the Personal Data and any copies thereof which it is Processing or has Processed upon behalf of that Party. The return of the Personal Data shall result in the full deletion of the Personal Data existent in the IT equipment and systems used by the Party; or
 - ii. destroy all of the Personal Data and any copies thereof which it has Processed on behalf of that Party promptly and in any case within 14 days of being requested to do so by that Party. The Party shall certify the deletion of such data in writing to the other Party; and
 - iii. cease Processing Personal Data on behalf of the other Party under this DPA.

20. MISCELLANEOUS

Applicable clauses in relation to Assignment, Variation, Further Assurance, Invalidity, Waiver and Notices of the applicable Distributor Agreement shall apply *mutatis mutandis* to this DPA.

21. ENTIRE AGREEMENT

These terms are the final and complete expression of all agreements between Partner and Tencent regarding Processing of Personal Data and supersede all prior oral and written agreements regarding these matter. In the event of any conflict between this DPA or the Distributor Agreement, this DPA shall prevail to the extent of the inconsistency solely to the extent such inconsistency relates to the Processing of Personal Data or any Applicable Data Protection Law.

22. COUNTERPARTS

This DPA may be entered into in any number of counterparts, all of which taken together shall constitute one and the same instrument.

23. GOVERNING LAW

23.1 Subject to clause 24.2, this DPA shall be governed by Singapore law.

23.2 The law governing Module A (Transfers between Data Controllers), 2 (Transfers from a Data Controller to a Data Processor), in respect of each transfer, be the law of the country in which the Data Discloser is established. The law governing Section 3 (Transfers from a Processor to a Controller) of this DPA shall, in respect of each transfer, be the law of the country in which the Data Receiver is established.

23.3 Any dispute shall be referred to, and finally resolved by, arbitration administered by the Singapore International Arbitration Centre in accordance with the Arbitration Rules of the Singapore International Arbitration Centre for the time being in force when the notice of arbitration is submitted. The tribunal shall consist of one arbitrator. The seat of arbitration shall be Singapore and the language to be used in the arbitral proceedings shall be English.

SCHEDULE A: LIST OF PARTIES

Module A (Transfers between Controllers)

Data Exporter and Importer(s) - Tencent:

Tencent Cloud Europe B.V., a Dutch registered company located at Buitenveldertselaan 1-5, 1082 VA, Amsterdam, the Netherlands., if Partner is located in European Economic Area, UK and Switzerland

Tencent Cloud LLC, a Delaware corporation registered company located at Claremont 2747 Park Blvd, Palo Alto, CA 94306., if Partner is located in North America

Tencent Korea Yuhan Hoesa, 152, Taeheran-ro, Gangnam-gu (Gangnam Finance Center, Yeoksam-dong), Seoul, South Korea, if Partner is located in South Korea

Aceville Pte Ltd, a Singapore-registered company located at 30 Raffles Place, #12-01, Oxley @ Raffles, Singapore 048622., if Partner is located in the rest of the world except People's Republic of China

Contact: cloudlegalnotices@tencent.com

Activities relevant to the data transferred under these Clauses: Cloud service provider Role (controller/processor):
Controller

Data Exporter and Importer(s) – Partner:

Name: The relevant entity that entered into the Distributor Agreement with Tencent.

Address: The address provided to Tencent when signing up to act as a distributor of Tencent cloud services. Contact person's name, position and contact details: The details provided to Tencent when signing up to act as a distributor of Tencent cloud services.

Activities relevant to the data transferred under these Clauses: Distributor of Tencent Role (controller/processor):
Controller

Module B (Transfers from a Data Controller (Partner) to a Data Processor (Tencent))

Data exporter(s) –Partner:

Name: The relevant Party that entered into the Distributor Agreement with Tencent.

Address: The address provided to Tencent when signing up to act as a distributor of Tencent cloud services.

Contact person's name, position and contact details: The details provided to Tencent when signing up to act as a distributor of Tencent cloud services.

Activities relevant to the data transferred under these Clauses: Partner of Tencent
Role (controller/processor): Controller

Data importer(s) –Tencent:

Tencent Cloud Europe B.V., a Dutch registered company located at Buitenveldertselaan 1-5, 1082 VA, Amsterdam, the Netherlands., if Partner is located in European Economic Area, UK and Switzerland

Tencent Cloud LLC, a Delaware corporation registered company located at Claremont 2747 Park Blvd, Palo Alto, CA 94306., if Partner is located in North America

Tencent Korea Yuhan Hoesa, 152, Taeheran-ro, Gangnam-gu (Gangnam Finance Center, Yeoksam-dong), Seoul, South Korea, if Partner is located in South Korea

Aceville Pte Ltd, a Singapore-registered company located at 30 Raffles Place, #12-01, Oxley @ Raffles, Singapore 048622., if Partner is located in the rest of the world except People's Republic of China

Contact: cloudlegalnotices@tencent.com

Activities relevant to the data transferred under these Clauses: Cloud service provider Role (controller/processor):
Processor

Module C (Transfers from a Data Processor (Partner) to a Data Controller (Tencent))

Data exporter(s) –Partner:

Name: The relevant Party that entered into the Distributor Agreement with Tencent.

Address: The address provided to Tencent when signing up to act as a distributor of Tencent cloud services.

Contact person's name, position and contact details: The details provided to Tencent when signing up to act as a distributor of Tencent cloud services.

Activities relevant to the data transferred under these Clauses: Partner of Tencent Role (controller/processor):
Processor

Data importer(s) –Tencent:

Tencent Cloud Europe B.V., a Dutch registered company located at Buitenveldertselaan 1-5, 1082 VA, Amsterdam, the Netherlands., if Partner is located in European Economic Area, UK and Switzerland

Tencent Cloud LLC, a Delaware corporation registered company located at Claremont 2747 Park Blvd, Palo Alto, CA 94306., if Partner is located in North America

Tencent Korea Yuhan Hoesa, 152, Taeheran-ro, Gangnam-gu (Gangnam Finance Center, Yeoksam-dong), Seoul, South Korea, if Partner is located in South Korea

Aceville Pte Ltd, a Singapore-registered company located at 30 Raffles Place, #12-01, Oxley @ Raffles, Singapore 048622., if Partner is located in the rest of the world except People's Republic of China

Activities relevant to the data transferred under these Clauses: Cloud service provider Role (controller/processor):
Controller

SCHEDULE B: DESCRIPTION OF TRANSFERS

Categories of data subjects whose personal data is transferred

Individuals employed by or representing the Partner

End Users(s), End Customers

Individuals employed by or representing the Second-Level Reseller

Categories of personal data transferred

Individuals employed by or representing the Partner: name, job title, mobile phone, email address

End User(s), End Customer(s): Name, Email address, address, business registration number (and photo), job title, mobile number, payment details (bank name, account name, bank account, swift code), invoice information (Payer Account ID, Owner Account ID, Operator Account ID), and any other personal data made available by or on behalf of Partner/Partner's End User(s), or otherwise accessible directly or indirectly via the Partner Console.

Individuals employed by or representing the Second-Level Reseller: [name, job title, mobile phone, email address]

Sensitive data transferred (if applicable) and applied restrictions or safeguards that fully take into consideration the nature of the data and the risks involved, such as for instance strict purpose limitation, access restrictions (including access only for staff having followed specialised training), keeping a record of access to the data, restrictions for onward transfers or additional security measures.

No sensitive personal data transferred

The frequency of the transfer (e.g. whether the data is transferred on a one-off or continuous basis).

For the duration of the DPA

Nature of the processing

Partner will act as a distributor of Tencent cloud services for certain End Users and to Second-Level Resellers who Resell Tencent cloud services to End Users. Partner shall administer and manage Resell activities relating to its End Users and Second-Level Resellers through the functions and tools provided through Partner Console or via other processes authorized or designated by Tencent and this will involve processing personal data.

Purpose(s) of the data transfer and further processing

To facilitate the Reselling of Tencent Services by the Partner, including (without limitation and in each case to the extent the relevant services, features, support or functions are provided):

making available or accessible, directly or indirectly, Personal Data via the Partner Console

provision of integrated / value-added services by the Partner to its customers (if applicable)

customer account creation via email invite sent by Partner on the Tencent Cloud console

placement of orders / Purchase Orders for Tencent Services

fulfilment of orders / Purchase Orders (i.e. performance of Tencent Services)

billing (for Tencent to issue invoices to Partner)

payment by Partner to Tencent

for Tencent to respond to requests for and to provide after-sales customer support

access to online training materials and support from Tencent

access to dedicated online documents and support from Tencent

provision of certification training by Tencent

provision of certification vouchers by Tencent

assigning dedicated solution architect(s) for support

usage of Tencent's Partner Badge by Partner

Partner company listing in Tencent's Partner Directory

Usage of logo featured on Tencent's Partner Portal

participation in Tencent's marketing activities (details subject to Tencent's approval)

joint case study opportunities (details subject to Tencent's agreement)

joint press release development (details subject to Tencent's agreement)

opportunities for co-branding and co-marketing activities

marketing development fund (details subject to Tencent's agreement)

issuing of Premier Partner Award(s)

issuing of Partner voucher benefits (details subject to Tencent's agreement)

joint customer development with Tencent's sales team (details subject to Tencent's agreement)

rebate of order amount

assigning a dedicated partner manager for support

The period for which the personal data will be retained, or, if that is not possible, the criteria used to determine that period

The retention period will follow the data retention policy as set out in the Privacy Policy on the Tencent website.

For transfer to (sub-)processors, also specify subject matter, nature and duration of the processing

N/A

Identify the competent supervisory authority/ies in accordance with Clause 13 of Schedules D, E and F

The Netherlands

SCHEDULE C: TECHNICAL AND ORGANISATIONAL MEASURES INCLUDING TECHNICAL AND ORGANISATIONAL MEASURES TO ENSURE THE SECURITY OF THE DATA

Where applicable this Schedule C also forms part of the Standard Contractual Clauses.

Description of the technical and organisational measures implemented by the data importer(s) (including any relevant certifications) to ensure an appropriate level of security, taking into account the nature, scope, context and purpose of the processing, and the risks for the rights and freedoms of natural persons.

1. **Data security.** The data importer shall design and implement the following measures to protect customer's data against unauthorized access:

standards for data categorisation and classification;

a set of authentication and access control capabilities at the physical, network, system and application levels; and
a mechanism for detecting big data-based abnormal behaviour.

2. **Network security.** The data importer shall implement stringent rules on internal network isolation to achieve access control and border protection for internal networks (including office networks, development networks, testing networks and production networks) by way of physical and logical isolation.

3. **Physical and environmental security.** Stringent infrastructure and environment access controls shall be implemented for data centers based on relevant regional security requirements. An access control matrix is established, based on the types of data center personnel and their respective access privileges, to ensure effective management and control of access and operations by data center personnel.

4. **Incident management.** The data importer shall operate active and real-time service monitoring, combined with a rapid response and handling mechanism, that enables prompt detection and handling of security incidents.

5. **Compliance with standards.** The data importer shall comply with the standards listed in Tencent's Compliance Center page, and as updated from time to time.

SCHEDULE D-1: STANDARD CONTRACTUAL CLAUSES

MODULE 1: CONTROLLER TO CONTROLLER TRANSFER

Section I

Clause 1: Purpose and scope

- a. The purpose of these standard contractual clauses is to ensure compliance with the requirements of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation) for the transfer of personal data to a third country.
- b. The Parties:
 - i. the natural or legal person(s), public authority/ies, agency/ies or other body/ies (hereinafter “entity/ies”) transferring the personal data, as listed in Annex I.A. (hereinafter each “data exporter”), and
 - ii. the entity/ies in a third country receiving the personal data from the data exporter, directly or indirectly via another entity also Party to these Clauses, as listed in Annex I.A. (hereinafter each “data importer”)have agreed to these standard contractual clauses (hereinafter: “Clauses”).
- c. These Clauses apply with respect to the transfer of personal data as specified in Annex I.B.
- d. The Appendix to these Clauses containing the Annexes referred to therein forms an integral part of these Clauses.

Clause 2: Effect and invariability of the Clauses

- a. These Clauses set out appropriate safeguards, including enforceable data subject rights and effective legal remedies, pursuant to Article 46(1) and Article 46 (2)(c) of Regulation (EU) 2016/679 and, with respect to data transfers from controllers to processors and/or processors to processors, standard contractual clauses pursuant to Article 28(7) of Regulation (EU) 2016/679, provided they are not modified, except to select the appropriate Module(s) or to add or update information in the Appendix. This does not prevent the Parties from including the standard contractual clauses laid down in these Clauses in a wider contract and/or to add other clauses or additional safeguards, provided that they do not contradict, directly or indirectly, these Clauses or prejudice the fundamental rights or freedoms of data subjects.
- b. These Clauses are without prejudice to obligations to which the data exporter is subject by virtue of Regulation (EU) 2016/679.

Clause 3: Third-party beneficiaries

- a. Data subjects may invoke and enforce these Clauses, as third-party beneficiaries, against the data exporter and/or data importer, with the following exceptions:
 - i. Clause 1, Clause 2, Clause 3, Clause 6, Clause 7;

- ii. Clause 8 - Clause 8.5 (e) and Clause 8.9(b);
 - iii. Clause 12 - Clause 12(a) and (d);
 - iv. Clause 13;
 - v. Clause 15.1(c), (d) and (e);
 - vi. Clause 16(e);
 - vii. Clause 18 - Clause 18(a) and (b).
- b. Paragraph (a) is without prejudice to rights of data subjects under Regulation (EU) 2016/679.

Clause 4: Interpretation

- a. Where these Clauses use terms that are defined in Regulation (EU) 2016/679, those terms shall have the same meaning as in that Regulation.
- b. These Clauses shall be read and interpreted in the light of the provisions of Regulation (EU) 2016/679.
- c. These Clauses shall not be interpreted in a way that conflicts with rights and obligations provided for in Regulation (EU) 2016/679.

Clause 5: Hierarchy

In the event of a contradiction between these Clauses and the provisions of related agreements between the Parties, existing at the time these Clauses are agreed or entered into thereafter, these Clauses shall prevail.

Clause 6: Description of the transfer(s)

The details of the transfer(s), and in particular the categories of personal data that are transferred and the purpose(s) for which they are transferred, are specified in Annex I.B.

Clause 7: Docking clause

- a. An entity that is not a Party to these Clauses may, with the agreement of the Parties, accede to these Clauses at any time, either as a data exporter or as a data importer, by completing the Appendix and signing Annex I.A.
- b. Once it has completed the Appendix and signed Annex I.A, the acceding entity shall become a Party to these Clauses and have the rights and obligations of a data exporter or data importer in accordance with its designation in Annex I.A.
- c. The acceding entity shall have no rights or obligations arising under these Clauses from the period prior to becoming a Party.

Section II – OBLIGATIONS OF THE PARTIES

Clause 8: Data protection safeguards

The data exporter warrants that it has used reasonable efforts to determine that the data importer is able, through the implementation of appropriate technical and organisational measures, to satisfy its obligations under these Clauses.

8.1 Purpose limitation

The data importer shall process the personal data only for the specific purpose(s) of the transfer, as set out in Annex I.B. It may only process the personal data for another purpose:

- i. where it has obtained the data subject's prior consent;
- ii. where necessary for the establishment, exercise or defence of legal claims in the context of specific administrative, regulatory or judicial proceedings; or
- iii. where necessary in order to protect the vital interests of the data subject or of another natural person.

8.2 Transparency

a. In order to enable data subjects to effectively exercise their rights pursuant to Clause 10, the data importer shall inform them, either directly or through the data exporter:

- i. of its identity and contact details;
- ii. of the categories of personal data processed;
- iii. of the right to obtain a copy of these Clauses;
- iv. where it intends to onward transfer the personal data to any third party/ies, of the recipient or categories of recipients (as appropriate with a view to providing meaningful information), the purpose of such onward transfer and the ground therefore pursuant to Clause 8.7.

b. Paragraph (a) shall not apply where the data subject already has the information, including when such information has already been provided by the data exporter, or providing the information proves impossible or would involve a disproportionate effort for the data importer. In the latter case, the data importer shall, to the extent possible, make the information publicly available.

c. On request, the Parties shall make a copy of these Clauses, including the Appendix as completed by them, available to the data subject free of charge. To the extent necessary to protect business secrets or other confidential information, including personal data, the Parties may redact part of the text of the Appendix prior to sharing a copy, but shall provide a meaningful summary where the data subject would otherwise not be able to understand its content or exercise his/her rights. On request, the Parties shall provide the data subject with the reasons for the redactions, to the extent possible without revealing the redacted information.

d. Paragraphs (a) to (c) are without prejudice to the obligations of the data exporter under Articles 13 and 14 of Regulation (EU) 2016/679.

8.3 Accuracy and data minimisation

a. Each Party shall ensure that the personal data is accurate and, where necessary, kept up to date. The data importer shall take every reasonable step to ensure that personal data that is inaccurate, having regard to the purpose(s) of processing, is erased or rectified without delay.

b. If one of the Parties becomes aware that the personal data it has transferred or received is inaccurate, or has become outdated, it shall inform the other Party without undue delay.

c. The data importer shall ensure that the personal data is adequate, relevant and limited to what is necessary in relation to the purpose(s) of processing.

8.4 Storage limitation

The data importer shall retain the personal data for no longer than necessary for the purpose(s) for which it is processed. It shall put in place appropriate technical or organisational measures to ensure compliance with this obligation, including erasure or anonymisation of the data and all back-ups at the end of the retention period.

8.5 Security of processing

- a. The data importer and, during transmission, also the data exporter shall implement appropriate technical and organisational measures to ensure the security of the personal data, including protection against a breach of security leading to accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access (hereinafter “personal data breach”). In assessing the appropriate level of security, they shall take due account of the state of the art, the costs of implementation, the nature, scope, context and purpose(s) of processing and the risks involved in the processing for the data subject. The Parties shall in particular consider having recourse to encryption or pseudonymisation, including during transmission, where the purpose of processing can be fulfilled in that manner.
- b. The Parties have agreed on the technical and organisational measures set out in Annex II. The data importer shall carry out regular checks to ensure that these measures continue to provide an appropriate level of security.
- c. The data importer shall ensure that persons authorised to process the personal data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality.
- d. In the event of a personal data breach concerning personal data processed by the data importer under these Clauses, the data importer shall take appropriate measures to address the personal data breach, including measures to mitigate its possible adverse effects.
- e. In case of a personal data breach that is likely to result in a risk to the rights and freedoms of natural persons, the data importer shall without undue delay notify both the data exporter and the competent supervisory authority pursuant to Clause 13. Such notification shall contain i) a description of the nature of the breach (including, where possible, categories and approximate number of data subjects and personal data records concerned), ii) its likely consequences, iii) the measures taken or proposed to address the breach, and iv) the details of a contact point from whom more information can be obtained. To the extent it is not possible for the data importer to provide all the information at the same time, it may do so in phases without undue further delay.
- f. In case of a personal data breach that is likely to result in a high risk to the rights and freedoms of natural persons, the data importer shall also notify without undue delay the data subjects concerned of the personal data breach and its nature, if necessary in cooperation with the data exporter, together with the information referred to in paragraph (e), points ii) to iv), unless the data importer has implemented measures to significantly reduce the risk to the rights or freedoms of natural persons, or notification would involve disproportionate efforts. In the latter case, the data importer shall instead issue a public communication or take a similar measure to inform the public of the personal data breach.
- g. The data importer shall document all relevant facts relating to the personal data breach, including its effects and any remedial action taken, and keep a record thereof.

8.6 Sensitive data

Where the transfer involves personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, or biometric data for the purpose of uniquely identifying a natural

person, data concerning health or a person's sex life or sexual orientation, or data relating to criminal convictions or offences (hereinafter "sensitive data"), the data importer shall apply specific restrictions and/or additional safeguards adapted to the specific nature of the data and the risks involved. This may include restricting the personnel permitted to access the personal data, additional security measures (such as pseudonymisation) and/or additional restrictions with respect to further disclosure.

8.7 Onward transfers

The data importer shall not disclose the personal data to a third party located outside the European Union (in the same country as the data importer or in another third country, hereinafter "onward transfer") unless the third party is or agrees to be bound by these Clauses, under the appropriate Module. Otherwise, an onward transfer by the data importer may only take place if:

- i. it is to a country benefitting from an adequacy decision pursuant to Article 45 of Regulation (EU) 2016/679 that covers the onward transfer;
- ii. the third party otherwise ensures appropriate safeguards pursuant to Articles 46 or 47 of Regulation (EU) 2016/679 with respect to the processing in question;
- iii. the third party enters into a binding instrument with the data importer ensuring the same level of data protection as under these Clauses, and the data importer provides a copy of these safeguards to the data exporter;
- iv. it is necessary for the establishment, exercise or defence of legal claims in the context of specific administrative, regulatory or judicial proceedings;
- v. it is necessary in order to protect the vital interests of the data subject or of another natural person; or
- vi. where none of the other conditions apply, the data importer has obtained the explicit consent of the data subject for an onward transfer in a specific situation, after having informed him/her of its purpose(s), the identity of the recipient and the possible risks of such transfer to him/her due to the lack of appropriate data protection safeguards. In this case, the data importer shall inform the data exporter and, at the request of the latter, shall transmit to it a copy of the information provided to the data subject.

Any onward transfer is subject to compliance by the data importer with all the other safeguards under these Clauses, in particular purpose limitation.

8.8 Processing under the authority of the data importer

The data importer shall ensure that any person acting under its authority, including a processor, processes the data only on its instructions.

8.9 Documentation and compliance

- a. Each Party shall be able to demonstrate compliance with its obligations under these Clauses. In particular, the data importer shall keep appropriate documentation of the processing activities carried out under its responsibility.
- b. The data importer shall make such documentation available to the competent supervisory authority on request.

Clause 9: Use of sub-processors Clause 10: Data subject rights

- a. The data importer, where relevant with the assistance of the data exporter, shall deal with any enquiries and requests it receives from a data subject relating to the processing of his/her personal data and the exercise of his/her

rights under these Clauses without undue delay and at the latest within one month of the receipt of the enquiry or request. The data importer shall take appropriate measures to facilitate such enquiries, requests and the exercise of data subject rights. Any information provided to the data subject shall be in an intelligible and easily accessible form, using clear and plain language.

b. In particular, upon request by the data subject the data importer shall, free of charge:

i. provide confirmation to the data subject as to whether personal data concerning him/her is being processed and, where this is the case, a copy of the data relating to him/her and the information in Annex I; if personal data has been or will be onward transferred, provide information on recipients or categories of recipients (as appropriate with a view to providing meaningful information) to which the personal data has been or will be onward transferred, the purpose of such onward transfers and their ground pursuant to Clause 8.7; and provide information on the right to lodge a complaint with a supervisory authority in accordance with Clause 12(c)(i);

ii. rectify inaccurate or incomplete data concerning the data subject;

iii. erase personal data concerning the data subject if such data is being or has been processed in violation of any of these Clauses ensuring third-party beneficiary rights, or if the data subject withdraws the consent on which the processing is based.

c. Where the data importer processes the personal data for direct marketing purposes, it shall cease processing for such purposes if the data subject objects to it.

d. The data importer shall not make a decision based solely on the automated processing of the personal data transferred (hereinafter “automated decision”), which would produce legal effects concerning the data subject or similarly significantly affect him / her, unless with the explicit consent of the data subject or if authorised to do so under the law of the country of destination, provided that such law lays down suitable measures to safeguard the data subject’s rights and legitimate interests. In this case, the data importer shall, where necessary in cooperation with the data exporter:

i. inform the data subject about the envisaged automated decision, the envisaged consequences and the logic involved; and

ii. implement suitable safeguards, at least by enabling the data subject to contest the decision, express his/her point of view and obtain review by a human being.

e. Where requests from a data subject are excessive, in particular because of their repetitive character, the data importer may either charge a reasonable fee taking into account the administrative costs of granting the request or refuse to act on the request.

f. The data importer may refuse a data subject’s request if such refusal is allowed under the laws of the country of destination and is necessary and proportionate in a democratic society to protect one of the objectives listed in Article 23(1) of Regulation (EU) 2016/679.

g. If the data importer intends to refuse a data subject’s request, it shall inform the data subject of the reasons for the refusal and the possibility of lodging a complaint with the competent supervisory authority and/or seeking judicial redress.

Clause 11: Redress

- a. The data importer shall inform data subjects in a transparent and easily accessible format, through individual notice or on its website, of a contact point authorised to handle complaints. It shall deal promptly with any complaints it receives from a data subject.
- b. In case of a dispute between a data subject and one of the Parties as regards compliance with these Clauses, that Party shall use its best efforts to resolve the issue amicably in a timely fashion. The Parties shall keep each other informed about such disputes and, where appropriate, cooperate in resolving them.
- c. Where the data subject invokes a third-party beneficiary right pursuant to Clause 3, the data importer shall accept the decision of the data subject to:
 - i. lodge a complaint with the supervisory authority in the Member State of his/her habitual residence or place of work, or the competent supervisory authority pursuant to Clause 13;
 - ii. refer the dispute to the competent courts within the meaning of Clause 18.
- d. The Parties accept that the data subject may be represented by a not-for-profit body, organisation or association under the conditions set out in Article 80(1) of Regulation (EU) 2016/679.
- e. The data importer shall abide by a decision that is binding under the applicable EU or Member State law.
- f. The data importer agrees that the choice made by the data subject will not prejudice his/her substantive and procedural rights to seek remedies in accordance with applicable laws.

Clause 12: Liability

- a. Each Party shall be liable to the other Party/ies for any damages it causes the other Party/ies by any breach of these Clauses.
- b. Each Party shall be liable to the data subject, and the data subject shall be entitled to receive compensation, for any material or non-material damages that the Party causes the data subject by breaching the third-party beneficiary rights under these Clauses. This is without prejudice to the liability of the data exporter under Regulation (EU) 2016/679.
- c. Where more than one Party is responsible for any damage caused to the data subject as a result of a breach of these Clauses, all responsible Parties shall be jointly and severally liable and the data subject is entitled to bring an action in court against any of these Parties.
- d. The Parties agree that if one Party is held liable under paragraph (c), it shall be entitled to claim back from the other Party/ies that part of the compensation corresponding to its / their responsibility for the damage.
- e. The data importer may not invoke the conduct of a processor or sub-processor to avoid its own liability.

Clause 13: Supervision

- a. Where the data exporter is established in an EU Member State: The supervisory authority with responsibility for ensuring compliance by the data exporter with Regulation (EU) 2016/679 as regards the data transfer, as indicated in Annex I.C, shall act as competent supervisory authority.

Where the data exporter is not established in an EU Member State, but falls within the territorial scope of application of Regulation (EU) 2016/679 in accordance with its Article 3(2) and has appointed a representative pursuant to Article 27(1) of Regulation (EU) 2016/679: The supervisory authority of the Member State in which the representative within the meaning of Article 27(1) of Regulation (EU) 2016/679 is established, as indicated in Annex I.C, shall act as competent supervisory authority.

Where the data exporter is not established in an EU Member State, but falls within the territorial scope of application of Regulation (EU) 2016/679 in accordance with its Article 3(2) without however having to appoint a representative pursuant to Article 27(2) of Regulation (EU) 2016/679: The supervisory authority of one of the Member States in which the data subjects whose personal data is transferred under these Clauses in relation to the offering of goods or services to them, or whose behaviour is monitored, are located, as indicated in Annex I.C, shall act as competent supervisory authority.

The data importer agrees to submit itself to the jurisdiction of and cooperate with the competent supervisory authority in any procedures aimed at ensuring compliance with these Clauses. In particular, the data importer agrees to respond to enquiries, submit to audits and comply with the measures adopted by the supervisory authority, including remedial and compensatory measures. It shall provide the supervisory authority with written confirmation that the necessary actions have been taken.

Section III – LOCAL LAWS AND OBLIGATIONS IN CASE OF ACCESS BY PUBLIC AUTHORITIES

Clause 14: Local laws and practices affecting compliance with the Clauses

- a. The Parties warrant that they have no reason to believe that the laws and practices in the third country of destination applicable to the processing of the personal data by the data importer, including any requirements to disclose personal data or measures authorising access by public authorities, prevent the data importer from fulfilling its obligations under these Clauses. This is based on the understanding that laws and practices that respect the essence of the fundamental rights and freedoms and do not exceed what is necessary and proportionate in a democratic society to safeguard one of the objectives listed in Article 23(1) of Regulation (EU) 2016/679, are not in contradiction with these Clauses.
- b. The Parties declare that in providing the warranty in paragraph (a), they have taken due account in particular of the following elements:
 - i. the specific circumstances of the transfer, including the length of the processing chain, the number of actors involved and the transmission channels used; intended onward transfers; the type of recipient; the purpose of processing; the categories and format of the transferred personal data; the economic sector in which the transfer occurs; the storage location of the data transferred;
 - ii. the laws and practices of the third country of destination– including those requiring the disclosure of data to public authorities or authorising access by such authorities – relevant in light of the specific circumstances of the transfer, and the applicable limitations and safeguards;
 - iii. any relevant contractual, technical or organisational safeguards put in place to supplement the safeguards under these Clauses, including measures applied during transmission and to the processing of the personal data in the country of destination.
- c. The data importer warrants that, in carrying out the assessment under paragraph (b), it has made its best efforts to provide the data exporter with relevant information and agrees that it will continue to cooperate with the data exporter in ensuring compliance with these Clauses.
- d. The Parties agree to document the assessment under paragraph (b) and make it available to the competent supervisory authority on request.

e. The data importer agrees to notify the data exporter promptly if, after having agreed to these Clauses and for the duration of the contract, it has reason to believe that it is or has become subject to laws or practices not in line with the requirements under paragraph (a), including following a change in the laws of the third country or a measure (such as a disclosure request) indicating an application of such laws in practice that is not in line with the requirements in paragraph (a).

f. Following a notification pursuant to paragraph (e), or if the data exporter otherwise has reason to believe that the data importer can no longer fulfil its obligations under these Clauses, the data exporter shall promptly identify appropriate measures (e.g. technical or organisational measures to ensure security and confidentiality) to be adopted by the data exporter and/or data importer to address the situation. The data exporter shall suspend the data transfer if it considers that no appropriate safeguards for such transfer can be ensured, or if instructed by the competent supervisory authority to do so. In this case, the data exporter shall be entitled to terminate the contract, insofar as it concerns the processing of personal data under these Clauses. If the contract involves more than two Parties, the data exporter may exercise this right to termination only with respect to the relevant Party, unless the Parties have agreed otherwise. Where the contract is terminated pursuant to this Clause, Clause 16(d) and (e) shall apply.

Clause 15: Obligations of the data importer in case of access by public authorities

15.1 Notification

a. The data importer agrees to notify the data exporter and, where possible, the data subject promptly (if necessary with the help of the data exporter) if it:

i. receives a legally binding request from a public authority, including judicial authorities, under the laws of the country of destination for the disclosure of personal data transferred pursuant to these Clauses; such notification shall include information about the personal data requested, the requesting authority, the legal basis for the request and the response provided; or

ii. becomes aware of any direct access by public authorities to personal data transferred pursuant to these Clauses in accordance with the laws of the country of destination; such notification shall include all information available to the importer.

b. If the data importer is prohibited from notifying the data exporter and/or the data subject under the laws of the country of destination, the data importer agrees to use its best efforts to obtain a waiver of the prohibition, with a view to communicating as much information as possible, as soon as possible. The data importer agrees to document its best efforts in order to be able to demonstrate them on request of the data exporter.

c. Where permissible under the laws of the country of destination, the data importer agrees to provide the data exporter, at regular intervals for the duration of the contract, with as much relevant information as possible on the requests received (in particular, number of requests, type of data requested, requesting authority/ies, whether requests have been challenged and the outcome of such challenges, etc.).

d. The data importer agrees to preserve the information pursuant to paragraphs (a) to (c) for the duration of the contract and make it available to the competent supervisory authority on request.

e. Paragraphs (a) to (c) are without prejudice to the obligation of the data importer pursuant to Clause 14(e) and Clause 16 to inform the data exporter promptly where it is unable to comply with these Clauses.

15.2 Review of legality and data minimisation

- a. The data importer agrees to review the legality of the request for disclosure, in particular whether it remains within the powers granted to the requesting public authority, and to challenge the request if, after careful assessment, it concludes that there are reasonable grounds to consider that the request is unlawful under the laws of the country of destination, applicable obligations under international law and principles of international comity. The data importer shall, under the same conditions, pursue possibilities of appeal. When challenging a request, the data importer shall seek interim measures with a view to suspending the effects of the request until the competent judicial authority has decided on its merits. It shall not disclose the personal data requested until required to do so under the applicable procedural rules. These requirements are without prejudice to the obligations of the data importer under Clause 14(e).
- b. The data importer agrees to document its legal assessment and any challenge to the request for disclosure and, to the extent permissible under the laws of the country of destination, make the documentation available to the data exporter. It shall also make it available to the competent supervisory authority on request.
- c. The data importer agrees to provide the minimum amount of information permissible when responding to a request for disclosure, based on a reasonable interpretation of the request.

Section IV – FINAL PROVISIONS

Clause 16: Non-compliance with the Clauses and termination

- a. The data importer shall promptly inform the data exporter if it is unable to comply with these Clauses, for whatever reason.
- b. In the event that the data importer is in breach of these Clauses or unable to comply with these Clauses, the data exporter shall suspend the transfer of personal data to the data importer until compliance is again ensured or the contract is terminated. This is without prejudice to Clause 14(f).
- c. The data exporter shall be entitled to terminate the contract, insofar as it concerns the processing of personal data under these Clauses, where:
 - i. the data exporter has suspended the transfer of personal data to the data importer pursuant to paragraph (b) and compliance with these Clauses is not restored within a reasonable time and in any event within one month of suspension;
 - ii. the data importer is in substantial or persistent breach of these Clauses; or
 - iii. the data importer fails to comply with a binding decision of a competent court or supervisory authority regarding its obligations under these Clauses.

In these cases, it shall inform the competent supervisory authority of such non-compliance. Where the contract involves more than two Parties, the data exporter may exercise this right to termination only with respect to the relevant Party, unless the Parties have agreed otherwise.

- d. Personal data that has been transferred prior to the termination of the contract pursuant to paragraph (c) shall at the choice of the data exporter immediately be returned to the data exporter or deleted in its entirety. The same shall apply to any copies of the data. The data importer shall certify the deletion of the data to the data exporter. Until the data is deleted or returned, the data importer shall continue to ensure compliance with these Clauses. In case of local laws applicable to the data importer that prohibit the return or deletion of the transferred personal data, the data

importer warrants that it will continue to ensure compliance with these Clauses and will only process the data to the extent and for as long as required under that local law.

e. Either Party may revoke its agreement to be bound by these Clauses where (i) the European Commission adopts a decision pursuant to Article 45(3) of Regulation (EU) 2016/679 that covers the transfer of personal data to which these Clauses apply; or (ii) Regulation (EU) 2016/679 becomes part of the legal framework of the country to which the personal data is transferred. This is without prejudice to other obligations applying to the processing in question under Regulation (EU) 2016/679.

Clause 17: Governing law

These Clauses shall be governed by the law of one of the EU Member States, provided such law allows for third-party beneficiary rights. The Parties agree that this shall be the law of The Netherlands (*specify Member State*).

Clause 18: Choice of forum and jurisdiction

- a. Any dispute arising from these Clauses shall be resolved by the courts of an EU Member State.
- b. The Parties agree that those shall be the courts of The Netherlands (*specify Member State*).
- c. A data subject may also bring legal proceedings against the data exporter and/or data importer before the courts of the Member State in which he/she has his/her habitual residence.
- d. The Parties agree to submit themselves to the jurisdiction of such courts.

APPENDIX TO SCHEDULE D-1 (SCCS MODULE 1)

ANNEX I

A. LIST OF PARTIES

See Schedule A to the DPA

B. DESCRIPTION OF TRANSFER

See Schedule B to the DPA

C. COMPETENT SUPERVISORY AUTHORITY

See Schedule B to the DPA

ANNEX II - TECHNICAL AND ORGANISATIONAL MEASURES INCLUDING TECHNICAL AND ORGANISATIONAL MEASURES TO ENSURE THE SECURITY OF THE DATA

See Schedule C to the DPA

SCHEDULE D-2: INTERNATIONAL DATA TRANSFER ADDENDUM TO THE EU COMMISSION STANDARD CONTRACTUAL CLAUSES

This Addendum has been issued by the UK Information Commissioner’s Office for Parties making Restricted Transfers. The Information Commissioner considers that it provides Appropriate Safeguards for Restricted Transfers when it is entered into as a legally binding contract.

PART 1: TABLES

TABLE 1: PARTIES

| | | |
|-------------------------|---|--|
| Start date | See effective date of the DPA | |
| The Parties | Exporter (who sends the Restricted Transfer) | Importer (who receives the Restricted Transfer) |
| Parties’ details | See Schedule A of the DPA | |
| Key Contact | See Schedule A of the DPA | |

TABLE 2: SELECTED SCCS, MODULES AND SELECTED CLAUSES

| | |
|------------------------|--|
| AddendumEU SCCs | The Approved EU SCCs, including the Appendix Information, set out in Schedule D-1, Schedule E or Schedule F to the DPA, as applicable |
|------------------------|--|

TABLE 3: APPENDIX INFORMATION

“**Appendix Information**” means the information which must be provided for the selected modules as set out in the Appendix of the Approved EU SCCs (other than the Parties), and which for this Addendum is set out in:

| | |
|--|---|
| | Annex 1A: List of Parties: See Schedule A to the DPA |
| Annex 1B: Description of Transfer: See Schedule B to the DPA | |
| Annex II: Technical and organisational measures including technical and organisational measures to ensure the security of the data: See Schedule C to the DPA | |
| Annex III: List of Sub processors (Modules 2 and 3 only): N/A | |

TABLE 4: ENDING THIS ADDENDUM WHEN THE APPROVED ADDENDUM CHANGES

| | |
|--|--|
| Ending this Addendum when the Approved Addendum changes | Which Parties may end this Addendum as set out in Section 19: Neither Party |
|--|--|

Part 2: Mandatory Clauses

Entering into this Addendum

1. Each Party agrees to be bound by the terms and conditions set out in this Addendum, in exchange for the other Party also agreeing to be bound by this Addendum.
2. Although Annex 1A and Clause 7 of the Approved EU SCCs require signature by the Parties, for the purpose of making Restricted Transfers, the Parties may enter into this Addendum in any way that makes them legally binding on the Parties and allows data subjects to enforce their rights as set out in this Addendum. Entering into this Addendum will have the same effect as signing the Approved EU SCCs and any part of the Approved EU SCCs.

Interpretation of this Addendum

3. Where this Addendum uses terms that are defined in the Approved EU SCCs those terms shall have the same meaning as in the Approved EU SCCs. In addition, the following terms have the following meanings:

| | |
|--------------------------------|--|
| Addendum | This International Data Transfer Addendum which is made up of this Addendum incorporating the Addendum EU SCCs. |
| AddendumEU SCCs | The version(s) of the Approved EU SCCs which this Addendum is appended to, as set out in Table 2, including the Appendix Information. |
| Appendix Information | As set out in Table 3. |
| Appropriate Safeguards | The standard of protection over the personal data and of data subjects' rights, which is required by UK Data Protection Laws when you are making a Restricted Transfer relying on standard data protection clauses under Article 46(2)(d) UK GDPR. |
| Approved Addendum | The template Addendum issued by the ICO and laid before Parliament in accordance with s119A of the Data Protection Act 2018 on 2 February 2022. |
| ApprovedEU SCCs | The Standard Contractual Clauses set out in the Annex of Commission Implementing Decision (EU) 2021/914 of 4 June 2021. |
| ICO | The Information Commissioner. |
| Restricted Transfer | A transfer which is covered by Chapter V of the UK GDPR. |
| UK | The United Kingdom of Great Britain and Northern Ireland. |
| UK Data Protection Laws | All laws relating to data protection, the processing of personal data, privacy and/or electronic communications in force from time to time in the UK, including the UK GDPR and the Data Protection Act 2018. |
| UK GDPR | As defined in section 3 of the Data Protection Act 2018. |

4. This Addendum must always be interpreted in a manner that is consistent with UK Data Protection Laws and so that it fulfils the Parties' obligation to provide the Appropriate Safeguards.

5. If the provisions included in the Addendum EU SCCs amend the Approved SCCs in any way which is not permitted under the Approved EU SCCs or the Approved Addendum, such amendment(s) will not be incorporated in this Addendum and the equivalent provision of the Approved EU SCCs will take their place.

6. If there is any inconsistency or conflict between UK Data Protection Laws and this Addendum, UK Data Protection Laws applies.

7. If the meaning of this Addendum is unclear or there is more than one meaning, the meaning which most closely aligns with UK Data Protection Laws applies.

8. Any references to legislation (or specific provisions of legislation) means that legislation (or specific provision) as it may change over time. This includes where that legislation (or specific provision) has been consolidated, re-enacted and/or replaced after this Addendum has been entered into.

Hierarchy

9. Although Clause 5 of the Approved EU SCCs sets out that the Approved EU SCCs prevail over all related agreements between the parties, the parties agree that, for Restricted Transfers, the hierarchy in Section 10 will prevail.

10. Where there is any inconsistency or conflict between the Approved Addendum and the Addendum EU SCCs (as applicable), the Approved Addendum overrides the Addendum EU SCCs, except where (and in so far as) the inconsistent or conflicting terms of the Addendum EU SCCs provides greater protection for data subjects, in which case those terms will override the Approved Addendum.

11. Where this Addendum incorporates Addendum EU SCCs which have been entered into to protect transfers subject to the General Data Protection Regulation (EU) 2016/679 then the Parties acknowledge that nothing in this Addendum impacts those Addendum EU SCCs.

Incorporation of and changes to the EU SCCs

12. This Addendum incorporates the Addendum EU SCCs which are amended to the extent necessary so that:

- a. together they operate for data transfers made by the data exporter to the data importer, to the extent that UK Data Protection Laws apply to the data exporter's processing when making that data transfer, and they provide Appropriate Safeguards for those data transfers;
- b. Sections 9 to 11 override Clause 5 (Hierarchy) of the Addendum EU SCCs; and
- c. this Addendum (including the Addendum EU SCCs incorporated into it) is (1) governed by the laws of England and Wales and (2) any dispute arising from it is resolved by the courts of England and Wales, in each case unless the laws and/or courts of Scotland or Northern Ireland have been expressly selected by the Parties.

13. Unless the Parties have agreed alternative amendments which meet the requirements of Section 12, the provisions of Section 15 will apply.

14. No amendments to the Approved EU SCCs other than to meet the requirements of Section 12 may be made.

15. The following amendments to the Addendum EU SCCs (for the purpose of Section 12) are made:
- a. References to the “Clauses” means this Addendum, incorporating the Addendum EU SCCs;
 - b. In Clause 2, delete the words:
“and, with respect to data transfers from controllers to processors and/or processors to processors, standard contractual clauses pursuant to Article 28(7) of Regulation (EU) 2016/679”;
 - c. Clause 6 (Description of the transfer(s)) is replaced with:
“The details of the transfers(s) and in particular the categories of personal data that are transferred and the purpose(s) for which they are transferred) are those specified in Annex I.B where UK Data Protection Laws apply to the data exporter’s processing when making that transfer.”;
 - d. Clause 8.7(i) of Module A is replaced with:
“it is to a country benefitting from adequacy regulations pursuant to Section 17A of the UK GDPR that covers the onward transfer”;
 - e. Clause 8.8(i) of Modules 2 and 3 is replaced with:
“the onward transfer is to a country benefitting from adequacy regulations pursuant to Section 17A of the UK GDPR that covers the onward transfer;”
 - f. References to “Regulation (EU) 2016/679”, “Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation)” and “that Regulation” are all replaced by “UK Data Protection Laws”. References to specific Article(s) of “Regulation (EU) 2016/679” are replaced with the equivalent Article or Section of UK Data Protection Laws;
 - g. References to Regulation (EU) 2018/1725 are removed;
 - h. References to the “European Union”, “Union”, “EU”, “EU Member State”, “Member State” and “EU or Member State” are all replaced with the “UK”;
 - i. The reference to “Clause 12(c)(i)” at Clause 10(b)(i) of Module one, is replaced with “Clause 11(c)(i)”;
 - j. Clause 13(a) and Part C of Annex I are not used;
 - k. The “competent supervisory authority” and “supervisory authority” are both replaced with the “Information Commissioner”;
 - l. In Clause 16(e), subsection (i) is replaced with:
“the Secretary of State makes regulations pursuant to Section 17A of the Data Protection Act 2018 that cover the transfer of personal data to which these clauses apply;”;
 - m. Clause 17 is replaced with:
“These Clauses are governed by the laws of England and Wales.”;
 - n. Clause 18 is replaced with:
“Any dispute arising from these Clauses shall be resolved by the courts of England and Wales. A data subject may also bring legal proceedings against the data exporter and/or data importer before the courts of any country in the UK. The Parties agree to submit themselves to the jurisdiction of such courts.”; and
 - o. The footnotes to the Approved EU SCCs do not form part of the Addendum, except for footnotes 8, 9, 10 and 11.

Amendments to this Addendum

16. The Parties may agree to change Clauses 17 and/or 18 of the Addendum EU SCCs to refer to the laws and/or courts of Scotland or Northern Ireland.

17. If the Parties wish to change the format of the information included in Part 1: Tables of the Approved Addendum, they may do so by agreeing to the change in writing, provided that the change does not reduce the Appropriate Safeguards.

18. From time to time, the ICO may issue a revised Approved Addendum which:

- a. makes reasonable and proportionate changes to the Approved Addendum, including correcting errors in the Approved Addendum; and/or
- b. reflects changes to UK Data Protection Laws;

The revised Approved Addendum will specify the start date from which the changes to the Approved Addendum are effective and whether the Parties need to review this Addendum including the Appendix Information. This Addendum is automatically amended as set out in the revised Approved Addendum from the start date specified.

19. If the ICO issues a revised Approved Addendum under Section 18, if any Party selected in Table 4 “Ending the Addendum when the Approved Addendum changes”, will as a direct result of the changes in the Approved Addendum have a substantial, disproportionate and demonstrable increase in:

- a. its direct costs of performing its obligations under the Addendum; and/or
- b. its risk under the Addendum,

and in either case it has first taken reasonable steps to reduce those costs or risks so that it is not substantial and disproportionate, then that Party may end this Addendum at the end of a reasonable notice period, by providing written notice for that period to the other Party before the start date of the revised Approved Addendum.

The Parties do not need the consent of any third party to make changes to this Addendum, but any changes must be made in accordance with its terms.

SCHEDULE E: STANDARD CONTRACTUAL CLAUSES

MODULE 2: CONTROLLER TO PROCESSOR TRANSFER

Section I**Clause 1: Purpose and scope**

a. The purpose of these standard contractual clauses is to ensure compliance with the requirements of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation) for the transfer of personal data to a third country.

b. The Parties:

- i. the natural or legal person(s), public authority/ies, agency/ies or other body/ies (hereinafter “entity/ies”) transferring the personal data, as listed in Annex I.A. (hereinafter each “data exporter”), and
 - ii. the entity/ies in a third country receiving the personal data from the data exporter, directly or indirectly via another entity also Party to these Clauses, as listed in Annex I.A. (hereinafter each “data importer”)
- have agreed to these standard contractual clauses (hereinafter: “Clauses”).
- c. These Clauses apply with respect to the transfer of personal data as specified in Annex I.B.
 - d. The Appendix to these Clauses containing the Annexes referred to therein forms an integral part of these Clauses.

Clause 2: Effect and invariability of the Clauses

- a. These Clauses set out appropriate safeguards, including enforceable data subject rights and effective legal remedies, pursuant to Article 46(1) and Article 46 (2)(c) of Regulation (EU) 2016/679 and, with respect to data transfers from controllers to processors and/or processors to processors, standard contractual clauses pursuant to Article 28(7) of Regulation (EU) 2016/679, provided they are not modified, except to select the appropriate Module(s) or to add or update information in the Appendix. This does not prevent the Parties from including the standard contractual clauses laid down in these Clauses in a wider contract and/or to add other clauses or additional safeguards, provided that they do not contradict, directly or indirectly, these Clauses or prejudice the fundamental rights or freedoms of data subjects.
- b. These Clauses are without prejudice to obligations to which the data exporter is subject by virtue of Regulation (EU) 2016/679.

Clause 3: Third-party beneficiaries

- a. Data subjects may invoke and enforce these Clauses, as third-party beneficiaries, against the data exporter and/or data importer, with the following exceptions:
 - i. Clause 1, Clause 2, Clause 3, Clause 6, Clause 7;
 - ii. Clause 8 - Clause 8.1(b), 8.9(a), (c), (d) and (e);
 - iii. Clause 9 - Clause 9(a), (c), (d) and (e);
 - iv. Clause 12 - Clause 12(a), (d) and (f);
 - v. Clause 13;
 - vi. Clause 15.1(c), (d) and (e);
 - vii. Clause 16(e);
 - viii. Clause 18 - Clause 18(a) and (b).
- b. Paragraph (a) is without prejudice to rights of data subjects under Regulation (EU) 2016/679.

Clause 4: Interpretation

- a. Where these Clauses use terms that are defined in Regulation (EU) 2016/679, those terms shall have the same meaning as in that Regulation.
- b. These Clauses shall be read and interpreted in the light of the provisions of Regulation (EU) 2016/679.

c. These Clauses shall not be interpreted in a way that conflicts with rights and obligations provided for in Regulation (EU) 2016/679.

Clause 5: Hierarchy

In the event of a contradiction between these Clauses and the provisions of related agreements between the Parties, existing at the time these Clauses are agreed or entered into thereafter, these Clauses shall prevail.

Clause 6: Description of the transfer(s)

The details of the transfer(s), and in particular the categories of personal data that are transferred and the purpose(s) for which they are transferred, are specified in Annex I.B.

Clause 7: Docking clause

- a. An entity that is not a Party to these Clauses may, with the agreement of the Parties, accede to these Clauses at any time, either as a data exporter or as a data importer, by completing the Appendix and signing Annex I.A.
- b. Once it has completed the Appendix and signed Annex I.A, the acceding entity shall become a Party to these Clauses and have the rights and obligations of a data exporter or data importer in accordance with its designation in Annex I.A.
- c. The acceding entity shall have no rights or obligations arising under these Clauses from the period prior to becoming a Party.

Section II – OBLIGATIONS OF THE PARTIES

Clause 8: Data protection safeguards

The data exporter warrants that it has used reasonable efforts to determine that the data importer is able, through the implementation of appropriate technical and organisational measures, to satisfy its obligations under these Clauses.

8.1 Instructions

- a. The data importer shall process the personal data only on documented instructions from the data exporter. The data exporter may give such instructions throughout the duration of the contract.
- b. The data importer shall immediately inform the data exporter if it is unable to follow those instructions.

8.2 Purpose limitation

The data importer shall process the personal data only for the specific purpose(s) of the transfer, as set out in Annex I.B, unless on further instructions from the data exporter.

8.3 Transparency

On request, the data exporter shall make a copy of these Clauses, including the Appendix as completed by the Parties, available to the data subject free of charge. To the extent necessary to protect business secrets or other confidential information, including the measures described in Annex II and personal data, the data exporter may

redact part of the text of the Appendix to these Clauses prior to sharing a copy, but shall provide a meaningful summary where the data subject would otherwise not be able to understand the its content or exercise his/her rights. On request, the Parties shall provide the data subject with the reasons for the redactions, to the extent possible without revealing the redacted information. This Clause is without prejudice to the obligations of the data exporter under Articles 13 and 14 of Regulation (EU) 2016/679.

8.4 Accuracy

If the data importer becomes aware that the personal data it has received is inaccurate, or has become outdated, it shall inform the data exporter without undue delay. In this case, the data importer shall cooperate with the data exporter to erase or rectify the data.

8.5 Duration of processing and erasure or return of data

Processing by the data importer shall only take place for the duration specified in Annex I.B. After the end of the provision of the processing services, the data importer shall, at the choice of the data exporter, delete all personal data processed on behalf of the data exporter and certify to the data exporter that it has done so, or return to the data exporter all personal data processed on its behalf and delete existing copies. Until the data is deleted or returned, the data importer shall continue to ensure compliance with these Clauses. In case of local laws applicable to the data importer that prohibit return or deletion of the personal data, the data importer warrants that it will continue to ensure compliance with these Clauses and will only process it to the extent and for as long as required under that local law. This is without prejudice to Clause 14, in particular the requirement for the data importer under Clause 14(e) to notify the data exporter throughout the duration of the contract if it has reason to believe that it is or has become subject to laws or practices not in line with the requirements under Clause 14(a).

8.6 Security of processing

a. The data importer and, during transmission, also the data exporter shall implement appropriate technical and organisational measures to ensure the security of the data, including protection against a breach of security leading to accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access to that data (hereinafter “personal data breach”). In assessing the appropriate level of security, the Parties shall take due account of the state of the art, the costs of implementation, the nature, scope, context and purpose(s) of processing and the risks involved in the processing for the data subjects. The Parties shall in particular consider having recourse to encryption or pseudonymisation, including during transmission, where the purpose of processing can be fulfilled in that manner. In case of pseudonymisation, the additional information for attributing the personal data to a specific data subject shall, where possible, remain under the exclusive control of the data exporter. In complying with its obligations under this paragraph, the data importer shall at least implement the technical and organisational measures specified in Annex II. The data importer shall carry out regular checks to ensure that these measures continue to provide an appropriate level of security.

b. The data importer shall grant access to the personal data to members of its personnel only to the extent strictly necessary for the implementation, management and monitoring of the contract. It shall ensure that persons authorised

to process the personal data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality.

- c. In the event of a personal data breach concerning personal data processed by the data importer under these Clauses, the data importer shall take appropriate measures to address the breach, including measures to mitigate its adverse effects. The data importer shall also notify the data exporter without undue delay after having become aware of the breach. Such notification shall contain the details of a contact point where more information can be obtained, a description of the nature of the breach (including, where possible, categories and approximate number of data subjects and personal data records concerned), its likely consequences and the measures taken or proposed to address the breach including, where appropriate, measures to mitigate its possible adverse effects. Where, and in so far as, it is not possible to provide all information at the same time, the initial notification shall contain the information then available and further information shall, as it becomes available, subsequently be provided without undue delay.
- d. The data importer shall cooperate with and assist the data exporter to enable the data exporter to comply with its obligations under Regulation (EU) 2016/679, in particular to notify the competent supervisory authority and the affected data subjects, taking into account the nature of processing and the information available to the data importer.

8.7 Sensitive data

Where the transfer involves personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, or biometric data for the purpose of uniquely identifying a natural person, data concerning health or a person's sex life or sexual orientation, or data relating to criminal convictions and offences (hereinafter "sensitive data"), the data importer shall apply the specific restrictions and/or additional safeguards described in Annex I.B.

8.8 Onward transfers

The data importer shall only disclose the personal data to a third party on documented instructions from the data exporter. In addition, the data may only be disclosed to a third party located outside the European Union (in the same country as the data importer or in another third country, hereinafter "onward transfer") if the third party is or agrees to be bound by these Clauses, under the appropriate Module, or if:

- i. the onward transfer is to a country benefitting from an adequacy decision pursuant to Article 45 of Regulation (EU) 2016/679 that covers the onward transfer;
- ii. the third party otherwise ensures appropriate safeguards pursuant to Articles 46 or 47 Regulation of (EU) 2016/679 with respect to the processing in question;
- iii. the onward transfer is necessary for the establishment, exercise or defence of legal claims in the context of specific administrative, regulatory or judicial proceedings; or
- iv. the onward transfer is necessary in order to protect the vital interests of the data subject or of another natural person.

Any onward transfer is subject to compliance by the data importer with all the other safeguards under these Clauses, in particular purpose limitation.

8.9 Documentation and compliance

- a. The data importer shall promptly and adequately deal with enquiries from the data exporter that relate to the processing under these Clauses.
- b. The Parties shall be able to demonstrate compliance with these Clauses. In particular, the data importer shall keep appropriate documentation on the processing activities carried out on behalf of the data exporter.
- c. The data importer shall make available to the data exporter all information necessary to demonstrate compliance with the obligations set out in these Clauses and at the data exporter's request, allow for and contribute to audits of the processing activities covered by these Clauses, at reasonable intervals or if there are indications of non-compliance. In deciding on a review or audit, the data exporter may take into account relevant certifications held by the data importer.
- d. The data exporter may choose to conduct the audit by itself or mandate an independent auditor. Audits may include inspections at the premises or physical facilities of the data importer and shall, where appropriate, be carried out with reasonable notice.
- e. The Parties shall make the information referred to in paragraphs (b) and (c), including the results of any audits, available to the competent supervisory authority on request.

Clause 9: Use of sub-processors

- a. The data importer has the data exporter's general authorisation for the engagement of sub-processor(s) from an agreed list. The data importer shall specifically inform the data exporter in writing of any intended changes to that list through the addition or replacement of sub-processors at least twenty business days' in advance, thereby giving the data exporter sufficient time to be able to object to such changes prior to the engagement of the sub-processor(s). The data importer shall provide the data exporter with the information necessary to enable the data exporter to exercise its right to object.
- b. Where the data importer engages a sub-processor to carry out specific processing activities (on behalf of the data exporter), it shall do so by way of a written contract that provides for, in substance, the same data protection obligations as those binding the data importer under these Clauses, including in terms of third-party beneficiary rights for data subjects. The Parties agree that, by complying with this Clause, the data importer fulfils its obligations under Clause 8.8. The data importer shall ensure that the sub-processor complies with the obligations to which the data importer is subject pursuant to these Clauses.
- c. The data importer shall provide, at the data exporter's request, a copy of such a sub-processor agreement and any subsequent amendments to the data exporter. To the extent necessary to protect business secrets or other confidential information, including personal data, the data importer may redact the text of the agreement prior to sharing a copy.
- d. The data importer shall remain fully responsible to the data exporter for the performance of the sub-processor's obligations under its contract with the data importer. The data importer shall notify the data exporter of any failure by the sub-processor to fulfil its obligations under that contract.
- e. The data importer shall agree a third-party beneficiary clause with the sub-processor whereby - in the event the data importer has factually disappeared, ceased to exist in law or has become insolvent - the data exporter shall have the right to terminate the sub-processor contract and to instruct the sub-processor to erase or return the personal data.

Clause 10: Data subject rights

- a. The data importer shall promptly notify the data exporter of any request it has received from a data subject. It shall not respond to that request itself unless it has been authorised to do so by the data exporter.
- b. The data importer shall assist the data exporter in fulfilling its obligations to respond to data subjects' requests for the exercise of their rights under Regulation (EU) 2016/679. In this regard, the Parties shall set out in Annex II the appropriate technical and organisational measures, taking into account the nature of the processing, by which the assistance shall be provided, as well as the scope and the extent of the assistance required.
- c. In fulfilling its obligations under paragraphs (a) and (b), the data importer shall comply with the instructions from the data exporter.

Clause 11: Redress

- a. The data importer shall inform data subjects in a transparent and easily accessible format, through individual notice or on its website, of a contact point authorised to handle complaints. It shall deal promptly with any complaints it receives from a data subject.
- b. In case of a dispute between a data subject and one of the Parties as regards compliance with these Clauses, that Party shall use its best efforts to resolve the issue amicably in a timely fashion. The Parties shall keep each other informed about such disputes and, where appropriate, cooperate in resolving them.
- c. Where the data subject invokes a third-party beneficiary right pursuant to Clause 3, the data importer shall accept the decision of the data subject to:
 - i. lodge a complaint with the supervisory authority in the Member State of his/her habitual residence or place of work, or the competent supervisory authority pursuant to Clause 13;
 - ii. refer the dispute to the competent courts within the meaning of Clause 18.
- d. The Parties accept that the data subject may be represented by a not-for-profit body, organisation or association under the conditions set out in Article 80(1) of Regulation (EU) 2016/679.
- e. The data importer shall abide by a decision that is binding under the applicable EU or Member State law.
- f. The data importer agrees that the choice made by the data subject will not prejudice his/her substantive and procedural rights to seek remedies in accordance with applicable laws.

Clause 12: Liability

- a. Each Party shall be liable to the other Party/ies for any damages it causes the other Party/ies by any breach of these Clauses.
- b. The data importer shall be liable to the data subject, and the data subject shall be entitled to receive compensation, for any material or non-material damages the data importer or its sub-processor causes the data subject by breaching the third-party beneficiary rights under these Clauses.
- c. Notwithstanding paragraph (b), the data exporter shall be liable to the data subject, and the data subject shall be entitled to receive compensation, for any material or non-material damages the data exporter or the data importer (or its sub-processor) causes the data subject by breaching the third-party beneficiary rights under these Clauses. This is without prejudice to the liability of the data exporter and, where the data exporter is a processor acting on behalf of a controller, to the liability of the controller under Regulation (EU) 2016/679 or Regulation (EU) 2018/1725, as applicable.

- d. The Parties agree that if the data exporter is held liable under paragraph (c) for damages caused by the data importer (or its sub-processor), it shall be entitled to claim back from the data importer that part of the compensation corresponding to the data importer's responsibility for the damage.
- e. Where more than one Party is responsible for any damage caused to the data subject as a result of a breach of these Clauses, all responsible Parties shall be jointly and severally liable and the data subject is entitled to bring an action in court against any of these Parties.
- f. The Parties agree that if one Party is held liable under paragraph (e), it shall be entitled to claim back from the other Party/ies that part of the compensation corresponding to its / their responsibility for the damage.
- g. The data importer may not invoke the conduct of a sub-processor to avoid its own liability.

Clause 13: Supervision

a. Where the data exporter is established in an EU Member State: The supervisory authority with responsibility for ensuring compliance by the data exporter with Regulation (EU) 2016/679 as regards the data transfer, as indicated in Annex I.C, shall act as competent supervisory authority.

Where the data exporter is not established in an EU Member State, but falls within the territorial scope of application of Regulation (EU) 2016/679 in accordance with its Article 3(2) and has appointed a representative pursuant to Article 27(1) of Regulation (EU) 2016/679: The supervisory authority of the Member State in which the representative within the meaning of Article 27(1) of Regulation (EU) 2016/679 is established, as indicated in Annex I.C, shall act as competent supervisory authority.

Where the data exporter is not established in an EU Member State, but falls within the territorial scope of application of Regulation (EU) 2016/679 in accordance with its Article 3(2) without however having to appoint a representative pursuant to Article 27(2) of Regulation (EU) 2016/679: The supervisory authority of one of the Member States in which the data subjects whose personal data is transferred under these Clauses in relation to the offering of goods or services to them, or whose behaviour is monitored, are located, as indicated in Annex I.C, shall act as competent supervisory authority.

b. The data importer agrees to submit itself to the jurisdiction of and cooperate with the competent supervisory authority in any procedures aimed at ensuring compliance with these Clauses. In particular, the data importer agrees to respond to enquiries, submit to audits and comply with the measures adopted by the supervisory authority, including remedial and compensatory measures. It shall provide the supervisory authority with written confirmation that the necessary actions have been taken.

Section III – LOCAL LAWS AND OBLIGATIONS IN CASE OF ACCESS BY PUBLIC AUTHORITIES

Clause 14: Local laws and practices affecting compliance with the Clauses

a. The Parties warrant that they have no reason to believe that the laws and practices in the third country of destination applicable to the processing of the personal data by the data importer, including any requirements to disclose personal data or measures authorising access by public authorities, prevent the data importer from fulfilling its obligations under these Clauses. This is based on the understanding that laws and practices that respect the essence of the fundamental rights and freedoms and do not exceed what is necessary and proportionate in a

democratic society to safeguard one of the objectives listed in Article 23(1) of Regulation (EU) 2016/679, are not in contradiction with these Clauses.

b. The Parties declare that in providing the warranty in paragraph (a), they have taken due account in particular of the following elements:

i. the specific circumstances of the transfer, including the length of the processing chain, the number of actors involved and the transmission channels used; intended onward transfers; the type of recipient; the purpose of processing; the categories and format of the transferred personal data; the economic sector in which the transfer occurs; the storage location of the data transferred;

ii. the laws and practices of the third country of destination– including those requiring the disclosure of data to public authorities or authorising access by such authorities – relevant in light of the specific circumstances of the transfer, and the applicable limitations and safeguards;

iii. any relevant contractual, technical or organisational safeguards put in place to supplement the safeguards under these Clauses, including measures applied during transmission and to the processing of the personal data in the country of destination.

c. The data importer warrants that, in carrying out the assessment under paragraph (b), it has made its best efforts to provide the data exporter with relevant information and agrees that it will continue to cooperate with the data exporter in ensuring compliance with these Clauses.

d. The Parties agree to document the assessment under paragraph (b) and make it available to the competent supervisory authority on request.

e. The data importer agrees to notify the data exporter promptly if, after having agreed to these Clauses and for the duration of the contract, it has reason to believe that it is or has become subject to laws or practices not in line with the requirements under paragraph (a), including following a change in the laws of the third country or a measure (such as a disclosure request) indicating an application of such laws in practice that is not in line with the requirements in paragraph (a).

f. Following a notification pursuant to paragraph (e), or if the data exporter otherwise has reason to believe that the data importer can no longer fulfil its obligations under these Clauses, the data exporter shall promptly identify appropriate measures (e.g. technical or organisational measures to ensure security and confidentiality) to be adopted by the data exporter and/or data importer to address the situation. The data exporter shall suspend the data transfer if it considers that no appropriate safeguards for such transfer can be ensured, or if instructed by the competent supervisory authority to do so. In this case, the data exporter shall be entitled to terminate the contract, insofar as it concerns the processing of personal data under these Clauses. If the contract involves more than two Parties, the data exporter may exercise this right to termination only with respect to the relevant Party, unless the Parties have agreed otherwise. Where the contract is terminated pursuant to this Clause, Clause 16(d) and (e) shall apply.

Clause 15: Obligations of the data importer in case of access by public authorities

15.1 Notification

a. The data importer agrees to notify the data exporter and, where possible, the data subject promptly (if necessary with the help of the data exporter) if it:

- i. receives a legally binding request from a public authority, including judicial authorities, under the laws of the country of destination for the disclosure of personal data transferred pursuant to these Clauses; such notification shall include information about the personal data requested, the requesting authority, the legal basis for the request and the response provided; or
- ii. becomes aware of any direct access by public authorities to personal data transferred pursuant to these Clauses in accordance with the laws of the country of destination; such notification shall include all information available to the importer.
- b. If the data importer is prohibited from notifying the data exporter and/or the data subject under the laws of the country of destination, the data importer agrees to use its best efforts to obtain a waiver of the prohibition, with a view to communicating as much information as possible, as soon as possible. The data importer agrees to document its best efforts in order to be able to demonstrate them on request of the data exporter.
- c. Where permissible under the laws of the country of destination, the data importer agrees to provide the data exporter, at regular intervals for the duration of the contract, with as much relevant information as possible on the requests received (in particular, number of requests, type of data requested, requesting authority/ies, whether requests have been challenged and the outcome of such challenges, etc.).
- d. The data importer agrees to preserve the information pursuant to paragraphs (a) to (c) for the duration of the contract and make it available to the competent supervisory authority on request.
- e. Paragraphs (a) to (c) are without prejudice to the obligation of the data importer pursuant to Clause 14(e) and Clause 16 to inform the data exporter promptly where it is unable to comply with these Clauses.

15.2 Review of legality and data minimisation

- a. The data importer agrees to review the legality of the request for disclosure, in particular whether it remains within the powers granted to the requesting public authority, and to challenge the request if, after careful assessment, it concludes that there are reasonable grounds to consider that the request is unlawful under the laws of the country of destination, applicable obligations under international law and principles of international comity. The data importer shall, under the same conditions, pursue possibilities of appeal. When challenging a request, the data importer shall seek interim measures with a view to suspending the effects of the request until the competent judicial authority has decided on its merits. It shall not disclose the personal data requested until required to do so under the applicable procedural rules. These requirements are without prejudice to the obligations of the data importer under Clause 14(e).
- b. The data importer agrees to document its legal assessment and any challenge to the request for disclosure and, to the extent permissible under the laws of the country of destination, make the documentation available to the data exporter. It shall also make it available to the competent supervisory authority on request.
- c. The data importer agrees to provide the minimum amount of information permissible when responding to a request for disclosure, based on a reasonable interpretation of the request.

Section IV – FINAL PROVISIONS

Clause 16: Non-compliance with the Clauses and termination

a. The data importer shall promptly inform the data exporter if it is unable to comply with these Clauses, for whatever reason.

b. In the event that the data importer is in breach of these Clauses or unable to comply with these Clauses, the data exporter shall suspend the transfer of personal data to the data importer until compliance is again ensured or the contract is terminated. This is without prejudice to Clause 14(f).

c. The data exporter shall be entitled to terminate the contract, insofar as it concerns the processing of personal data under these Clauses, where:

i. the data exporter has suspended the transfer of personal data to the data importer pursuant to paragraph (b) and compliance with these Clauses is not restored within a reasonable time and in any event within one month of suspension;

ii. the data importer is in substantial or persistent breach of these Clauses; or

iii. the data importer fails to comply with a binding decision of a competent court or supervisory authority regarding its obligations under these Clauses.

In these cases, it shall inform the competent supervisory authority of such non-compliance. Where the contract involves more than two Parties, the data exporter may exercise this right to termination only with respect to the relevant Party, unless the Parties have agreed otherwise.

d. Personal data that has been transferred prior to the termination of the contract pursuant to paragraph (c) shall at the choice of the data exporter immediately be returned to the data exporter or deleted in its entirety. The same shall apply to any copies of the data. The data importer shall certify the deletion of the data to the data exporter. Until the data is deleted or returned, the data importer shall continue to ensure compliance with these Clauses. In case of local laws applicable to the data importer that prohibit the return or deletion of the transferred personal data, the data importer warrants that it will continue to ensure compliance with these Clauses and will only process the data to the extent and for as long as required under that local law.

e. Either Party may revoke its agreement to be bound by these Clauses where (i) the European Commission adopts a decision pursuant to Article 45(3) of Regulation (EU) 2016/679 that covers the transfer of personal data to which these Clauses apply; or (ii) Regulation (EU) 2016/679 becomes part of the legal framework of the country to which the personal data is transferred. This is without prejudice to other obligations applying to the processing in question under Regulation (EU) 2016/679.

Clause 17: Governing law

These Clauses shall be governed by the law of one of the EU Member States, provided such law allows for third-party beneficiary rights. The Parties agree that this shall be the law of The Netherlands.

Clause 18: Choice of forum and jurisdiction

a. Any dispute arising from these Clauses shall be resolved by the courts of an EU Member State.

b. The Parties agree that those shall be the courts of The Netherlands (specify Member State).

c. A data subject may also bring legal proceedings against the data exporter and/or data importer before the courts of the Member State in which he/she has his/her habitual residence.

d. The Parties agree to submit themselves to the jurisdiction of such courts.

APPENDIX TO SCHEDULE E (SCCS MODULE B)

ANNEX I

A. LIST OF PARTIES

See Schedule A to the DPA

B. DESCRIPTION OF TRANSFER

See Schedule B to the DPA

C. COMPETENT SUPERVISORY AUTHORITY

See Schedule B to the DPA

ANNEX II - TECHNICAL AND ORGANISATIONAL MEASURES INCLUDING TECHNICAL AND ORGANISATIONAL MEASURES TO ENSURE THE SECURITY OF THE DATA

See Schedule C to the DPA

SCHEDULE F: STANDARD CONTRACTUAL CLAUSES

MODULE 4: PROCESSOR TO CONTROLLER TRANSFER

Section I

Clause 1: Purpose and scope

a. The purpose of these standard contractual clauses is to ensure compliance with the requirements of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation) for the transfer of personal data to a third country.

b. The Parties:

- i. the natural or legal person(s), public authority/ies, agency/ies or other body/ies (hereinafter "entity/ies") transferring the personal data, as listed in Annex I.A. (hereinafter each "data exporter"), and
 - ii. the entity/ies in a third country receiving the personal data from the data exporter, directly or indirectly via another entity also Party to these Clauses, as listed in Annex I.A. (hereinafter each "data importer")
- have agreed to these standard contractual clauses (hereinafter: "Clauses").

c. These Clauses apply with respect to the transfer of personal data as specified in Annex I.B.

d. The Appendix to these Clauses containing the Annexes referred to therein forms an integral part of these Clauses.

Clause 2: Effect and invariability of the Clauses

- a. These Clauses set out appropriate safeguards, including enforceable data subject rights and effective legal remedies, pursuant to Article 46(1) and Article 46 (2)(c) of Regulation (EU) 2016/679 and, with respect to data transfers from controllers to processors and/or processors to processors, standard contractual clauses pursuant to Article 28(7) of Regulation (EU) 2016/679, provided they are not modified, except to select the appropriate Module(s) or to add or update information in the Appendix. This does not prevent the Parties from including the standard contractual clauses laid down in these Clauses in a wider contract and/or to add other clauses or additional safeguards, provided that they do not contradict, directly or indirectly, these Clauses or prejudice the fundamental rights or freedoms of data subjects.
- b. These Clauses are without prejudice to obligations to which the data exporter is subject by virtue of Regulation (EU) 2016/679.

Clause 3: Third-party beneficiaries

- a. Data subjects may invoke and enforce these Clauses, as third-party beneficiaries, against the data exporter and/or data importer, with the following exceptions:
 - i. Clause 1, Clause 2, Clause 3, Clause 6, Clause 7;
 - ii. Clause 8 - Clause 8.1 (b) and Clause 8.3(b);
 - iii. Clause 15.1(c), (d) and (e);
 - iv. Clause 16(e);
 - v. Clause 18.
- b. Paragraph (a) is without prejudice to rights of data subjects under Regulation (EU) 2016/679.

Clause 4: Interpretation

- a. Where these Clauses use terms that are defined in Regulation (EU) 2016/679, those terms shall have the same meaning as in that Regulation.
- b. These Clauses shall be read and interpreted in the light of the provisions of Regulation (EU) 2016/679.
- c. These Clauses shall not be interpreted in a way that conflicts with rights and obligations provided for in Regulation (EU) 2016/679.

Clause 5: Hierarchy

In the event of a contradiction between these Clauses and the provisions of related agreements between the Parties, existing at the time these Clauses are agreed or entered into thereafter, these Clauses shall prevail.

Clause 6: Description of the transfer(s)

The details of the transfer(s), and in particular the categories of personal data that are transferred and the purpose(s) for which they are transferred, are specified in Annex I.B.

Clause 7: Docking clause

- a. An entity that is not a Party to these Clauses may, with the agreement of the Parties, accede to these Clauses at any time, either as a data exporter or as a data importer, by completing the Appendix and signing Annex I.A.
- b. Once it has completed the Appendix and signed Annex I.A, the acceding entity shall become a Party to these Clauses and have the rights and obligations of a data exporter or data importer in accordance with its designation in Annex I.A.

c. The acceding entity shall have no rights or obligations arising under these Clauses from the period prior to becoming a Party.

Section II – OBLIGATIONS OF THE PARTIES

Clause 8: Data protection safeguards

The data exporter warrants that it has used reasonable efforts to determine that the data importer is able, through the implementation of appropriate technical and organisational measures, to satisfy its obligations under these Clauses.

8.1 Instructions

- a. The data exporter shall process the personal data only on documented instructions from the data importer acting as its controller.
- b. The data exporter shall immediately inform the data importer if it is unable to follow those instructions, including if such instructions infringe Regulation (EU) 2016/679 or other Union or Member State data protection law.
- c. The data importer shall refrain from any action that would prevent the data exporter from fulfilling its obligations under Regulation (EU) 2016/679, including in the context of sub-processing or as regards cooperation with competent supervisory authorities.
- d. After the end of the provision of the processing services, the data exporter shall, at the choice of the data importer, delete all personal data processed on behalf of the data importer and certify to the data importer that it has done so, or return to the data importer all personal data processed on its behalf and delete existing copies.

8.2 Security of processing

- a. The Parties shall implement appropriate technical and organisational measures to ensure the security of the data, including during transmission, and protection against a breach of security leading to accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access (hereinafter “personal data breach”). In assessing the appropriate level of security, they shall take due account of the state of the art, the costs of implementation, the nature of the personal data, the nature, scope, context and purpose(s) of processing and the risks involved in the processing for the data subjects, and in particular consider having recourse to encryption or pseudonymisation, including during transmission, where the purpose of processing can be fulfilled in that manner.
- b. The data exporter shall assist the data importer in ensuring appropriate security of the data in accordance with paragraph (a). In case of a personal data breach concerning the personal data processed by the data exporter under these Clauses, the data exporter shall notify the data importer without undue delay after becoming aware of it and assist the data importer in addressing the breach.
- c. The data exporter shall ensure that persons authorised to process the personal data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality.

8.3 Documentation and compliance

- a. The Parties shall be able to demonstrate compliance with these Clauses.
- b. The data exporter shall make available to the data importer all information necessary to demonstrate compliance with its obligations under these Clauses and allow for and contribute to audits.

Clause 9: Use of sub-processors Clause 10: Data subject rights

The Parties shall assist each other in responding to enquiries and requests made by data subjects under the local law applicable to the data importer or, for data processing by the data exporter in the EU, under Regulation (EU) 2016/679.

Clause 11: Redress

a. The data importer shall inform data subjects in a transparent and easily accessible format, through individual notice or on its website, of a contact point authorised to handle complaints. It shall deal promptly with any complaints it receives from a data subject.

Clause 12: Liability

a. Each Party shall be liable to the other Party/ies for any damages it causes the other Party/ies by any breach of these Clauses.

b. Each Party shall be liable to the data subject, and the data subject shall be entitled to receive compensation, for any material or non-material damages that the Party causes the data subject by breaching the third-party beneficiary rights under these Clauses. This is without prejudice to the liability of the data exporter under Regulation (EU) 2016/679.

c. Where more than one Party is responsible for any damage caused to the data subject as a result of a breach of these Clauses, all responsible Parties shall be jointly and severally liable and the data subject is entitled to bring an action in court against any of these Parties.

d. The Parties agree that if one Party is held liable under paragraph (c), it shall be entitled to claim back from the other Party/ies that part of the compensation corresponding to its / their responsibility for the damage.

e. The data importer may not invoke the conduct of a processor or sub-processor to avoid its own liability.

Clause 13: Supervision**Section III – LOCAL LAWS AND OBLIGATIONS IN CASE OF ACCESS BY PUBLIC AUTHORITIES****Clause 14: Local laws and practices affecting compliance with the Clauses**

a. The Parties warrant that they have no reason to believe that the laws and practices in the third country of destination applicable to the processing of the personal data by the data importer, including any requirements to disclose personal data or measures authorising access by public authorities, prevent the data importer from fulfilling its obligations under these Clauses. This is based on the understanding that laws and practices that respect the essence of the fundamental rights and freedoms and do not exceed what is necessary and proportionate in a democratic society to safeguard one of the objectives listed in Article 23(1) of Regulation (EU) 2016/679, are not in contradiction with these Clauses.

b. The Parties declare that in providing the warranty in paragraph (a), they have taken due account in particular of the following elements:

i. the specific circumstances of the transfer, including the length of the processing chain, the number of actors involved and the transmission channels used; intended onward transfers; the type of recipient; the purpose of processing; the categories and format of the transferred personal data; the economic sector in which the transfer occurs; the storage location of the data transferred;

- ii. the laws and practices of the third country of destination– including those requiring the disclosure of data to public authorities or authorising access by such authorities – relevant in light of the specific circumstances of the transfer, and the applicable limitations and safeguards;
 - iii. any relevant contractual, technical or organisational safeguards put in place to supplement the safeguards under these Clauses, including measures applied during transmission and to the processing of the personal data in the country of destination.
- c. The data importer warrants that, in carrying out the assessment under paragraph (b), it has made its best efforts to provide the data exporter with relevant information and agrees that it will continue to cooperate with the data exporter in ensuring compliance with these Clauses.
- d. The Parties agree to document the assessment under paragraph (b) and make it available to the competent supervisory authority on request.
- e. The data importer agrees to notify the data exporter promptly if, after having agreed to these Clauses and for the duration of the contract, it has reason to believe that it is or has become subject to laws or practices not in line with the requirements under paragraph (a), including following a change in the laws of the third country or a measure (such as a disclosure request) indicating an application of such laws in practice that is not in line with the requirements in paragraph (a).
- f. Following a notification pursuant to paragraph (e), or if the data exporter otherwise has reason to believe that the data importer can no longer fulfil its obligations under these Clauses, the data exporter shall promptly identify appropriate measures (e.g. technical or organisational measures to ensure security and confidentiality) to be adopted by the data exporter and/or data importer to address the situation. The data exporter shall suspend the data transfer if it considers that no appropriate safeguards for such transfer can be ensured, or if instructed by the competent supervisory authority to do so. In this case, the data exporter shall be entitled to terminate the contract, insofar as it concerns the processing of personal data under these Clauses. If the contract involves more than two Parties, the data exporter may exercise this right to termination only with respect to the relevant Party, unless the Parties have agreed otherwise. Where the contract is terminated pursuant to this Clause, Clause 16(d) and (e) shall apply.

Clause 15: Obligations of the data importer in case of access by public authorities

15.1 Notification

- a. The data importer agrees to notify the data exporter and, where possible, the data subject promptly (if necessary with the help of the data exporter) if it:
- i. receives a legally binding request from a public authority, including judicial authorities, under the laws of the country of destination for the disclosure of personal data transferred pursuant to these Clauses; such notification shall include information about the personal data requested, the requesting authority, the legal basis for the request and the response provided; or
 - ii. becomes aware of any direct access by public authorities to personal data transferred pursuant to these Clauses in accordance with the laws of the country of destination; such notification shall include all information available to the importer.

- b. If the data importer is prohibited from notifying the data exporter and/or the data subject under the laws of the country of destination, the data importer agrees to use its best efforts to obtain a waiver of the prohibition, with a view to communicating as much information as possible, as soon as possible. The data importer agrees to document its best efforts in order to be able to demonstrate them on request of the data exporter.
- c. Where permissible under the laws of the country of destination, the data importer agrees to provide the data exporter, at regular intervals for the duration of the contract, with as much relevant information as possible on the requests received (in particular, number of requests, type of data requested, requesting authority/ies, whether requests have been challenged and the outcome of such challenges, etc.).
- d. The data importer agrees to preserve the information pursuant to paragraphs (a) to (c) for the duration of the contract and make it available to the competent supervisory authority on request.
- e. Paragraphs (a) to (c) are without prejudice to the obligation of the data importer pursuant to Clause 14(e) and Clause 16 to inform the data exporter promptly where it is unable to comply with these Clauses.

15.2 Review of legality and data minimisation

- a. The data importer agrees to review the legality of the request for disclosure, in particular whether it remains within the powers granted to the requesting public authority, and to challenge the request if, after careful assessment, it concludes that there are reasonable grounds to consider that the request is unlawful under the laws of the country of destination, applicable obligations under international law and principles of international comity. The data importer shall, under the same conditions, pursue possibilities of appeal. When challenging a request, the data importer shall seek interim measures with a view to suspending the effects of the request until the competent judicial authority has decided on its merits. It shall not disclose the personal data requested until required to do so under the applicable procedural rules. These requirements are without prejudice to the obligations of the data importer under Clause 14(e).
- b. The data importer agrees to document its legal assessment and any challenge to the request for disclosure and, to the extent permissible under the laws of the country of destination, make the documentation available to the data exporter. It shall also make it available to the competent supervisory authority on request.
- c. The data importer agrees to provide the minimum amount of information permissible when responding to a request for disclosure, based on a reasonable interpretation of the request.

Section IV – FINAL PROVISIONS

Clause 16: Non-compliance with the Clauses and termination

- a. The data importer shall promptly inform the data exporter if it is unable to comply with these Clauses, for whatever reason.
- b. In the event that the data importer is in breach of these Clauses or unable to comply with these Clauses, the data exporter shall suspend the transfer of personal data to the data importer until compliance is again ensured or the contract is terminated. This is without prejudice to Clause 14(f).
- c. The data exporter shall be entitled to terminate the contract, insofar as it concerns the processing of personal data under these Clauses, where:

- i. the data exporter has suspended the transfer of personal data to the data importer pursuant to paragraph (b) and compliance with these Clauses is not restored within a reasonable time and in any event within one month of suspension;
- ii. the data importer is in substantial or persistent breach of these Clauses; or
- iii. the data importer fails to comply with a binding decision of a competent court or supervisory authority regarding its obligations under these Clauses.

In these cases, it shall inform the competent supervisory authority of such non-compliance. Where the contract involves more than two Parties, the data exporter may exercise this right to termination only with respect to the relevant Party, unless the Parties have agreed otherwise.

d. Personal data collected by the data exporter in the EU that has been transferred prior to the termination of the contract pursuant to paragraph (c) shall immediately be deleted in its entirety, including any copy thereof. The data importer shall certify the deletion of the data to the data exporter. Until the data is deleted or returned, the data importer shall continue to ensure compliance with these Clauses. In case of local laws applicable to the data importer that prohibit the return or deletion of the transferred personal data, the data importer warrants that it will continue to ensure compliance with these Clauses and will only process the data to the extent and for as long as required under that local law.

e. Either Party may revoke its agreement to be bound by these Clauses where (i) the European Commission adopts a decision pursuant to Article 45(3) of Regulation (EU) 2016/679 that covers the transfer of personal data to which these Clauses apply; or (ii) Regulation (EU) 2016/679 becomes part of the legal framework of the country to which the personal data is transferred. This is without prejudice to other obligations applying to the processing in question under Regulation (EU) 2016/679.

Clause 17: Governing law

These Clauses shall be governed by the law of a country allowing for third-party beneficiary rights. The Parties agree that this shall be the law of The Netherlands (*specify country*).

Clause 18: Choice of forum and jurisdiction

Any dispute arising from these Clauses shall be resolved by the courts of The Netherlands (*specify country*).

APPENDIX TO SCHEDULE F (SCCS MODULE 4)

ANNEX I

A. LIST OF PARTIES

See Schedule A to the DPA

B. DESCRIPTION OF TRANSFER

See Schedule B to the DPA

Sharing Saving Plan

Last updated : 2024-11-28 14:22:42

For details on sharing a savings plan, refer to the document [Sharing Savings Plan](#).

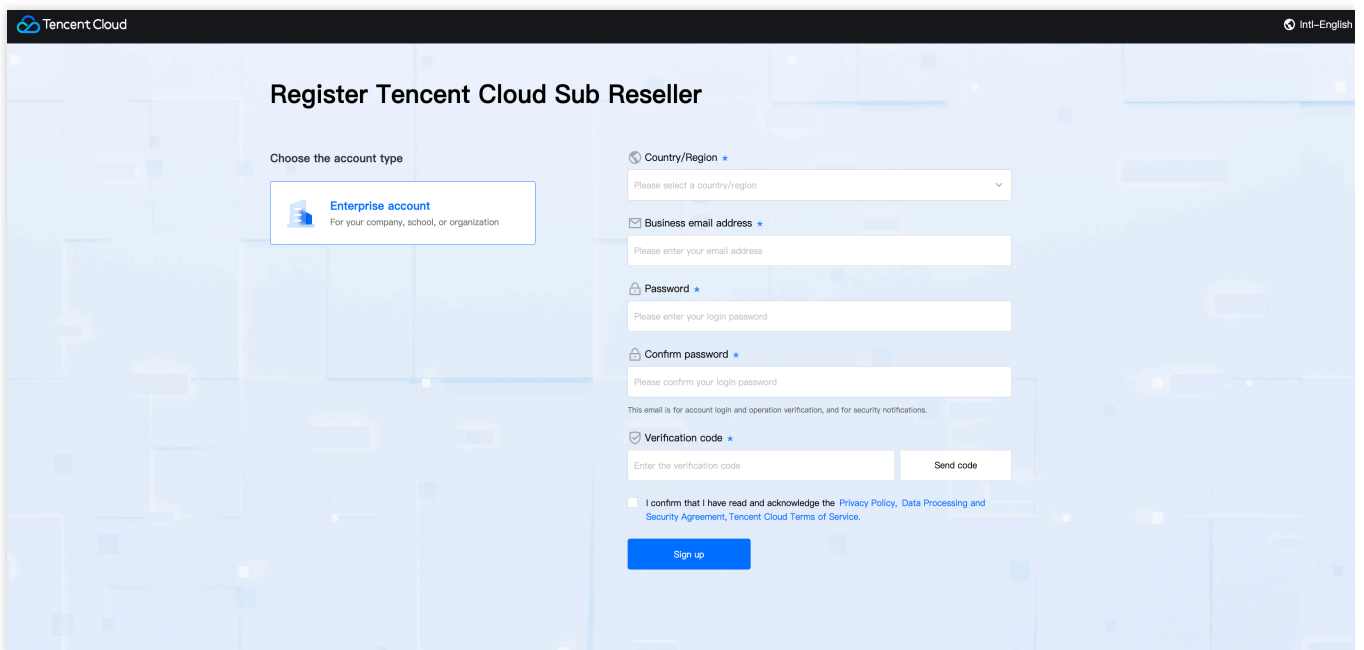
Second-Level Reseller

Applying to Become a Reseller

Last updated : 2025-01-17 16:12:59

Account Registration

1. Click the invitation link sent by the distributor to enter the account registration page and enter the registration information. You can only enter the registration page via the invitation link.



The screenshot shows the 'Register Tencent Cloud Sub Reseller' page. On the left, under 'Choose the account type', the 'Enterprise account' option is selected, with the subtext 'For your company, school, or organization'. On the right, the registration form includes the following fields: 'Country/Region' (a dropdown menu), 'Business email address' (a text input field), 'Password' (a text input field), and 'Confirm password' (a text input field). Below these fields is a checkbox for 'Verification code' which is checked, and a 'Send code' button. At the bottom of the form, there is a checkbox for 'I confirm that I have read and acknowledge the Privacy Policy, Data Processing and Security Agreement, Tencent Cloud Terms of Service.' and a blue 'Sign up' button.

2. Complete the account information, including the company name and address, the mobile number, and other required information, and click **Submit**.

The screenshot shows the 'Complete information' page on the Tencent Cloud website. The page title is 'Complete information' and the subtitle is 'Before using Tencent Cloud service, please improve account information'. The form includes several sections: 'Company name' with a text input field; 'Company address' with a text input field and three smaller input fields for 'City', 'State', and 'Postal code'; 'Industry' with a dropdown menu showing 'Internet Information & Service / Games'; 'Mobile number' with a text input field and a 'Send code' button; and 'Verification code' with a text input field and a 'Send code' button. There are also three checkboxes for receiving promotional offers by email, SMS, and phone call, and a blue 'Submit' button. A small disclaimer is visible on the right side of the form.

Enterprise Identity Verification + Qualification Review

1. First, Enter your enterprise information for verification, such as the business license, which issued by a government agency to allow companies to conduct businesses within the government's geographic jurisdiction. After completing this, continue to fill in the qualification information on the page.

Become a Reseller

01 Sign up for a Tencent Cloud account

Complete

02 Fill in the basic information and submit the application

You need to complete identity verification as a corporate user to become a Tencent Cloud partner.

03 Tencent Cloud is reviewing the application

After submitting the information, the staff will complete the approval of real-name authentication within 2-3 working days; after the real-name authentication review and approval, the system will automatically push the first-level distributors to review. All the above audit results will be notified to you by onsite mail, email and SMS.

04 Become a Tencent Cloud partner

Company Operating Information

Business Registration number or Tax number *

Photo of Business Registration Document *

Select file

The uploaded business license must be a certificate issued to the enterprise by the applicable government authority, which records the enterprise registration information and permits the enterprise to engage in certain production and business activities. The format should be JPG, PNG or PDF and the size cannot exceed 10MB. [View Sample](#)

Contact Information

Name*

Role/Job Title *

Mobile Phone *

Email *

I confirm that the information provided is complete, accurate and valid. I agree to transmit the above information to Tencent Cloud for the purposes of compliance with applicable regulations and laws. I shall be liable for any and all damages, consequences and liabilities caused by the failure to provide complete, accurate and valid information.

I have read and agreed to the [Tencent Cloud Second-Level Reseller Terms and Conditions](#).

Confirm and submit

2. After submitting enterprise information and qualification information, the system will push enterprise identity verification and qualification review. Enterprise identity verification usually takes 2-3 business days, and the review result will be notified via email, SMS, and Message Center.

Become a Reseller

01 Register for a Tencent Cloud account

Completed

02 Provide your basic information and submit an application

To become a Tencent Cloud partner, you need to complete enterprise identity verification first

03 Tencent Cloud reviews your application

After you submit an enterprise identity verification application, we will complete the review within 2–3 business days and notify you of the result through Message Center, email, and SMS

04 Become a Tencent Cloud partner

Company Operating Information

Registered Region* *

Company name* *

Registered Address* * 1

Pending review

Your application has been submitted. We will complete the review within 2–3 business days and notify you of the result through Message Center, email, and SMS.

OK, I Confirm

3. After enterprise identity verification is completed, you can contact distributor for qualification review. The review result will be notified via email, SMS, and Message Center.

Become a Reseller

01 Sign up for a Tencent Cloud account

Complete

02 Fill in the basic information and submit the application

You need to complete identity verification as a corporate user to become a Tencent Cloud partner.

03 The Reseller is reviewing the application

The primary distributor will review the information you submit about your business. You will be notified of the results of the review by onsite mail, email and SMS.

04 Become a Tencent Cloud partner

Company Operating Information

Business Registration number or Tax number *

Photo of Business Registration Document *

Contact Information

The Reseller is reviewing the application



The primary distributor will review the information you submit about your business. You will be notified of the results of the review by onsite mail, email and SMS.

OK, I Confirm

Note:

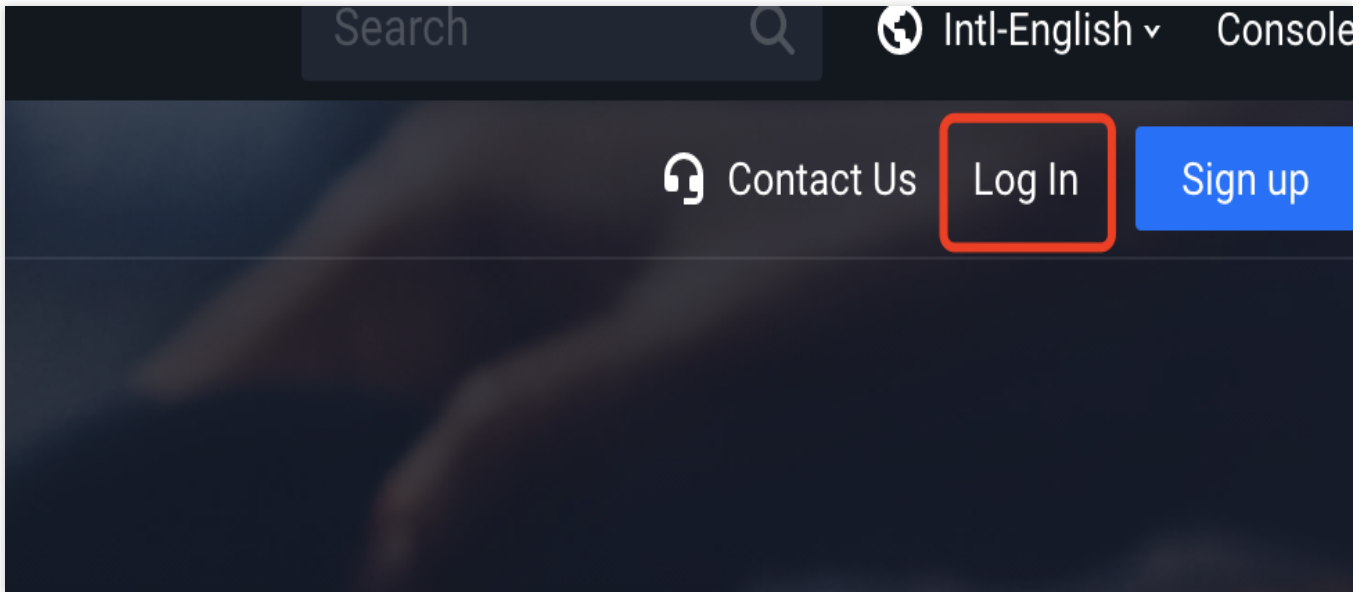
You can track the review progress on this page. After enterprise identity verification is completed, " Step-03" will be updated from "Tencent Cloud Reviews your application" to "The Reseller is reviewing the application".

4. After enterprise identity verification and qualification review is completed , you can log in to the [Partner Center console](#).

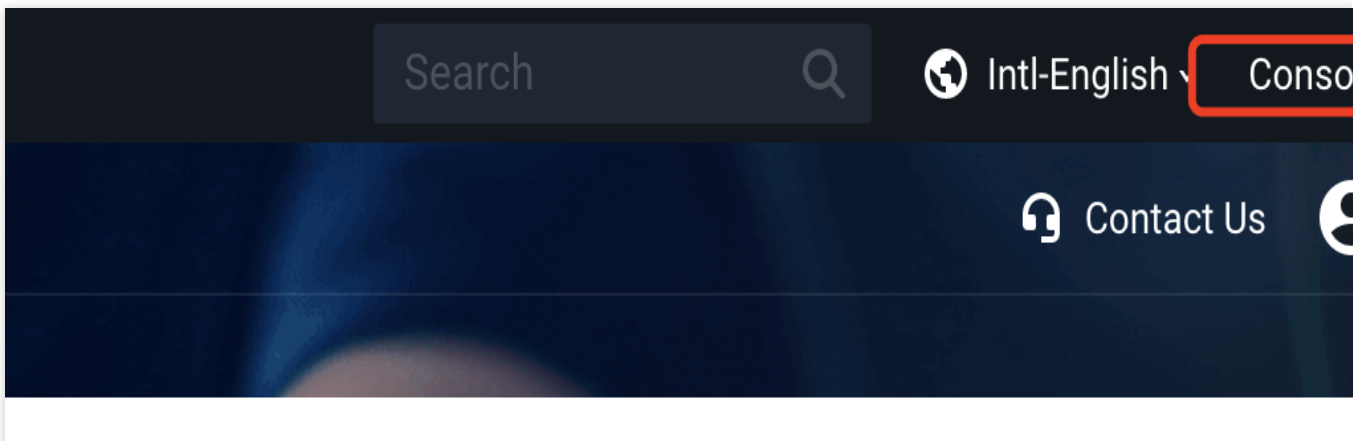
Logging in to Partner Center

Last updated : 2022-11-17 16:49:20

1. Log in to [Tencent Cloud](#) with your reseller account.



2. Click **Console** in the top-right corner.



3. Click **Partner Center** to enter the Partner Center console.

The screenshot displays the Tencent Cloud dashboard interface. At the top, the navigation bar includes the Tencent Cloud logo, 'Overview', 'Products', and utility links for 'Ticket', 'Billing Center', and 'English'. The main content area is divided into several sections:

- Account Information:** Shows a user profile icon, the name 'H...', and the account ID 'Account Id: ...'.
- Key Metrics:** Three cards display 'Security Center', 'Alarms', and 'Pending Tickets', each with a large '0' indicating zero counts.
- Search:** A search bar with the placeholder text 'Please enter the name of the product, e.g. CVM'.
- Recently Visited:** A section with three buttons: 'Cloud Block Storage', 'Cloud Virtual Machine', and 'Batch Compute', accompanied by a 'Collapse' link.
- Currently in Use:** A section with a sub-header and a message: 'There are no products currently in use.'
- Product Documentation:** A list of products with 'View More' links: 'Cloud Block Storage', 'Cloud Virtual Machine', 'Batch Compute', 'Cloud Virtual Machine', and 'Cloud Block Storage'.
- Partner Center:** A highlighted box containing the text 'Partner Center' and an 'Access' link.

Employee Management

Last updated : 2024-11-26 17:10:18

For employee management, see [Employee Management](#).

Customer Business

Managing Customer Relationship

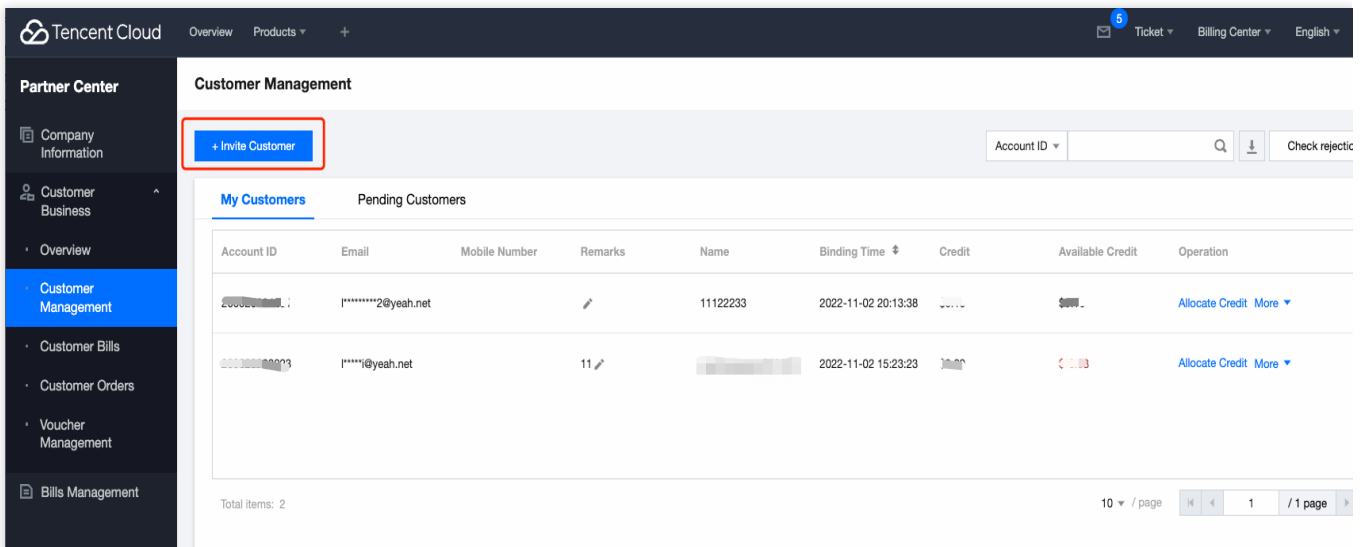
Last updated : 2022-11-17 16:49:20

Note:

1. As a reseller, you can only bind the newly registered customers.
2. Currently, you cannot unbind customers online. You can contact your channel manager to unbind them offline if you need to.

Inviting Customer

1. In the Partner Center console, click **Customer Management** > **Invite Customer** to enter the invitation page where you can send an invitation link to a potential customer to bind with you.

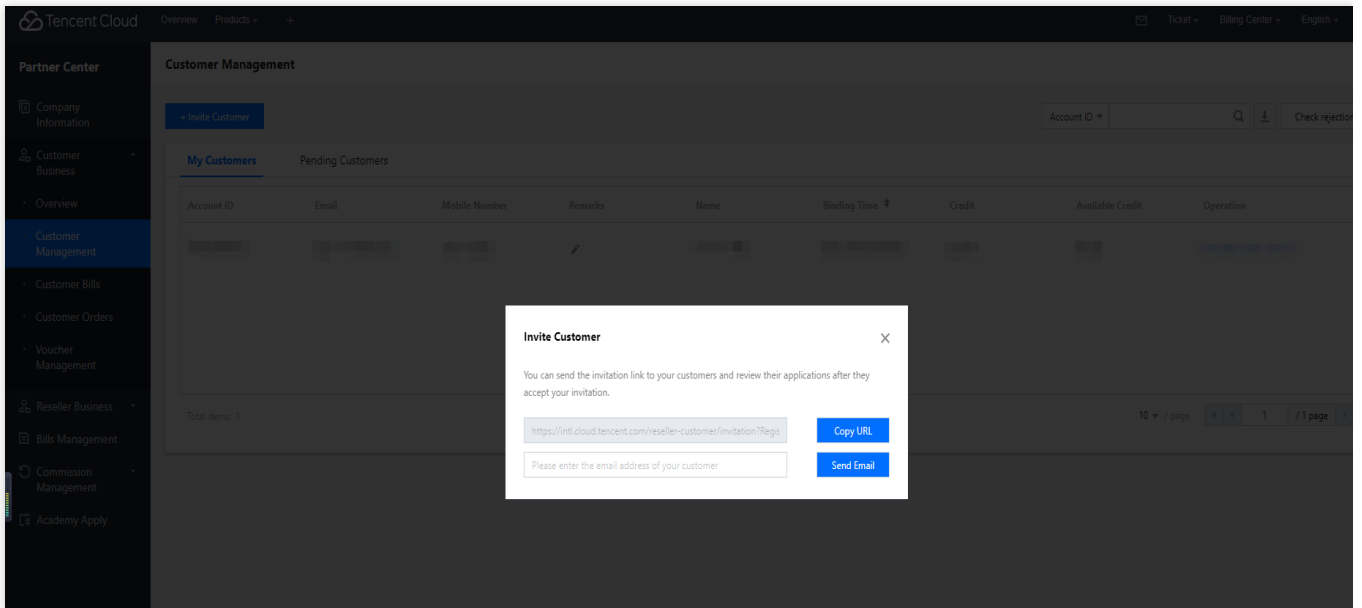


The screenshot shows the Tencent Cloud Partner Center interface. The left sidebar contains navigation options: Partner Center, Company Information, Customer Business (with sub-items: Overview, Customer Management, Customer Bills, Customer Orders, Voucher Management), and Bills Management. The main content area is titled 'Customer Management' and features a '+ Invite Customer' button highlighted with a red box. Below this, there are tabs for 'My Customers' and 'Pending Customers'. A table lists customer details:

| Account ID | Email | Mobile Number | Remarks | Name | Binding Time | Credit | Available Credit | Operation |
|------------|---------------------|---------------|---------------|------------|---------------------|------------|------------------|----------------------|
| [REDACTED] | [REDACTED]@yeah.net | | [REDACTED] | 11122233 | 2022-11-02 20:13:38 | [REDACTED] | [REDACTED] | Allocate Credit More |
| [REDACTED] | [REDACTED]@yeah.net | | 11 [REDACTED] | [REDACTED] | 2022-11-02 15:23:23 | [REDACTED] | [REDACTED] | Allocate Credit More |

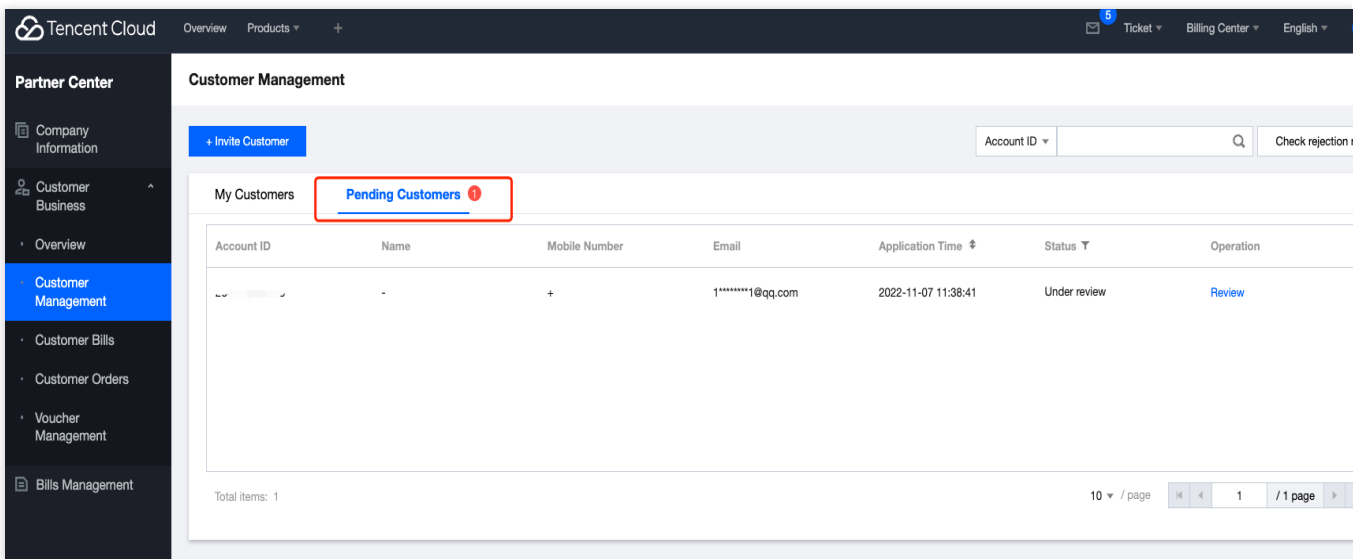
At the bottom of the table, it indicates 'Total items: 2' and a pagination control showing '10 / page' and '1 / 1 page'.

2. You can send the invitation link directly via email or copy it and then send it in other ways.



Reviewing Customer

You need to review the binding application submitted by the potential customer and confirm whether it can be bound as your customer.



Checking Rejection Record

If you reject the binding applications submitted by potential customers, you can check all the rejection records.

Tencent Cloud Partner Center Customer Management

Overview Products + Ticket 5 Billing Center English

Partner Center

- Company Information
- Customer Business
 - Overview
 - Customer Management**
 - Customer Bills
 - Customer Orders
 - Voucher Management
- Bills Management

+ Invite Customer

Account ID [input] [search] Check rejection n

My Customers Pending Customers 1

| Account ID | Name | Mobile Number | Email | Application Time | Status | Operation |
|------------|------|---------------|----------------|---------------------|--------------|------------------------|
| [redacted] | - | + | 1*****1@qq.com | 2022-11-07 11:38:41 | Under review | Review |

Total items: 1 10 / page 1 / 1 page

Tencent Cloud Partner Center Review rejection record

Overview Products + Ticket 5 Billing Center English

Partner Center

- Company Information
- Customer Business
 - Overview
 - Customer Management**
 - Customer Bills
 - Customer Orders
 - Voucher Management
- Bills Management

2022-11 [calendar] Account ID [input]

| Rejection Time | Account ID | Reason for Rejection | Operator |
|----------------|------------|----------------------|----------|
| No data | | | |

Total items: 0 10 / page 1 / 1 page

Querying Customer

Last updated : 2022-11-17 16:49:20

As a reseller, you can query all your customers under your account and view their basic information and available credit.

Step 1. Log in to [Tencent Cloud](#) with your reseller account and enter the [Partner Center](#).

Step 2. Select **Customer Management** on the left sidebar.

Step 3. Manage your customers.

Querying Customer

You can query a customer by its account ID, name, email, or remarks.

The screenshot shows the Tencent Cloud Partner Center interface. The left sidebar contains the following menu items: Partner Center, Company Information, Customer Business, Overview, Customer Management (highlighted), Customer Bills, Customer Orders, Voucher Management, and Bills Management. The main content area is titled 'Customer Management' and features a '+ Invite Customer' button, an 'Account ID' search field, and a 'Check rejection' button. Below this is a table with two tabs: 'My Customers' and 'Pending Customers' (with a red notification icon). The table has the following columns: Account ID, Email, Mobile Number, Remarks, Name, Binding Time, Credit, Available Credit, and Operation. Two customer records are visible in the 'My Customers' tab. The first record has an email of '*****2@yeah.net' and a binding time of '2022-11-02 20:13:38'. The second record has an email of '*****1@yeah.net' and a binding time of '2022-11-02 15:23:23'. The bottom of the table shows 'Total items: 2' and '10 / page'.

Exporting Customer

You can export the list of all your customers.

Tencent Cloud Overview Products + Ticket Billing Center English

Partner Center

- Company Information
- Customer Business
- Overview
- Customer Management**
- Customer Bills
- Customer Orders
- Voucher Management
- Bills Management

Customer Management

+ Invite Customer

Account ID

My Customers Pending Customers 1

| Account ID | Email | Mobile Number | Remarks | Name | Binding Time | Credit | Available Credit | Operation |
|-----------------|-----------------|---------------|---------|------|---------------------|--------|------------------|--|
| 200001111111 | *****2@yeah.net | | | | 2022-11-02 20:13:38 | ¥100 | ¥100 | Allocate Credit More |
| 200001111111-23 | *****j@yeah.net | 11 | | | 2022-11-02 15:23:23 | \$100 | \$100 | Allocate Credit More |

Total items: 2 10 / page 1 / 1 page

Freezing Customer Account

Last updated : 2022-12-01 16:06:42

If you need to freeze a customer account, you must have been added to the allowlist for this operation. Your distributor needs to contact Tencent Cloud to add itself to the allowlist first, and then you'll be automatically added to the allowlist. For information on how to freeze a customer account, see [Freezing Customer Account](#).

Allocating Credit to Customer

Last updated : 2022-11-17 17:47:39

As a reseller, you can query the list of all your customers and view their basic information and available credits.

Step 1. Contact your channel manager to apply for customer credits. The credits here are different from your self-use credits. You need to inform your channel manager that the credits you apply for will be allocated to customers.

Step 2. Log in to [Tencent Cloud](#) with your reseller account and enter the [Partner Center](#).

Step 3. Select **Customer Management** on the left sidebar, click the **My Customers** tab, and allocate credits to your customers in the customer list.

Credit Allocation
✕

Account name: [REDACTED]

Account ID: [REDACTED]

| | |
|--------------------------|---------------|
| Available credit: | \$0.00 |
| Total credit: | \$0.00 |
| Used credit: | \$0.00 |

Notes:

1. The credit is the credit limit available to a customer. It is calculated as published at the Tencent Cloud official website and excludes deductions from vouchers.
2. Credit control is only a tool provided by Tencent Cloud for partners to control the approximate amount of credit available to customers. Due to the different billing modes and settlement cycles of Tencent Cloud services, there may be delays and differences in the monitoring of the fees incurred by customers.
3. We will send alarm notifications to you when a customer has used more than 75%, 90%, and 100% of their credit.
4. In the reseller mode, all fees incurred by customers are paid by the partner, so caution should be exercised.
5. A credit will immediately take effect once set.

Allocable credit: \$1,000.01

* Allocated amount: (USD)

Available credit: [REDACTED]

Confirm
Close

[Allocation Record](#)

Step 4. Adjust credits for customers.

Allocating Credit

1. In the customer list, select a customer and click **Allocate Credit** in the **Operation** column to enter the credit allocation page.
2. Set the credit, click **Confirm**, and the system will display a message of successful allocation.

Credit Allocation
✕

Account name: 11122233
 Account ID: 000000104251

Available credit: \$0.00
 Total credit: \$0.00
 Used credit: \$0.00

Notes:

1. The credit is the credit limit available to a customer. It is calculated as published at the Tencent Cloud official website and excludes deductions from vouchers.
2. Credit control is only a tool provided by Tencent Cloud for partners to control the approximate amount of credit available to customers. Due to the different billing modes and settlement cycles of Tencent Cloud services, there may be delays and differences in the monitoring of the fees incurred by customers.
3. We will send alarm notifications to you when a customer has used more than 75%, 90%, and 100% of their credit.
4. In the reseller mode, all fees incurred by customers are paid by the partner, so caution should be exercised.
5. A credit will immediately take effect once set.

Allocable credit: \$10.01

* Allocated amount: (USD)

Available credit: \$0.00

**Note:**

1. The credit is the credit limit available to a customer. It is calculated as published at the Tencent Cloud official website and excludes deductions from vouchers.
2. Credit control is only a tool provided by Tencent Cloud for partners to control the approximate amount of credit available to customers. Due to the different billing modes and settlement cycles of Tencent Cloud services, there may be delays and differences in the monitoring of the fees incurred by customers.
3. We will send alarm notifications to you when a customer has used more than 75%, 90%, and 100% of their credit.
4. In the reseller mode, all fees incurred by customers are paid by the partner, so caution should be exercised.
5. A credit will immediately take effect once set.

Repossessing Credit

You can enter a negative value for the **Allocated amount** field to repossess a customer's available credit as needed.

The maximum credit you can repossess must be not greater than **the customer's available credit**.

Credit Allocation ✕

Account name: [blurred]
Account ID: [blurred]

| | |
|--------------------------|---------------|
| Available credit: | \$0.03 |
| Total credit: | \$4.90 |
| Used credit: | \$4.87 |

Notes:

1. The credit is the credit limit available to a customer. It is calculated as published at the Tencent Cloud official website and excludes deductions from vouchers.
2. Credit control is only a tool provided by Tencent Cloud for partners to control the approximate amount of credit available to customers. Due to the different billing modes and settlement cycles of Tencent Cloud services, there may be delays and differences in the monitoring of the fees incurred by customers.


3. We will send alarm notifications to you when a customer has used more than 75%, 90%, and 100% of their credit.

4. In the reseller mode, all fees incurred by customers are paid by the partner, so caution should be exercised.

5. A credit will immediately take effect once set.

6. You can contact your channel manager to add you to the allowlist of the customer service suspension rule to shorten the service suspension period. For details, see [Customer Service Suspension Rules](#).

Allocable credit: \$184.67

* Allocated amount: (USD) 

Available credit: \$0.01

[Confirm](#) [Close](#) [Allocation Record](#)

Note:

1. When the available credit of a customer becomes 0, the customer can still use its service and make new purchases. For the impact of account assets (credits and vouchers) on service purchase and suspension, see [Impact on Purchase and Service Suspension](#).
2. You can contact your distributor to add you to the allowlist of the customer service suspension rule to shorten the service suspension period. For detailed rules, see [Customer Service Suspension Rules](#).

Viewing Allocation Record

You can click **Allocate Credit** > **Allocation Record** to query all credit allocation records.

Credit Allocation ✕

Account name: XXXXXXXXXX

Account ID: XXXXXXXXXX

Available credit: \$0.01

Total credit: \$0.00
Used credit: \$0.00

Notes:

1. The credit is the credit limit available to a customer. It is calculated as published at the Tencent Cloud official website and excludes deductions from vouchers.
2. Credit control is only a tool provided by Tencent Cloud for partners to control the approximate amount of credit available to customers. Due to the different billing modes and settlement cycles of Tencent Cloud services, there may be delays and differences in the monitoring of the fees incurred by customers.
3. We will send alarm notifications to you when a customer has used more than 75%, 90%, and 100% of their credit.
4. In the reseller mode, all fees incurred by customers are paid by the partner, so caution should be exercised.
5. A credit will immediately take effect once set.

Allocable credit: \$0.00

* Allocated amount: (USD)

Available credit: \$0.00

Confirm

Close

Allocation Record

| Allocation Time | Current Allocated Credit | Total Allocated Credit | Operator |
|---------------------|--------------------------|------------------------|------------|
| 2022-11-02 20:13:53 | \$0.10 | \$0.10 | [Redacted] |

Total items: 1 / 1 page

Notification on Credit Usage

We will send alarm notifications to you and your customer via email, SMS, and Message Center when the customer has used more than 75%, 90%, and 100% of its credit. You need to adjust your customer' credit in time to ensure its normal use of services.

Allocating Voucher to Customer

Last updated : 2024-12-09 09:42:20

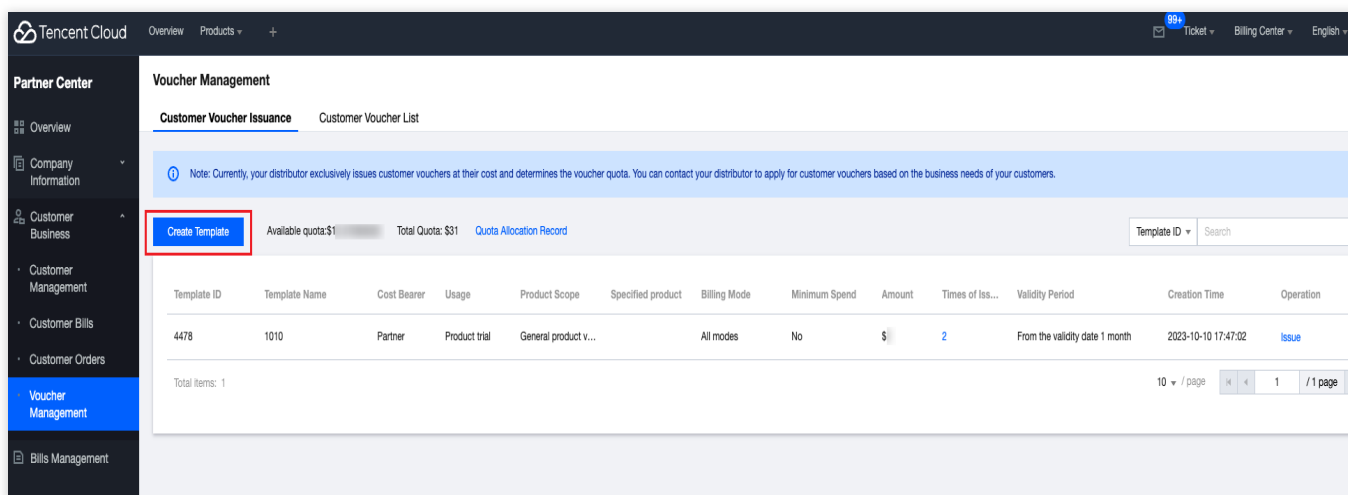
Voucher Issuance

Note:

Customer vouchers are used to deduct fees incurred when second-level resellers' customers use resources. These fees serve as reference fees for settlements between second-level resellers and their customers.

Customer voucher quotas which can be allocated by second-level resellers are allocated by distributors.

1. Log in to [Tencent Cloud](#) with your partner account and enter the [Partner Center](#).
2. Click **Customer Business > Voucher Management** menu to enter the voucher issuance page, where templates that have been used before are displayed. Click **Create Template**.



3. Fill in the voucher template information in the pop-up window.

Note:

Specific Product Blocklist Voucher: Consumption costs of products within the specified scope cannot be deducted. When you select One-Click Selection for the blocklist products corresponding to Vendor Voucher - General Product Voucher, the blocklist products corresponding to "General Product Voucher" in [Applying for Vendor Voucher](#) will be automatically selected. If the list changes in the future, it is subject to the voucher issuance date.

Specific Product Allowlist Voucher: Consumption costs of products within the specified scope can be deducted.

General Product Voucher: Consumption costs of any product for customers can be deducted. Note that the "General Product Voucher" in vendor vouchers has blocklist restrictions. If the product scope "General Product Voucher" is selected for both the customer voucher and the vendor voucher, the scopes of products deducted by the two vouchers are inconsistent.

Create Template ✕

Template Name *

Cost Bearer * Partner Customer

Usage * Product trial Customer offer

Product Scope * Specific Product Blacklist Voucher Specified product voucher General product voucher

Specified product *

One-Click Selection for the blacklist products corresponding to Manufacturer Voucher - Universal Product Voucher

Billing Mode * All modes Prepaid Postpaid

Minimum Spend * No Other

Voucher Type * Balance deduction Other

Amount * USD
Available Quota: \$ 300

Validity Period * Month(s)

Description *
0 / 1000

4. After completing the information, click **OK** to save the voucher template.

Note:

After the voucher template is successfully saved, it can still be edited if vouchers have not been issued using it. Once vouchers are issued, the template cannot be edited again.

5. After the voucher template is created, you can view the created voucher template and search for it by condition.

Partner Center

Voucher Management

Customer Voucher Issuance Customer Voucher List

Note: Currently, your distributor exclusively issues customer vouchers at their cost and determines the voucher quota. You can contact your distributor to apply for customer vouchers based on the business needs of your customers.

Create Template Available quota:\$12 Total Quota: \$ Quota Allocation Record Template ID Search

| Template ID | Template Name | Cost Bearer | Usage | Product Scope | Specified product | Billing Mode | Minimum Spend | Amount | Times of Iss... | Validity Period | Creation Time | Operation |
|-------------|---------------|-------------|---------------|----------------------|-------------------|--------------|---------------|--------|-----------------|--------------------------------|---------------------|-----------|
| 4478 | 1010 | Partner | Product trial | General product v... | | All modes | No | \$ | 2 | From the validity date 1 month | 2023-10-10 17:47:02 | Issue |

Total items: 1 10 / page 1 / 1 page

6. Click **Issue** on the right side of the template and select the customer UIN you need to issue vouchers to in the pop-up window. The issuance amount can differ from the template amount. Once it is filled out, click **OK** to proceed.

Note:

Issuance of "customer vouchers" does not require Tencent approval. Once confirmed by the reseller, it can be immediately used for customer fee deduction.

Voucher Issuance ✕

| | |
|-----------------|---|
| Template Name | 1 |
| Validity Period | 3 month from the issuance date |
| Product Scope | General product voucher (Note) / All modes |
| Usage | Product trial |
| Cost Bearer | Partner |

Customer Account ID *

Customer Name *

Amount * USD
Available Quota: \$ 300

Issuance Remarks *
0 / 1000

Voucher List Query

Click **Customer Voucher List** to enter the customer voucher list page. On this page, you can query the status, balance, and details of all customer vouchers. Full query and specific condition query are supported.

Note:

Click **Usage Details** to view or download the specific deduction details of a voucher.

Unused and unexpired vouchers can be recalled by resellers.

Partner Center

- Overview
- Company Information
- Customer Business
 - Customer Management
 - Customer Bills
 - Customer Orders
 - Voucher Management**

Voucher Management

Customer Voucher Issuance **Customer Voucher List**

Template Name Search

| Template Name | Voucher ID | Cost Bearer | Customer Account ID | Customer Email | Amount | Balance | Issuance Time | Validity Period | Operation |
|---------------|------------|-------------|---------------------|----------------|--------|---------|---------------------|--------------------------------|---|
| 1010 | 3634 | Partner | | | \$1 | \$0.00 | 2023-10-27 17:12:44 | 2023-10-27 17:12:44-2023-11-26 | Associate Template Usage Details |
| 1010 | 3633 | Partner | | | \$1 | \$1.00 | 2023-10-27 17:11:24 | 2023-10-27 17:11:24-2023-11-26 | Associate Template Usage Details Withdr |

Total items: 2

10 / page 1 / 1 page

Customer Bill Management

Last updated : 2025-01-20 13:38:19

Note:

The bill is viewed from the perspective of a second-level reseller, showing the bill data generated by using cloud services by the second-level reseller itself and its customers.

Operation instructions can be found in [Customer Bill Management](#).

Agreement Management

Business

Tencent Cloud Second-Level Reseller Terms and Conditions

Last updated : 2024-03-04 16:09:28

Updated on 6 September 2023

PLEASE READ THESE TERMS CAREFULLY BEFORE AGREEING TO BECOME A TENCENT CLOUD SECOND-LEVEL RESELLER

YOUR PARTICIPATION AS A TENCENT CLOUD SECOND-LEVEL RESELLER (I.E. A RESELLER APPOINTED BY A TENCENT CLOUD DISTRIBUTOR, AND REFERRED TO AS A “**SECOND-LEVEL RESELLER**” HEREIN) IS SUBJECT TO THESE TERMS AND CONDITIONS INCLUDING EXHIBITS, DOCUMENTS AND ADDENDUMS REFERENCED HEREIN (COLLECTIVELY, THESE “**TERMS**”). THESE TERMS ARE LEGALLY BINDING AND GOVERN THE SECOND-LEVEL RESELLER’S RESELLING OF TENCENT CLOUD SERVICES AND USE OF THE PARTNER CONSOLE. YOU ACKNOWLEDGE AND AGREE THAT TENCENT MAY AMEND THESE TERMS AT ANY TIME BY POSTING THE UPDATED TERMS ON THE PARTNER CONSOLE WHICH WILL BECOME EFFECTIVE NO EARLIER THAN 7 DAYS AFTER THE DATE OF POSTING. YOU ACKNOWLEDGE THAT THESE TERMS ARE SEPARATE FROM THE RESELLER AGREEMENT BETWEEN SECOND-LEVEL RESELLER AND THE AUTHORIZED TENCENT CLOUD DISTRIBUTOR WHICH GOVERN THEIR RIGHTS AND OBLIGATIONS WITH RESPECT TO EACH OTHER IN THEIR DISTRIBUTOR--RESELLER RELATIONSHIP.

BY CLICKING “AGREE” BUTTON BELOW, YOU REPRESENT AND WARRANT THAT (I) YOU HAVE READ AND UNDERSTOOD THESE TERMS; (II) YOU ARE DULY AUTHORISED TO ACT ON BEHALF OF THE ENTITY APPLYING TO BECOME A TENCENT CLOUD SECOND-LEVEL RESELLER; AND (III) YOU ARE AUTHORISED TO ENTER INTO THESE TERMS AND LEGALLY BIND THE SECOND-LEVEL RESELLER TO THESE TERMS. IF YOU ARE NOT AUTHORISED TO BIND THE ENTITY TO THESE TERMS OR YOU DO NOT AGREE TO THESE TERMS IN FULL, DO NOT CLICK THE “AGREE” BUTTON BELOW, AND YOU CANNOT ENGAGE IN TENCENT CLOUD RESELLER ACTIVITIES NOR REPRESENT YOURSELF AS A TENCENT CLOUD SECOND-LEVEL RESELLER.

1. DEFINITIONS

(a) “**Applicable Data Protection Laws**” means, in respect of a Party, any law, statute, declaration, decree, directive, legislative enactment, order, ordinance, regulation, rule or other binding instrument relating to the protection of Personal Data, in each case as amended, consolidated, re-enacted or replaced from time to time, including but not limited to, as applicable, the General Data Protection Regulation (EU) 2016/679 (“**GDPR**”), the UK Data Protection

Act 2018 (“**UKDPA**”), the UK General Data Protection Regulation as defined by the UK DPA as amended by the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019, and the Privacy and Electronic Communications Regulations 2003, the California Consumer Privacy Act (“**CCPA**”).

(b) “**Appointment**” means the confirmation of appointment of Second-Level Reseller set out in Section 2(a).

(c) “**Authorized Reseller Territory**” or “**Territory**” means the territory or territories where Second-Level Reseller is authorized to Resell Tencent Services, which shall be specified by Authorized Tencent Cloud Distributor and set in the Second-Level Reseller Account in the Partner Console.

(d) “**Authorized Tencent Cloud Distributor**” means an authorized distributor of Tencent Services from whom Second-Level Reseller have entered into a reseller agreement to enable Second-Level Reseller to Resell Tencent Services in the Authorized Reseller Territory.

(e) “**Console Documentation**” means the information relating to the user guides, pricing, operation, support, functions of Tencent Services and the Console that are made available via the Console.

(f) “**Data Processing Addendum**” means the then-current data processing agreement applicable insofar as any performance pursuant to these Terms constitutes the processing of any Personal Data and/or is otherwise subject to any applicable laws relating to the processing of Personal Data and data protection in general in effect in any relevant jurisdiction, as located at <https://intl.cloud.tencent.com/document/product/1085/59142?!editLang=en&lang=en> and updated from time to time.

(g) “**End User**” means a purchaser who is a customer of Second-Level Reseller and subscribes to any Tencent Services under a Subscription Agreement from the Second-Level Reseller for such purchaser’s own internal use and not for resale, transfer, or distribution to third parties.

(h) “**End User Purchase**” means any purchase of Tencent Services by an End User.

(i) “**European Economic Area**” means the member countries of the European Union specified in the official website of the European Union (https://europa.eu/european-union/about-eu/countries_en).

(j) “**Existing Customer of Tencent Services**” means a customer who already has a Tencent Cloud CID (Tencent Cloud Account ID) and/or any person/entity who have been purchasing Tencent Services directly from either Tencent, an authorized distributor or an authorized reseller.

(k) “**North America**” means Canada and the United States of America.

(l) “**PartnerConsole**” means the area designated as Console in the Tencent Cloud portal at <http://intl.cloud.tencent.com>. The Partner Console will provide Second-Level Reseller with Console Documentation, updates, and online tools to administer and manage Second-Level Reseller’s reseller activities relating to these Terms.

(m) “**Personal Data**” shall have the meaning as set out in the Applicable Data Protection Laws, and where such term is not defined in Applicable Data Protection Laws such term shall be defined by reference to the materially analogous term in the Applicable Data Protection Laws, and in respect of Data Subjects located in the state of California, “Data Subject” shall have the meaning given to the term “*Consumer*” in the CCPA and “Personal Data” shall have the meaning given to the term “*Personal Information*” in the CCPA.

(n) “**Resell**” or “**Resale**” means with respect to any Tencent Service, any resale or distribution of such Tencent Service to any End User in the Territory.

(o) **“Second-Level Reseller Account”** means the Second-Level Reseller’s own login account, which shall be tied to the Authorized Tencent Cloud Distributor’s account, for accessing the Partner Console to administer and manage reseller activities relating to these Terms.

(p) **“Tencent Services”** means software, content, digital materials and other items and services made available as a service offering by Tencent, through an Authorized Tencent Cloud Distributor, to Second-Level Reseller under these Terms, including, without limitation, any such service offerings made available to Second-Level Reseller for purchase via the Tencent Cloud international portal at intl.cloud.tencent.com.

(q) **“Updates”** means periodic updates to Tencent Services that Tencent may provide from time to time.

2.CONFIRMATION OF APPOINTMENT AND GENERAL OBLIGATIONS

(a) Confirmation of Appointment. Subject to these Terms and as long as there is a valid legally binding Reseller Agreement between the Second-Level Reseller and its Authorized Tencent Cloud Distributor, Tencent confirms the appointment of Second-Level Reseller as a non-exclusive independent reseller to Resell, on a non-exclusive basis, subscriptions to Tencent Services to End Users for their own use solely in the Authorized Reseller Territory, on the condition that Second-Level Reseller may not resell to an Existing Customer of Tencent Services. Second-Level Reseller will use its best efforts to promote and market the Tencent Services and to increase sales of the Tencent Services in the Territory. Tencent reserves the right to (by itself or by authorizing a third party to) promote, market, Resell, and support the Tencent Services inside and outside of the Territory to any End User. For the avoidance of doubt, Second-Level Reseller shall not Resell any Tencent Services outside the Territory, unless otherwise agreed in writing by Tencent.

(b) Partner Console Management. Second-Level Reseller shall administer and manage Resell activities relating to End Users through the functions and tools provided through Partner Console or via other processes authorized or designated by Tencent. Second-Level Reseller shall create a Second-Level Reseller Account in Partner Console in order to access and use Partner Console, and comply with all applicable terms and conditions governing its use of Partner Console. Second-Level Reseller will be provided a special URL link to enable its End Users to create a Tencent Cloud account and to submit subscription orders to purchase Tencent Services. All such End Users’ Tencent Cloud accounts will be linked to the Second-Level Reseller account identifying the Second-Level Reseller being the reseller.

(c) Terms of Sale. The End Users of a Second-Level Reseller who make purchases of Tencent Services will be associated as a purchase from the Second-Level Reseller and all such End Users transactions will be identified as a reseller sales transaction. In the interest of limiting each party’s liability to End Users and protecting certain rights, in connection with Second-Level Reseller’s Sale of the Tencent Services, All End Users must accept all applicable terms and conditions relating to use of Tencent Services including, without limitation, the Tencent Cloud Reseller Customer Terms of Service, Acceptable Use Policy, Privacy Policy and other terms and conditions in the Tencent Cloud portal.

(d) Relationship. Second-Level Reseller is an independent contractor of Tencent under these Terms. All financial obligations associated with Second-Level Reseller’s business are the responsibility of Second-Level Reseller. The parties acknowledge and agree that Second-Level Reseller will be the primary point of contact with End Users and will be solely responsible for maintaining the relationship with such End Users (including managing all respective End User accounts and related resources). However, Tencent may, in its sole discretion, contact any such End User to

resolve issues or to comply with applicable laws. All sales and other agreements between Second-Level Reseller and its End Users are Second-Level Reseller's exclusive responsibility.

(e) Tencent Trademarks. Tencent hereby grants to Second-Level Reseller a non-exclusive, non-transferable, and non-sublicensable license in the Territory to use the trademarks, trade names, service marks, and logos of Tencent ("**Tencent Trademarks**"), during the Term and solely in the Territory and solely in connection with Second-Level Reseller's marketing, promotional, and sales of the Tencent Services in accordance with these Terms. Second-Level Reseller will ensure that its use of any Tencent Trademark complies with Tencent's then-current trademark use guidelines as may be changed by Tencent from time to time. Any use of Tencent's Trademarks by Second-Level Reseller will first be submitted to Tencent for approval. Second-Level Reseller will not alter or remove any Tencent Trademarks provided with or embedded in the Tencent Services. Other than otherwise expressly provided herein, nothing contained in these Terms will grant or will be deemed to grant to Second-Level Reseller any right, title, or interest in or to Tencent's Trademarks. All uses of Tencent's Trademarks and related goodwill will inure solely to Tencent. Second-Level Reseller may not register or attempt to register, directly or indirectly, within the Territory or elsewhere, any trademarks, service marks, or URLs that utilize, or that are confusingly similar to, a Tencent Trademark.

(f) Second-Level Reseller Trademarks. Second-Level Reseller hereby grants to Tencent a non-exclusive, non-transferable, and non-sublicensable license in the Territory to use the trademarks, trade names, service marks, and logos of Second-Level Reseller ("**Second-Level Reseller Trademarks**") that are provided by Second-Level Reseller and/or uploaded by Second-Level Reseller to the Partner Console, during the Term and solely in the Territory and solely in connection with Tencent's marketing and promotion of the Tencent Services involving Second-Level Reseller's participation as a reseller of Tencent Services in accordance with these Terms. Tencent will ensure that its use of any Second-Level Reseller Trademark complies with Second-Level Reseller's then-current trademark use guidelines as may be changed by Second-Level Reseller from time to time. Other than otherwise expressly provided herein, nothing contained in these Terms will grant or will be deemed to grant to Tencent any right, title, or interest in or to Second-Level Reseller's Trademarks. All uses of Second-Level Reseller's Trademarks and related goodwill will inure solely to Second-Level Reseller. Tencent may not register or attempt to register, directly or indirectly, within the Territory or elsewhere, any trademarks, service marks, or URLs that utilize, or that are confusingly similar to, a Second-Level Reseller Trademark. For the avoidance of doubt, Tencent may identify Second-Level Reseller as a reseller/partner of the Tencent Services on its website and marketing and promotional materials.

3. RESALE OF TENCENT SERVICES

(a) Second-Level Reseller Orders. Second-Level Reseller shall submit a purchase order for Tencent Services through the standard ordering process on Tencent Cloud international portal, Partner Console or through an order form in a format designated by Authorized Tencent Cloud Distributor and Second-Level Reseller shall specify the purchase order details (e.g., such as applicable price to be paid, type and volume ordered, minimum commitment, product activation date, term, and End User identity, address and entity details) ("**Purchase Order**"). Second-Level Reseller shall pay all applicable fees to its Authorized Tencent Cloud Distributor for the Tencent Services purchased under the Purchase Order.

(b) Account Access. Once a Purchase Order is accepted, Second-Level Reseller will be responsible to arrange for its End User to set up a Tencent Cloud account (either as a separate End User account or a sub-account for End User under the Second-Level Reseller account through the Partner Console) so as to facilitate their access to the Tencent Services purchased by such End Users. For all such End Users accounts, they will be associated with their relevant Second-Level Reseller’s account in the Partner Console so as to enable Second-Level Reseller to manage reseller activities related to its End Users’ accounts.

(c) Subscription Agreement. Second-Level Reseller must require each End User to agree and enter into a valid and enforceable written agreement that meets all of the following requirements (a “**Subscription Agreement**”): (i) contains terms and conditions that are at least as restrictive and protective of Tencent as the Tencent Cloud Reseller Customer Terms of Service and applicable terms and conditions for that Tencent Service (which terms and conditions may be made available at intl.cloud.tencent.com and any supplemental URLs thereto and successor URLs thereof) (without limiting the generality of the foregoing, the Subscription Agreement must disclaim, to the maximum extent permitted by applicable laws, Tencent’s liability for any damages, whether direct, indirect, incidental, or consequential, arising from the use of the Tencent Services, except for the express warranties made by Tencent in the applicable terms and conditions for that Tencent Service); (ii) does not make any representations, warranties, or guarantees concerning the Tencent Services that are inconsistent with or in addition to those made by Tencent in these Terms; (iii) names Tencent as an intended third party beneficiary with the right to enforce the terms of that Subscription Agreement;(iv) provides that, upon expiration or termination of these Terms, that Subscription Agreement will automatically terminate or provide Second-Level Reseller the right to assign that Subscription Agreement to Tencent or any of its affiliates without End User’s consent; and (v) specifies that access to Tencent Services may be immediately suspended or terminated if the End User is in default. Second-Level Reseller will be responsible for collecting payment from each End User. Second-Level Reseller will use its best efforts to enforce each Subscription Agreement with at least the same degree of diligence used in enforcing similar agreements governing others, which in any event will be sufficient to adequately enforce each Subscription Agreement. Second-Level Reseller will use its best efforts to protect Tencent’s proprietary intellectual property rights, promptly notify Tencent of any breach of a material obligation under a Subscription Agreement affecting any part of a Tencent Service, and cooperate with Tencent in any legal action to prevent or stop unauthorized use of any Tencent Service. Second-Level Reseller will provide to Tencent copies of all executed Subscription Agreements upon request, and will cooperate with Tencent if Tencent elects to enforce a Subscription Agreement directly against an End User. Second-Level Reseller acknowledges that Tencent is a third party beneficiary of each Subscription Agreement.

(d) Service Provisioning. Depending on the Territory where the Tencent Services are provisioned, they shall be provisioned by the Tencent entity specified in the Tencent Cloud Terms of Service on the Tencent Cloud portal.

4.SECOND-LEVEL RESELLER SUPPORT AND REFUND OBLIGATIONS

(a) Support. Second-Level Reseller and Tencent will provide support to End Users and Tencent will provide limited support to Second-Level Reseller as follows:

| Support Level | Support provided by Second-Level | Support provided by Tencent to Second-Level Reseller |
|---------------|----------------------------------|--|
|---------------|----------------------------------|--|

| | Reseller to End Users | |
|-----------------------|---|---|
| Tier 1 Support | <ul style="list-style-type: none"> · Troubleshooting for End Users · Setup and configuration assistance | For support services, Partner shall purchase the appropriate support plan (Standard / Commercial / Enterprise) based on its needs and requirements. Separate monthly charges apply. For details, please see https://intl.cloud.tencent.com/partner/support . |
| Tier 2 Support | <ul style="list-style-type: none"> · Troubleshooting for End Users with assistance from Tencent | |
| Tier 3 Support | <ul style="list-style-type: none"> · Troubleshooting for End Users with assistance from Tencent | |

For the avoidance of doubt, Tencent may redirect any End Users requests for support to **Second-Level Reseller** as appropriate in accordance with the above conditions.

(b) End Users Refunds. If End User seeks to exercise its right to refund under applicable laws, Second-Level Reseller shall promptly notify its Authorized Tencent Cloud Distributor and provide all necessary information relating to the End User's refund request. Tencent will, through the Authorized Tencent Cloud Distributor, review the request and, if required under applicable laws, process the refund request by providing a refund or service credit to Second-Level Reseller through the Authorized Tencent Cloud Distributor and in turn Second-Level Reseller shall promptly process the End User refund request and revert to the End User. If Tencent receives a refund request from End User directly, the refund request will be redirected to Second-Level Reseller to follow up on the relevant purchase order between Second-Level Reseller and End User.

5. TERM AND TERMINATION

(a) Term. The Appointment commences when the Second-Level Reseller creates a Second-Level Reseller account and click "Agree" to these Terms and shall continue in effect until terminated in accordance with this Section 5 ("**Term**").

(b) Termination without Cause. Tencent may terminate these Terms without cause upon 60 days prior written notice to Second-Level Reseller.

(c) Termination of Reseller Agreement with Authorized Tencent Cloud Distributor. The Appointment will be terminated automatically when the Tencent Cloud services reseller agreement between Authorized Tencent Cloud Distributor and the Second-Level Reseller is terminated.

(d) Termination for Cause. Either party may terminate the Appointment if the other party (i) commits a material breach of these Terms and fails to cure that material breach within 30 days following its receipt of notice regarding that material breach from the non-breaching party; (ii) becomes insolvent; or (iii) ceases, or threatens to cease, to carry on

business. Tencent may terminate the Appointment when it is required to do so by applicable law, court order or requirements imposed by government bodies, or if Tencent otherwise determines that it is reasonable to do so in order to ensure that Tencent does not violate or risk violation of the same.

(e) Effects of Termination

(i) Upon termination of the Appointment, all rights granted to Second-Level Reseller shall be terminated immediately, Second-Level Reseller shall cease all Resell of Tencent Services and all use of the Tencent Trademarks as contemplated under these Terms. Tencent shall cease all use of the Second-Level Reseller Trademarks as contemplated under these Terms, both Tencent and Second-Level Reseller shall work in good faith for a transition of the End Users, including without limitation, whether to terminate or assign their subscription agreements to Tencent, one of its affiliates or to another reseller partner;

(ii) Second-Level Reseller will, at Tencent's direction, terminate Subscription Agreements or assign Subscription Agreements to Tencent or one of its affiliates or other reseller partner and provide contact and other reasonable information to Tencent about transferred End Users; and

(iii) Second-Level Reseller is responsible to pay its Authorized Tencent Cloud Distributor all amounts of outstanding and unpaid fees accepted prior to the date of termination.

(f) Survival. The following provisions will survive any expiration or termination of these Terms: Sections 1, 4(b), 5(e), 5(f), 6(d), 7 to 12. The termination or expiration of the Appointment and these Terms will not relieve Second-Level Reseller of: (i) the obligation to pay any fees that are due to its Authorized Tencent Cloud Distributor; or (ii) Second-Level Reseller's obligation to indemnify Tencent as specified in these Terms.

6.SUSPENSION RIGHTS

(a) Suspension of Second-Level Reseller's access to Tencent Services by Tencent. Tencent retains the right to immediately upon written notice suspend Second-Level Reseller's access to any or all Tencent Services resold by Second-Level Reseller if (i) Authorized Tencent Cloud Distributor informs Tencent that Second-Level Reseller has failed to make any payment of agreed price for Tencent Services purchased under a Purchase Order when due, (ii) Second-Level Reseller has breached any terms of these Terms, or (iii) the resale of Tencent Services by Second-Level Reseller will violate any applicable laws or regulations, and Tencent may continue to impose the suspension indefinitely until the aforesaid issues have been rectified to the satisfaction of Tencent.

(b) Suspension of End User's access to Tencent Services by Tencent. Tencent retains the right to immediately upon written notice suspend an End User's access to any or all Tencent Services purchased from Reseller if (i) any conditions in Section 6(a) apply; (ii) such End User fails to make any payment of fees for Tencent Services purchased from Reseller when due; (iii) the credit balance allocated by Second-Level Reseller in relation to such End User's Tencent Cloud account falls to 0 (zero) or below; (iv) such End User has breached any terms and conditions applicable to the use of the relevant Tencent Services and/or the Subscription Agreement, or (v) the provision of Tencent Services to End User will violate any applicable laws or regulations, and Tencent may continue to impose the suspension indefinitely until the aforesaid issues have been rectified to the satisfaction of Tencent.

(c) Suspension of End User's access to Tencent Services by Second-Level Reseller. Subject to prior approval by Tencent, Second-Level Reseller may also exercise the right to suspend its End User's access to any or all of Tencent Services resold by Second-Level Reseller if (i) such End User has breached any terms and conditions applicable to

the use of the relevant Tencent Services and/or the Subscription Agreement; (ii) such End User fails to make any payment of fees for Tencent Services purchased from Second-Level Reseller when due; or (iii) the resale of Tencent Services by Second-Level Reseller to End User will violate any applicable laws and regulations.

(d) Suspension Override by Second-Level Reseller. For selected End Users which are determined by Second-Level Reseller and configured through the Partner Console, Second-Level Reseller may override the suspension of the End User's access to Tencent Services even if the credit balance allocated by Second-Level Reseller in relation to such End User's Tencent Cloud account falls to 0 (zero) or below provided always that Second-Level Reseller shall be responsible to repay and indemnify Tencent of all additional fees that are incurred by such End User after their credit balance falls to 0.

7. INTELLECTUAL PROPERTY AND PROPRIETARY RIGHTS NOTICES

(a) Intellectual Property. All right, title, and interest in and to the Tencent Services and any derivative work thereof, including all intellectual property rights therein, are and will remain exclusively with Tencent. Second-Level Reseller has no right or license with respect to any Tencent Services, except as expressly set forth in these Terms. Second-Level Reseller may not act to jeopardize, limit, or interfere in any manner with Tencent's ownership of and rights with respect to the Tencent Services.

(b) Proprietary Rights Notices. Second-Level Reseller may not remove or alter any trademark, trade name, copyright, patent, patent pending, or other proprietary notices, legends, symbols, or labels appearing on or with the Tencent Services or related documentation provided by Tencent.

8. WARRANTIES; DISCLAIMER

(a) Warranties. Unless expressly specified otherwise in a Purchase Order, Tencent represents and warrants that each Tencent Service will be provided consistently with, and will meet, the applicable General Service Level Agreement (as further described at <https://intl.cloud.tencent.com/document/product/301/12905>) (each, an "SLA"). With respect to Tencent's failure to meet the applicable SLA for a Tencent Service, Second-Level Reseller's sole and exclusive remedy, and Tencent's sole and exclusive liability, will be service credits provided pursuant to the terms of the applicable SLA. Second-Level Reseller represents and warrants that (a) it has the full legal power and authority to enter into and perform its obligations under these Terms, (b) the performance of its obligations under these Terms will not violate any other agreement to which it is a party, and (c) it will comply with all applicable laws when performing its obligations under these Terms.

(b) Disclaimer. EXCEPT FOR THE WARRANTIES SET FORTH IN SECTION 8(a), TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, TENCENT DISCLAIMS ALL WARRANTIES WITH REGARD TO THE TENCENT SERVICES. ALL TENCENT SERVICES ARE PROVIDED "AS IS". TENCENT MAKES NO ADDITIONAL REPRESENTATIONS OR WARRANTIES OF ANY KIND WHETHER EXPRESS, IMPLIED (EITHER IN FACT OR BY OPERATION OF LAW), OR STATUTORY, AS TO ANY MATTER WHATSOEVER. TENCENT EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, QUALITY, ACCURACY, INFRINGEMENT AND TITLE. TENCENT DOES NOT WARRANT AGAINST INTERFERENCE WITH THE ENJOYMENT OF THE TENCENT SERVICES OR AGAINST INFRINGEMENT. TENCENT DOES NOT WARRANT THAT THE Tencent Services ARE ERROR-FREE OR THAT OPERATION OF THE Tencent Services WILL BE SECURE OR UNINTERRUPTED. SECOND-LEVEL RESELLER WILL NOT HAVE

THE RIGHT TO MAKE OR PASS ON ANY REPRESENTATION OR WARRANTIES ON BEHALF OF TENCENT TO ANY OTHER THIRD PARTY. USE OF ANY INFORMATION OR DATA OBTAINED THROUGH THE TENCENT SERVICES IS AT SECOND-LEVEL RESELLER'S AND EACH END USER'S SOLE RISK. THE PARTIES AGREE THAT TENCENT WILL BEAR NO RESPONSIBILITY FOR THE ACCURACY OR QUALITY OF INFORMATION OR DATA OBTAINED THROUGH THE TENCENT SERVICES.

9. INDEMNIFICATION

(a) Indemnification by Second-Level Reseller. Second-Level Reseller hereby indemnifies, defends, and holds harmless of Tencent and its affiliates and their respective employees, directors, agents, and representatives ("**Tencent Indemnified Parties**") from and against any and all third party claims, demands, suits, actions, judgments, damages, costs, losses, expenses (including attorneys' fees) and other liabilities (each, a "**Claim**") arising from or relating to: (i) any actual or alleged breach of any of the representations, warranties, or covenants made by Second-Level Reseller under these Terms; (ii) any actual or alleged breach of any agreement between Second-Level Reseller and End User; (iii) any violation of or non-compliance with any applicable law; (iv) any unauthorized use or violation of a Tencent Service by an End User; or (v) Second-Level Reseller's negligence or willful misconduct.

(b) Indemnification Procedures. Tencent will promptly give Second-Level Reseller written notice of the Claim and will grant to Second-Level Reseller control over the defense and settlement of the Claim. Upon reasonable request by Second-Level Reseller, Tencent will provide assistance in connection with the defense and settlement of the Claim. However, Tencent's failure to comply with one or more of the obligations in the preceding sentence will not relieve Second-Level Reseller of its obligations under this Section 9 except and solely to the extent that such failure materially prejudices Second-Level Reseller's defense of the Claim. Second-Level Reseller may not settle any Claim without Tencent's prior written consent.

10. PRIVACY AND END USERS DATA

(a) Data Privacy Compliance. Second-Level Reseller shall comply with all applicable laws and regulations relating to privacy and data protection, and where applicable, provide all necessary notices to and obtain sufficient consents and authorizations from End Users and any other persons providing Personal Data to Second-Level Reseller and Tencent in connection with the processing of Personal Data by Second-Level Reseller, Tencent and its affiliates pursuant to these Terms. Tencent is entitled to collect, use, transfer and process End Users' data in accordance with the Tencent Cloud Terms of Service, Acceptable Use Policy, Privacy Policy and other terms and conditions in the Tencent Cloud portal.

(b) Data Processing Addendum. Second-Level Reseller and Tencent agree and acknowledge that to the extent that any performance pursuant to these Terms constitutes the processing of any Personal Data and/or is otherwise subject to any applicable laws relating to the processing of Personal Data and data protection in general in effect in any relevant jurisdiction, the parties shall agree that such performance of these Terms and/or processing of Personal Data shall be subject to the terms of the Data Processing Addendum in the Tencent Cloud portal. In the event of conflict between these Terms and the terms in the Data Processing Addendum, the terms in the Data Processing Addendum(s) shall prevail.

(c) End Users' Data. Second-Level Reseller shall only use End Users' data solely for the purpose of providing End Users with the Tencent Services and support services in accordance with these Terms and to provide assistance to

the End Users as well as managing and administering the End Users' records relating to their use and purchase of Tencent Services. If Second-Level Reseller receives a request for End Users' data from law enforcement authorities, then Second-Level Reseller shall redirect the authorities to request that data directly from the End Users. If compelled to disclose End Users' data to law enforcement authorities, Second-Level Reseller shall promptly notify End Users together with a copy of the official notice from the law enforcement authorities, unless it is illegal to do so. If Tencent is compelled to disclose End Users' data and related information to law enforcement authorities, Second-Level Reseller shall co-operate fully with Tencent to satisfy all requests from the law enforcement authorities including, without limitation, to obtain all necessary consents from such End User(s) to give full force and effect to this Section to provide such End User(s)'s data and related information to the law enforcement authorities.

11.LIMITATION OF LIABILITY

(a) **DISCLAIMER OF DAMAGES.** NOTWITHSTANDING ANYTHING TO THE CONTRARY CONTAINED IN THESE TERMS, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, TENCENT WILL NOT, UNDER ANY CIRCUMSTANCES, BE LIABLE TO SECOND-LEVEL RESELLER OR END USERS FOR CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR EXEMPLARY DAMAGES ARISING OUT OF OR RELATED TO THE TRANSACTION CONTEMPLATED UNDER THESE TERMS, INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS, LOSS OF GOODWILL, LOSS OF, OR DAMAGE TO, DATA OR CONTENT AND LOSS OF BUSINESS, EVEN IF TENCENT IS APPRISED OF THE LIKELIHOOD OF SUCH DAMAGES OCCURRING.

(b) **CAP ON LIABILITY.** TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, UNDER NO CIRCUMSTANCES WILL TENCENT'S TOTAL LIABILITY OF ALL KINDS ARISING OUT OF OR RELATED TO THESE TERMS (INCLUDING WARRANTY CLAIMS), REGARDLESS OF THE FORUM AND REGARDLESS OF WHETHER ANY ACTION OR CLAIM IS BASED ON CONTRACT, TORT, OR OTHERWISE, EXCEED THE TOTAL AMOUNT OF THE PRICE OF THE TENCENT SERVICES SUPPLIED TO SECOND-LEVEL RESELLER UNDER THESE TERMS DURING THE 12 MONTHS PRECEDING THE CLAIM (DETERMINED AS OF THE DATE OF ANY FINAL JUDGMENT IN AN ACTION).

(c) **INDEPENDENT ALLOCATIONS OF RISK.** EACH PROVISION OF THESE TERMS THAT PROVIDES FOR A LIMITATION OF LIABILITY, DISCLAIMER OF WARRANTIES, OR EXCLUSION OF DAMAGES IS TO ALLOCATE THE RISKS OF THESE TERMS BETWEEN THE PARTIES. THIS ALLOCATION IS REFLECTED IN THE COMMISSION OFFERED BY TENCENT TO SECOND-LEVEL RESELLER AND IS AN ESSENTIAL ELEMENT OF THE BASIS OF THE BARGAIN BETWEEN THE PARTIES. EACH OF THESE PROVISIONS IS SEVERABLE AND INDEPENDENT OF ALL OTHER PROVISIONS OF THESE TERMS, AND EACH OF THESE PROVISIONS WILL APPLY EVEN IF THE WARRANTIES IN THESE TERMS HAVE FAILED OF THEIR ESSENTIAL PURPOSE.

12.GENERAL

(a) **Independent Contractors.** The relationship of the parties established by these Terms is that of independent contractors, and nothing contained in these Terms should be construed to give either party the power to (i) act as an agent or (ii) direct or control the day-to-day activities of the other. Financial and other obligations associated with each party's business are the sole responsibility of that party.

(b) Non-Assignability and Binding Effect. Neither party will assign its rights and obligations under these Terms without the written consent of the other party, except: (i) that Tencent may assign and novate these Terms to a successor to its business (including a successor by way of merger, acquisition, sale of all or substantially all of its assets, or operation of law); and (ii) Tencent may freely assign these Terms to its affiliates. Subject to the foregoing, these Terms will be binding upon and inure to the benefit of the parties and their successors and assigns.

(c) Non-solicitation. During the Term and for a period of one year thereafter, Second-Level Reseller may not, directly or indirectly, employ or solicit the employment or services of a Tencent employee or independent contractor without the prior written consent of Tencent.

(d) Notices. Except for provisions that expressly allow for email notice, any notice required or permitted to be given under these Terms will be effective if it is in writing and sent by certified or registered mail, or insured courier, return receipt requested, to the Second-Level Reseller at the physical address specified by Second-Level Reseller in the Second-Level Reseller Account and with the appropriate postage affixed. Notices are deemed given two business days following the date of mailing or one business day following delivery to a courier. For any notice sent to Tencent, copies of the notice will also need to be sent to Tengyun Building, Tower A, No. 397 Tianlin Road, Xuhui District, Shanghai, 200233, China (Attn: International Business Legal Center) and by email to IBLCLegalnotice@tencent.com.

(e) Force Majeure. Nonperformance of either party will be excused to the extent that performance is rendered impossible by strike, fire, flood, governmental acts, orders or restrictions, pandemic or any other reason where failure to perform is beyond the control and not caused by the negligence of the non-performing party.

(f) Export Control and Sanctions. Second-Level Reseller hereby represents and warrants to Tencent that at the time of entering into these Terms and throughout the Term neither Second-Level Reseller, its subsidiaries, nor any of Second-Level Reseller or Second-Level Reseller's subsidiaries' officers, directors, shareholders, agents or employees, are:

(a) listed in any list of designated persons maintained by the United States (including, without limitation, the list of "Specially Designated Nationals" as maintained by the Office of Foreign Assets Control of the U.S. Treasury Department, the United Nations Security Council, the United Kingdom (including the Consolidated List of Financial Sanctions Targets as maintained by His Majesty's Treasury), the European Union and any Member State thereof (including the Consolidated List of Persons, Groups and Entities Subject to Financial Sanctions), or any other list of restricted persons maintained by any authority with jurisdiction over Second-Level Reseller (any person so listed being a "**Restricted Person**");

(b) organized under the laws of, operating from or located or resident in a country or territory that is the target of comprehensive sanctions (as of the date of these Terms, Iran, Cuba, North Korea, Syria and the Crimea/Sevastopol region and the so-called Donetsk and Luhansk People's Republics (collectively, "**Sanctioned Territories**")); or

(c) controlled or owned 50 percent or more (directly or indirectly) in the aggregate, by one or more Restricted Persons.

In connection with Second-Level Reseller's performance of its obligations under these Terms, Second-Level Reseller will comply with all applicable export controls and economic sanctions laws and regulations of the United Nations, PRC, United States, European Union, including its member states; and other applicable government authorities, including without limitation, the U.S Export Administration Regulations ("**EAR**") and the economic sanctions rules and

regulations implemented under statutory authority and/or the U.S. President's Executive Orders and administered by the U.S. Treasury Department's Office of Foreign Assets Control (collectively, "**Trade Laws**"). Second-Level Reseller agrees not to engage in any activities in connection with the performance of its obligations that would violate Trade Laws or that would risk placing Tencent in breach of any Trade Laws and Second-Level Reseller is solely responsible for compliance with Trade Laws related to the manner in which Second-Level Reseller performs its obligations including: (a) Second-Level Reseller's transfer and processing of End User's data; (b) the provision of End User's data to End Users; and (c) accurately specifying the Territory in which any of the foregoing occur. For the avoidance of doubt, Second-Level Reseller is solely responsible for compliance with applicable laws (including the Trade Laws) relating to the use of the Tencent Services by the Second-Level Reseller and End Users.

(g) Relevant Actions. If at any time during the term of these Terms, (a) provision of the Tencent Services becomes otherwise restricted or prohibited as a consequence of the imposition of sanctions or by operation of Trade Laws; (b) Tencent reasonably believes a breach of Section 12(f) has occurred or is at risk of occurring; (c) Tencent reasonably believes that Second-Level Reseller or Second-Level Reseller's subsidiaries are in violation of Trade Laws or are engaging in activities that would risk placing Tencent in breach of any Trade Laws, Tencent shall not be obliged to perform any of its obligations under these Terms or continue to provide the Tencent Services and shall be entitled, in its sole discretion, to terminate these Terms, or any relevant Purchase Orders, and the provision of the Tencent Services with immediate effect and without any liability. Tencent is also entitled to take any other actions against Second-Level Reseller as it deems appropriate in the circumstances, including but not limited to, requesting Second-Level Reseller to remove any content that is subject to export control.

(h) Governing Law and Resolution of Disputes. These Terms shall be governed by and interpreted in accordance with the laws as follows:

If Second-Level Reseller is located in Europe Economic Area, UK and Switzerland, these Terms are governed by and interpreted in accordance with English laws. Any claims for equitable relief may be brought in any court of competent jurisdiction even if the parties have chosen an exclusive venue below. Any dispute or difference between the parties arising out of or in connection with these Terms, its interpretation or subject-matter, shall be referred to and finally resolved by arbitration under the London Court of International Arbitration (LCIA) Rules, which rules are deemed to be incorporated by reference into this Section. The seat of arbitration shall be London, the United Kingdom. The language to be used in the arbitral proceedings shall be English;

If Second-Level Reseller is located in North America, these Terms are governed by and interpreted in accordance with the laws of the State of California, USA, without giving effect to provisions related to choice of laws or conflict of laws. Any claims for equitable relief may be brought in any court of competent jurisdiction and for all claims arising out of or relating to these Terms or the Services. Any dispute or difference between the parties arising out of or in connection with these Terms will be settled by binding arbitration in Santa Clara County, California under the auspices of the American Arbitration Association (the "Association") and under the rules of the Association in force at the commencement of such arbitration proceedings. Judgment upon the award rendered by the arbitrators may be entered in any court of competent jurisdiction; and

If Second-Level Reseller is located in the rest of the world except People's Republic of China, these Terms is governed by and interpreted in accordance with the laws of Singapore. Except for the right of either party to apply to any court of competent jurisdiction for a temporary restraining order, a preliminary injunction, or other equitable relief to preserve the status quo or prevent irreparable harm, any dispute as to the interpretation, enforcement, breach, or termination of these Terms will be settled by binding arbitration under the Rules of Singapore International Arbitration Center ("**SIAC Rules**") by three arbitrators appointed in accordance with the SIAC Rules. The place of arbitration shall be Singapore. The language of proceedings shall be English. Judgment upon the award rendered by the arbitrators may be entered in any court of competent jurisdiction. The prevailing party will be entitled to receive from the other party its reasonable attorneys' fees and costs incurred in connection with any arbitration or litigation instituted in connection with these Terms.

(i) Remedies Cumulative. The remedies provided to the parties under these Terms are cumulative and will not exclude any other remedies to which a party may be lawfully entitled.

(j) Waiver and Severability. The waiver by either party of any breach of these Terms does not waive any other breach. The failure of any party to insist on strict performance of any covenant or obligation under these Terms will not be a waiver of such party's right to demand strict compliance in the future, nor will the same be construed as a novation of these Terms. If any part of these Terms is unenforceable, the remaining portions of these Terms will remain in full force and effect.

(k) Entire Agreement. These Terms are the final and complete expression of all agreements between these parties and supersedes all previous oral and written agreements regarding these matters.

(l) No Third Party Rights. No one other than a party to these Terms, their successors and permitted assignees, will have any right to enforce any of its terms.

(m) Costs. Second-Level Reseller will bear the entire cost, taxes, and expense incurred in connection with its performance of these Terms.

Tencent Cloud International Data Processing Agreement (with Second-Level Resellers)

Last updated : 2024-03-04 16:08:18

If you have (a) registered as a Second-Level Reseller under the Tencent Cloud Second-Level Reseller Terms (“**Tencent Cloud Reseller Terms**”) and Conditions and (b) entered into a Reseller Agreement with the Authorized Tencent Cloud Distributor (whether or not involving integration services), this Data Processing Agreement (“**DPA**”) applies to any processing of Personal Data in connection with such Tencent Cloud Reseller Terms. In the event of any conflict between this DPA, the Tencent Cloud Reseller, Reseller Agreement, Console Documentation and Purchase Order, this DPA shall prevail to the extent of the inconsistency. References to “Second-Level Reseller” and “Tencent” in this DPA have the same meaning as set out in the Tencent Cloud Reseller Terms.

Now it is hereby agreed as follows:

1. Definitions

1.1 Capitalised terms shall have the meaning given to them in the Tencent Cloud Reseller Terms, unless otherwise defined below:

“**Personal Data**”, “**Special Categories of Data/Sensitive Data**”, “**Process/Processing**”, “**Controller**”, “**Processor**”, and “**Data Subject**” shall have the same meaning as in the relevant Applicable Data Protection Laws. “**Applicable Data Protection Law**” shall mean:

- a. the General Data Protection Regulation 2016/679 (the “**GDPR**”);
- b. the Privacy and Electronic Communications Directive 2002/58/EC;
- c. the UK Data Protection Act 2018 (“**DPA**”), the UK General Data Protection Regulation as defined by the DPA as amended by the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019 (“**UK GDPR**”), and the Privacy and Electronic Communications Regulations 2003;
- d. the California Consumer Privacy Act of 2018, Cal. Civil Code § 1798.100 et seq. as amended by the California Privacy Rights Act of 2020, Cal. Civil Code § 1798.100 et seq. (collectively, “**CCPA**”), the Virginia Consumer Data Protection Act (“**VCDPA**”), the Colorado Privacy Act (“**CPA**”), Connecticut Data Privacy Act (“**CDPA**”), Utah Consumer Privacy Act (“**UCPA**”), Iowa Consumer Data Protection Act (“**ICDPA**”), Indiana Consumer Data Protection Act (“**INCDPA**”), Montana Consumer Data Privacy Act (“**MCDPA**”), Tennessee Information Protection Act (“**TIPA**”), Texas Data Privacy and Security Act (“**TDPSA**”), Oregon Consumer Privacy Act (“**OCPA**”), Florida Digital Bill of Rights (“**FDBR**”) (collectively, “**Applicable US Data Protection Law**”); and
- e. any relevant law, statute, declaration, decree, directive, legislative enactment, order, ordinance, regulation, rule or other binding instrument which implements any of the above or which otherwise relates to data protection, privacy or the use of Personal Data, in each case, as applicable and in force from time to time, and as amended, consolidated, re-enacted or replaced from time to time.

“**Data Discloser**” means the Party who transfers Personal Data to the other Party.

“**Data Receiver**” means the Party who receives Personal Data from the Data Discloser for Processing in accordance with the terms of this Agreement.

“**Lawful Export Measure**” means a method allowing for the lawful transfer of Personal Data from a data exporter to a data importer, as may be stipulated by Applicable Data Protection Law or a Regulator from time to time, which may include (depending upon the Applicable Data Protection Laws) model transfer terms prescribed by Applicable Data Protection Laws; or prior registration, licensing or permission from a Regulator.

“**Party**” means a party to this DPA.

“**Partner Console**” means the area designated as console in the Tencent Cloud portal at <http://intl.cloud.tencent.com>.

“**Personal Data Breach**” means any improper, unauthorised or unlawful access to, use of, or disclosure of, or any other compromise which affects the availability, integrity or confidentiality of Personal Data.

“**Member State**” means the member states of the European Union from time to time.

“**Regulator**” means the data protection supervisory authority which has jurisdiction over a Party’s Processing of Personal Data.

“**Relevant Data Export**” means:

- a. a transfer of Personal Data:
 - i. from a Party which is subject to Applicable Data Protection Law in respect of that Personal Data;
 - ii. to another Party that is in a Third Country or a territory which otherwise (but for the operation of this DPA) does not offer an adequate level of protection as required by Applicable Data Protection Law; and
 - iii. which is not subject to any of the permitted derogations or conditions contained in Applicable Data Protection Law; and
- b. the onward transfer of Personal Data pursuant to (a) to a Third Country or a territory which otherwise (but for the operation of this DPA) does not offer an adequate level of protection as required by Applicable Data Protection Law and which is not subject to any of the permitted derogations or conditions contained in Applicable Data Protection Law.

“**Security Standards**” shall mean the technical and organisational security measures set out in Schedule C.

“**Standard Contractual Clauses**” means:

- a. in the case of transfers of Personal Data relating to Data Subjects in the European Economic Area (“**EEA**”), the standard contractual clauses for the transfer of Personal Data to data processors established in third countries set out in the Commission Decision of 4 June 2021 (C(2021) 3972), as amended and restated from time to time;
- b. in relation to transfers of Personal Data from the UK, the International Data Transfer Addendum to the EU Commission Standard Contractual Clauses (version B.1.0) issued by the UK Information Commissioner, and in each case as amended, updated or replaced from time to time, as attached to and incorporated into this DPA to cover Personal Data transfers to Controllers or Processors as applicable established in Third Countries which do not ensure an adequate level of data protection; and
- c. in each case, as amended, updated or replaced from time to time, as attached and incorporated into this DPA to cover Personal Data transfers to Controllers or Processors, as applicable, established in Third Countries which do not ensure an adequate level of data protection.

“**Tencent Cloud Reseller Terms**” means the Tencent Cloud Second-Level Reseller Terms and Conditions in place between Tencent and the Second-Level Reseller.

“**Third Country**” means (i) in relation to Personal Data transfers from the EEA, any country outside of the scope of the data protection laws of the EEA, excluding countries approved as providing adequate protection for Personal Data by the European Commission from time to time; (ii) in relation to Personal Data transfers from the UK, any country outside of the scope of the data protection laws of the UK, excluding countries approved as providing adequate protection for Personal Data by the relevant competent authority of the UK from time to time; and (iii) in relation to Personal Data transfers from any other jurisdiction, any country other than those approved as providing adequate protection for Personal Data by the relevant competent authority of such country from time to time.

1.2 References to a statutory provision include any subordinate legislation made from time to time under that provision.

1.3 References to this DPA include the Schedules.

1.4 Headings shall be ignored in construing this DPA.

1.5 If a word or phrase is defined, its other grammatical forms have a corresponding meaning.

1.6 The words “include”, “includes” and “including”, and any succeeding words shall be construed without limitation to the generality of any preceding words or concepts.

1.7 If there is any inconsistency between the Clauses and Schedules to this DPA the Clauses shall take precedence.

SCOPE OF THIS AGREEMENT

2. General

2.1 This DPA governs the transfer of Personal Data between Tencent and Second-Level Reseller. This DPA is divided into the following sections:

- a. Module A (Transfers between Controllers) sets forth the terms governing any transfer (including a Relevant Data Export) between the Parties, each acting as an independent Data Controller;
- b. Module B (Transfers from a Data Controller to a Data Processor) sets forth the terms governing any transfer (including a Relevant Data Export) from Second-Level Reseller (acting as a Data Controller) to Tencent (acting as a Data Processor);
- c. Module C (Transfers from a Data Processor to a Data Controller) sets forth the terms governing any transfer (including a Relevant Data Export) from Second-Level Reseller (acting as a Data Processor) to Tencent (acting as a Data Controller).

MODULE A – TRANSFERS BETWEEN DATA CONTROLLERS

3. APPLICATION OF THIS MODULE A

3.1 The Parties agree that this Module A applies in each case and only where Personal Data is transferred from Data Discloser to Data Receiver, in circumstances where each Party is acting as an independent Data Controller.

3.2 The details of the transfers covered by this Module A are specified in Schedule B which forms an integral part of this Module A.

3.3 In the case of a Relevant Data Export to a Third Country, clause 7 shall govern the terms of the transfer and clauses 4, 5 and 6 shall not apply.

4. OBLIGATIONS OF BOTH PARTIES

4.1 Each Party shall:

- a. Process Personal Data fairly and lawfully;
- b. ensure that Personal Data is accurate and up to date, and inform the other without undue delay if it becomes aware that any of the Personal Data is inaccurate or out of date;
- c. provide reasonable assistance as necessary to the other to enable them to comply with subject access requests and to respond to any other queries or complaints from Data Subjects;
- d. carry out any reasonable request from the other to amend, transfer or delete any Personal Data (to the extent applicable); and
- e. notify the other promptly about any enquiries from a Regulator in relation to Personal Data and cooperate promptly and thoroughly with such Regulator, to the extent required under Applicable Data Protection Law.

5. OBLIGATIONS OF DATA DISCLOSER

5.1 The Data Discloser warrants and undertakes that:

- a. Personal Data have been collected, Processed, and transferred in accordance with Applicable Data Protection Laws, as applicable to the Data Discloser;
- b. it has obtained all consents, authorizations, approvals and rights and provided all notices necessary, including as required by Applicable Data Protection Law, to provide the Personal Data to the Data Receiver and permit the Data Receiver to use the Personal Data in accordance with this DPA;

- c. it has used reasonable efforts to determine that the Data Receiver is able, through the implementation of appropriate technical and organisational measures, to satisfy its legal obligations under this Module A;
- d. it has taken all steps required by Applicable Data Protection Law to avoid “selling” Personal Data to Data Receiver under this Module A (as defined in such laws), including transferring Personal Data at the direction of the relevant individual, or otherwise taken all steps required to comply with obligations relating to “selling” under such Applicable Data Protection Law;
- e. the Data Discloser shall provide a copy of this Module A and associated Schedules to the Regulator where required.

6. OBLIGATIONS OF DATA RECEIVER

6.1 Data Receiver warrants and undertakes that:

- a. it will comply with all relevant obligations of Applicable Data Protection Law, including by providing the same level of privacy protections required of controllers and businesses by Applicable Data Protection Law;
- b. it will have in place appropriate technical and organisational security measures to protect Personal Data against accidental or unlawful destruction or accidental loss, alteration, unauthorised disclosure or access, and which provide a level of security appropriate to the risk represented by the Processing and the nature of the data to be protected including those in the Security Standards, and shall ensure that those measures continue to provide an appropriate level of security;
- c. in the event of a Personal Data Breach, it shall take appropriate measures to address the Personal Data Breach, and shall (if the breach is likely to result in a risk to individuals) notify the Data Discloser and cooperate with the Data Discloser in relation to any required notifications to the Regulator and/ or to relevant Data Subjects.
- d. it will have in place procedures so that any third party it authorises to have access to Personal Data, including Data Processors, will respect and maintain the confidentiality and security of Personal Data. Any person acting under the authority of the Data Receiver, including a Data Processor, shall be obligated to Process Personal Data only on instructions from the Data Receiver. This provision does not apply to persons authorised or required by law or regulation to have access to Personal Data;
- e. it shall notify the Data Receiver promptly if it receives any legally binding request for disclosure of Personal Data by a public authority, or it becomes aware of any direct access to Personal Data by public authorities, unless otherwise prohibited, such as a prohibition under criminal law to preserve the confidentiality of a law enforcement investigation. The Data Receiver shall review the legality of any such request for disclosure and shall challenge the request if it considers there are reasonable grounds to do so; it shall provide the minimum amount of information permissible when responding to such a request. The Data Receiver will provide relevant information about disclosure requests to the Data Discloser, including in relation to its legality review and any challenges to the request;
- f. it will inform the Data Discloser if it becomes aware of any applicable local laws that prevent it from fulfilling its obligations under this Module A;
- g. it will Process Personal Data for purposes described in Schedule B (*Description of Transfer*), and has the legal authority to give the warranties and fulfil the undertakings set out in this Module A;

- h. it shall put in place appropriate technical or organisational measures in order to retain Personal Data for no longer than necessary for the purposes for which it is processed; and
- i. it will keep appropriate documentation of the Processing it carries out under this Module A, and shall make such documentation available to the relevant Regulator(s).

7. EXPORT OF PERSONAL DATA

7.1 In the case of a Relevant Data Export from the EEA, the Relevant Data Export shall be carried out in accordance with, and will be subject to, the Standard Contractual Clauses – Module 1: Controller to Controller, set out in Schedule D-1, which incorporate the provisions of Schedule B and Schedule C, and which together will form contractual terms between that Data Discloser, who shall comply with the data exporter’s obligations set out in Schedule D-1, and the applicable Data Receiver, who shall comply with the data importer’s obligations set out in Schedule D-1, for that particular transfer of Personal Data for that particular transfer of Personal Data. In relation to any onward transfer of such Personal Data by that Data Receiver to another Data Receiver, the receiving Data Receiver shall comply with the Data Receiver obligations set out in, as applicable: (i) the Standard Contractual Clauses – Module 1: Controller to Controller set out in Schedule D-1; or (ii) the Standard Contractual Clauses – Module 2: Controller to Processor set out in Schedule E, in respect of that Personal Data.

7.2 In the case of a Relevant Data Export from the UK, the Relevant Data Export shall be carried out in accordance with, and will be subject to, the International Data Transfer Addendum to the EU Commission Standard Contractual Clauses, set out in Schedule D-2, which incorporates the provisions of Schedule B and Schedule C, and which together will form contractual terms between that Data Discloser. In relation to any onward transfer of such Personal Data by the Data Receiver to another Data Receiver, the receiving Data Receiver shall comply with the obligations set out in the International Data Transfer Addendum to the EU Commission Standard Contractual Clauses set out in Schedule D-2, in respect of that Personal Data.

7.3 In the case of a Relevant Data Export other than from the EEA or UK, the Parties shall ensure that such transfer is carried out, to the extent required by Applicable Data Protection Laws, using a Lawful Export Measure,. To the extent such Lawful Export Measure requires (a) a contract imposing appropriate safeguards on the transfer and processing of such Personal Data (which is not otherwise satisfied by this DPA); (b) a description of the Processing of Personal Data contemplated under this DPA; and (c) a description of technical and organisational measures to be implemented by the data importer, the Parties agree that the Standard Contractual Clauses, the description of processing activities set out in Schedule B, and the description of technical and organisational measures set out in Schedule C, shall apply mutatis mutandis for the benefit of such transfer, and in relation to any onward transfer of the Personal Data by that data importer to another data importer, the receiving data importer shall comply with the same data importer obligations.

MODULE B – TRANSFERS FROM DATA CONTROLLER TO DATA PROCESSOR

8. APPLICATION OF THIS MODULE B

8.1 The Parties agree that this Module B applies in each case and only where Personal Data is transferred from Second-Level Reseller (acting as a Data Controller) to Tencent (acting as a Data Processor).

8.2 The details of the transfers (as well as the Personal Data) covered by this Module B are specified in Schedule B which form an integral part of this Module B.

8.3 In the case of a Relevant Data Export to a Third Country outside of the EEA or the UK, as relevant, clause 12 shall govern the terms of the transfer and clauses 9, 10 and 11 shall not apply.

8.4 Nothing in this DPA shall relieve Second-Level Reseller or Tencent of liabilities imposed by virtue of their roles in the Processing relationship.

9. OBLIGATIONS OF SECOND-LEVEL RESELLER

9.1 Second-Level Reseller agrees and warrants that:

- a. it has used reasonable efforts to determine that Tencent is able, through the implementation of appropriate technical and organisational measures, to satisfy its legal obligations under this Module B;
- b. it has obtained all consents, authorizations, approvals and rights and provided all notices necessary, including as required by Applicable US Data Protection Law, to provide the Personal Data to Tencent and permit Tencent to use the Personal Data in accordance with this DPA;
- c. it has disclosed Personal Data to Tencent for the limited purposes set forth in Schedule B; and
- d. the Processing, including the transfer itself, of Personal Data has been and will continue to be carried out in accordance with the relevant provisions of Applicable Data Protection Law (and, where applicable, has been notified to the relevant authorities of the country in which Second-Level Reseller is established).

9.2 Second-Level Reseller warrants that it has no reason to believe that any applicable local laws, including any requirements to disclose Personal Data or measures authorising access by public authorities, prevent Tencent from fulfilling its obligations under this Module B.

10. OBLIGATIONS OF TENCENT

10.1 Tencent agrees and warrants that it will:

- a. Process Personal Data only on documented instructions of Second-Level Reseller and this DPA for the limited purposes set forth in Schedule B and in compliance with Applicable US Data Protection Law;
- b. not retain, use or disclose Personal Data (i) outside of the direct business relationship between Second-Level Reseller and Tencent or as otherwise permitted by Applicable Data Protection Law, or (ii) for any purpose other than for the limited purposes set forth in Schedule B;
- c. not combine Personal Data received from or on behalf of Second-Level Reseller with any Personal Data that may be collected from Tencent's separate interactions with the individual(s) to whom the Personal Data relates or from any other sources, except to perform a business purpose or as otherwise permitted by Applicable Data Protection Law;
- d. ensure that persons authorised to Process Personal Data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality;
- e. take all technical and organisational security measures required by Applicable Data Protection Law relating to data security, and shall ensure that those measures continue to provide an appropriate level of security;
- f. taking into account the nature of the Processing, assist Second-Level Reseller by implementing appropriate technical and organisational measures, insofar as this is practicable, for the fulfilment of Second-Level Reseller's obligation to respond to requests for exercising the Data Subject's rights laid down in Applicable Data Protection Law;
- g. notify (as applicable) and assist Second-Level Reseller in ensuring compliance with data security, Personal Data Breach, data protection impact assessments, and engaging in other consultations, pursuant to Applicable Data Protection Law, taking into account the nature of Processing and the information available to Tencent;
- h. inform Second-Level Reseller if it becomes aware that any of Personal Data is inaccurate or out of date, and cooperate with Second-Level Reseller to erase or rectify the relevant Personal Data;
- i. notify Second-Level Reseller promptly if Tencent makes a determination that it can no longer meet its obligations under Applicable US Data Protection Law;
- j. permit Second-Level Reseller to take reasonable and appropriate steps to help ensure that Tencent uses Personal Data in a manner consistent with Second-Level Reseller's obligations under Applicable US Data Protection Law and stop and remediate any unauthorized use of Personal Data;
- k. notify Second-Level Reseller promptly if it receives any legally binding request for disclosure of Personal Data by a public authority, or it becomes aware of any direct access to Personal Data by public authorities, unless otherwise prohibited, such as a prohibition under criminal law to preserve the confidentiality of a law enforcement investigation. Tencent shall review the legality of any such request for disclosure and shall challenge the request if it considers there are reasonable grounds to do so; it shall provide the minimum amount of information permissible when responding to such a request. Tencent will provide relevant information about disclosure requests to Second-Level Reseller, including in relation to its legality review and any challenges to the request;
- l. inform Second-Level Reseller if it becomes aware of any applicable local laws that prevent it from fulfilling its obligations under this Module B; and
- m. keep appropriate documentation of the Processing it carries out under this Module B, and make available to Second-Level Reseller (and any relevant Regulator) information sufficient to demonstrate compliance with Applicable Data Protection Law and allow for and contribute to audits, including inspections, conducted by Second-Level Reseller.

11. SUB-CONTRACTING

11.1 Tencent may authorize any sub-processor to Process the Personal Data on its behalf provided that, where (and to the extent) required by Applicable Data Protection Laws, Tencent enters into a written agreement with the sub-processor containing terms which are substantially the same as those contained in this DPA. Second-Level Reseller hereby grants Tencent general written authorisation to engage sub-processors listed at <https://intl.cloud.tencent.com/services/thirdParties>. Tencent shall, to the extent required by Applicable Data Protection Laws, inform Second-Level Reseller of any intended changes concerning the addition or replacement of the sub-processors. In such a case, Second-Level Reseller will have fourteen (14) days from the date of receipt of the notice to approve or reject the change. In the event of no response from Second-Level Reseller, the sub-processor will be deemed accepted. If Second-Level Reseller rejects the replacement sub-processor, Tencent may terminate the DPA with immediate effect on written notice to Second-Level Reseller. Tencent shall remain fully responsible to Second-Level Reseller for the performance of any sub-processor's obligations under its contract with the Second-Level Reseller.

12. EXPORT OF PERSONAL DATA

12.1 In the case of a Relevant Data Export from the EEA, the Relevant Data Export shall be carried out in accordance with, and will be subject to, the Standard Contractual Clauses – Module 2: Controller to Processor set out in Schedule E, which incorporate the provisions of Schedule B and Schedule C, and which together will form contractual terms between Second-Level Reseller and Tencent for that particular transfer of Personal Data.

12.2 In the case of a Relevant Data Export from the UK, the Relevant Data Export shall be carried out in accordance with, and will be subject to, the International Data Transfer Addendum to the EU Commission Standard Contractual Clauses, set out in Schedule D-2, which incorporates the provisions of Schedule B and Schedule C, and which together will form contractual terms between Second-Level Reseller and Tencent for that particular transfer of Personal Data.

12.3 In relation to any onward transfer of the Personal Data by Tencent to another party, Tencent shall comply with the relevant obligations set out in, as applicable: (i) the Standard Contractual Clauses – Module 2: Controller to Processor set out in Schedule E; or (ii) the International Data Transfer Addendum to the EU Commission Standard Contractual Clauses, set out in Schedule D-2.

12.4 In the case of a Relevant Data Export other than from the EEA or UK, the Parties shall ensure that such transfer is carried out, to the extent required by Applicable Data Protection Laws, using a Lawful Export Measure. To the extent such Lawful Export Measure requires (a) a contract imposing appropriate safeguards on the transfer and processing of such Personal Data (which is not otherwise satisfied by this DPA); (b) a description of the Processing of Personal Data contemplated under this DPA; and (c) a description of technical and organisational measures to be implemented by the data importer, the Parties agree that the Standard Contractual Clauses, the description of processing activities set out in Schedule B, and the description of technical and organisational measures set out in

Schedule C, shall apply *mutatis mutandis* for the benefit of such transfer, and in relation to any onward transfer of the Personal Data by that data importer to another person, the other person shall comply with the same importer obligations.

MODULE C – TRANSFERS FROM A DATA PROCESSOR TO A DATA CONTROLLER

13. APPLICATION OF THIS MODULE C

13.1 The Parties agree that this Module C applies in each case and only where Personal Data is transferred from Second-Level Reseller (acting as a Data Processor) to Tencent (acting as a Data Controller).

13.2 The details of the transfers (as well as Personal Data) covered by this Module C are specified in Schedule B which form an integral part of this Module C.

13.3 In the case of a Relevant Data Export to a Third Country outside of the EEA or the UK, clause 15 shall govern the terms of the transfer and clause 14 shall not apply.

14. OBLIGATIONS OF SECOND-LEVEL RESELLER

14.1 Second-Level Reseller shall comply with the terms of clause 10 of Module B, and references to “Tencent” shall be read as a reference to “Second-Level Reseller”, and references to “Second-Level Reseller” shall be read as references to “Tencent”, for such purposes, in relation to any such Processing.

14.2 Before Processing Personal Data, Second-Level Reseller shall implement, and ensure that its authorised personnel comply with, appropriate technical and organisational measures to ensure a level of security appropriate to the risk, as well as ensuring that those measures continue to provide an appropriate level of security, taking into account the state of the art, the costs of implementation and the nature, scope, context and purpose of the Processing as set out in Schedule C, or otherwise agreed and documented between Tencent and Second-Level Reseller from time to time, and shall continue to comply with them during the term of this DPA. Such measures shall include, as appropriate to the risk:

- a. the pseudonymisation and encryption of Personal Data;
- b. the ability to ensure the ongoing confidentiality, integrity, availability and resilience of Processing systems and services;
- c. the ability to restore the availability and access to Personal Data in a timely manner in the event of a physical or technical incident; and

d. a process for regularly testing, assessing and evaluating the effectiveness of technical and organisational measures for ensuring the security of the Processing.

14.3 In the event that Second-Level Reseller directly receives a request from a Data Subject regarding Data Subject's Personal Data, or for the rectification or erasure of such Personal Data, or any other request or query from a Data Subject relating to its own Personal Data (including Data Subjects' exercising rights under Applicable Data Protection Laws, such as rights of objection, restriction of processing, data portability or the right not to be subject to automated decision making) (a "**Data Subject Request**"), Second-Level Reseller will:

- a. notify Tencent immediately of the Data Subject Request (without responding to that Data Subject Request, unless it has been otherwise authorised by Tencent to do so);
- b. provide details of the Data Subject Request (and any other relevant information Tencent may reasonably request) to Tencent within 3 business days of receipt of the Data Subject Request; and
- c. provide such assistance to Tencent as Tencent may require for the purposes of responding to the Data Subject Request and to enable Tencent to comply with all obligations which arise as a result thereof.

14.4 In the event there is, or Second-Level Reseller reasonably believes that there is, any Personal Data Breach in respect of Personal Data which is Processed by Second-Level Reseller under or in connection with this DPA, then upon becoming aware of such Personal Data Breach, Second-Level Reseller shall:

- a. immediately notify Tencent in writing of all known details of the Personal Data Breach relating to the Personal Data, including:
 - i. a description of the nature of the Personal Data Breach including, where possible, the categories and approximate number of Data Subjects and records concerned;
 - ii. the name and contact details of the data protection officer or other contact point where more information can be obtained;
 - iii. a description of the likely consequences of the Personal Data Breach; and
 - iv. a description of the measures taken or proposed to be taken to address the Personal Data Breach, including, where appropriate, measures to mitigate its possible adverse effects;
- b. provide Tencent with regular status updates on any Personal Data Breach (including actions taken to resolve the incident) and share additional information related to the breach as soon as more details become available;
- c. mitigate any harmful effect that is known to Second-Level Reseller of a use or disclosure of the Personal Data in violation of this DPA or in connection with a Personal Data Breach;
- d. assist Tencent in remediating or mitigating any potential damage from a Personal Data Breach.
- e. within 4 weeks of closure of the incident, provide Tencent a written report describing the Personal Data Breach, the root cause analysis, actions taken by Second-Level Reseller during its response and Second-Level Reseller's plans for future actions to prevent a similar Personal Data Breach from occurring;
- f. not disclose to third parties (including Regulators) any information about a Personal Data Breach involving the Personal Data without prior written and express permission from Tencent for such disclosure; and
- g. assist Tencent with notifying the Personal Data Breach to any Regulator or the Data Subject in accordance with, and in the timeframe required by, the Applicable Data Protection Laws.

14.5 Second-Level Reseller shall not subcontract to any third party any of its obligations to Process Personal Data under this Module C unless all of the following provisions of this clause have first been complied with:

- a. Second-Level Reseller has supplied to Tencent such information as that Tencent may require to ascertain that such subcontractor has the ability to comply with Second-Level Reseller's obligations set out in this DPA and with Tencent's instructions;
- b. Second-Level Reseller has obtained the prior written consent of Tencent; and
- c. the proposed subcontractor has entered into a contract with Second-Level Reseller which requires the subcontractor to take adequate technical and organisational measures to safeguard the security and integrity of the relevant Personal Data and only Process data in accordance with the documented instructions of Tencent (including as set out in such contract with the proposed subcontractor), and which contains obligations on the relevant subcontractor which are no less onerous than the obligations on the Second-Level Reseller in, and which is no less protective of the Personal Data than, the terms of this DPA. The Second-Level Reseller shall provide, at Tencent's request, a copy of such subcontractor contract, and subsequent amendments, to Tencent.

14.6 In the event that Tencent consents to subcontracting the Processing of Personal Data, Second-Level Reseller remains liable for the Processing under the terms of this DPA. The Second-Level Reseller shall notify Tencent of any failure by a subcontractor to fulfil its obligations under the relevant subcontractor contract.

14.7 Second-Level Reseller will not, without the consent of Tencent, either:

- a. Process Personal Data in any Third Country; or
- b. permit any third party including its subcontractors to Process Personal Data in any Third Country.

14.8 Second-Level Reseller shall permit Tencent at any time upon seven (7) days' notice, to be given in writing, to have access to the appropriate part of Second-Level Reseller's premises, systems, equipment, and other materials and data Processing facilities to enable Tencent (or its designated representative) to inspect or audit the same for the purposes of monitoring compliance with Second-Level Reseller's obligations under this DPA. Such inspection shall:

- a. be carried out by Tencent or an inspection body composed of independent members and in possession of the required professional qualifications and bound by a duty of confidentiality, selected by Tencent, where applicable, in agreement with the Regulator; and
- b. not relieve Second-Level Reseller of any of its obligations under this DPA.

15. EXPORT OF PERSONAL DATA

15.1 In the case of a Relevant Data Export from the EEA, the Relevant Data Export shall be carried out in accordance with, and will be subject to, the Standard Contractual Clauses – Module 4 : Processor to Controller set out in Schedule F, which incorporate the provisions of Schedule B, and which together will form contractual terms between Tencent and Second-Level Reseller for that particular transfer of Personal Data.

15.2 In the case of a Relevant Data Export from the UK, the Relevant Data Export shall be carried out in accordance with, and will be subject to, the International Data Transfer Addendum to the EU Commission Standard Contractual Clauses, set out in Schedule D-2, which incorporates the provisions of Schedule B and Schedule C, and which

together will form contractual terms between Second-Level Reseller and Tencent for that particular transfer of Personal Data.

15.3 In the case of a Relevant Data Export other than from the EEA or UK, the Parties shall ensure that such transfer is carried out, to the extent required by Applicable Data Protection Laws, using a Lawful Export Measure. To the extent such Lawful Export Measure requires (a) a contract imposing appropriate safeguards on the transfer and processing of such Personal Data (which is not otherwise satisfied by this DPA); (b) a description of the Processing of Personal Data contemplated under this DPA; and (c) a description of technical and organisational measures to be implemented by the data importer, the Parties agree that the Standard Contractual Clauses, the description of processing activities set out in Schedule B, and the description of technical and organisational measures set out in Schedule C, shall apply *mutatis mutandis* for the benefit of such transfer, and in relation to any onward transfer of the Personal Data by that data importer to another person, the other person shall comply with the same importer obligations.

MISCELLANEOUS (APPLICABLE TO ALL MODULES)

16. COOPERATION WITH REGULATORS

16.1 The Parties agree that they shall and, where applicable, shall procure that their representatives shall cooperate, on request, with any relevant Regulator in the performance of its tasks pursuant to Applicable Data Protection Law.

17. RESOLUTION OF DISPUTES WITH DATA SUBJECTS OR A REGULATOR

In respect of any action or omission under this DPA:

- a. in the event of a dispute or claim brought by a Data Subject or a Regulator concerning the Processing of Personal Data against Tencent, Second-Level Reseller will inform Tencent about any such disputes or claims, and will cooperate with a view to settling them amicably in a timely fashion;
- b. Second-Level Reseller agrees to respond to any generally available non-binding mediation procedure initiated by a Data Subject or by a Regulator. If they do participate in the proceedings, Second-Level Reseller may elect to do so remotely (such as by telephone or other electronic means); and
- c. each Party shall abide by a decision, as applicable, of a competent court of Tencent's country of establishment; of a competent court of the relevant Data Subject's country of habitual residence; or of the Regulator which is final and

against which no further appeal is possible.

18. LIABILITY

18.1 Without prejudice to any other rights or remedies that Tencent may have, Second-Level Reseller hereby acknowledges and agrees that a person with rights under this DPA may be irreparably harmed by any breach of its terms and that damages alone may not be an adequate remedy. Accordingly, a person bringing a claim under this DPA shall be entitled to the remedies of injunction, specific performance or other equitable relief for any threatened or actual breach of the terms of this DPA.

18.2 Second-Level Reseller agrees that it will (in addition to, and without affecting, any other rights or remedies that Tencent may have whether under statute, common law or otherwise) indemnify, defend and hold harmless Tencent, its affiliates, and their respective employees, officers and directors (the "Tencent Parties") on demand from and against all claims, liabilities, costs, expenses, loss or damage incurred by a Tencent Party (including consequential losses, loss of profit and loss of reputation and all interest, penalties and legal and other professional costs and expenses) arising directly or indirectly from a breach of Applicable Data Protection Law or this DPA by Second-Level Reseller or enforcement of any rights under it.

19. TERMINATION

19.1 Termination of this DPA shall be governed by the applicable provisions in the relevant provisions in the Tencent Cloud Reseller Terms.

19.2 Upon termination of this DPA:

- a. each Party shall, except to the extent it acts as a Data Controller of such Personal Data, at the other Party's option, either forthwith:
 - i. return all of the Personal Data and any copies thereof which it is Processing or has Processed upon behalf of that Party. The return of the Personal Data shall result in the full deletion of the Personal Data existent in the IT equipment and systems used by the Party; or
 - ii. destroy all of the Personal Data and any copies thereof which it has Processed on behalf of that Party promptly and in any case within 14 days of being requested to do so by that Party. The Party shall certify the deletion of such data in writing to the other Party; and
 - iii. cease Processing Personal Data on behalf of the other Party under this DPA.

20. MISCELLANEOUS

Applicable clauses in relation to Assignment, Variation, Further Assurance, Invalidity, Waiver and Notices of the applicable Tencent Cloud Reseller Terms shall apply *mutatis mutandis* to this DPA.

21. SERVICE-SPECIFIC TERMS

The Parties agree that certain Additional Terms may apply to certain services provided by or on behalf of Tencent from time to time in connection with the Tencent Cloud Reseller Terms, and that such Additional Terms shall be deemed to be incorporated into this DPA.

22. ENTIRE AGREEMENT

These terms are the final and complete expression of all agreements between Second-Level Reseller and Tencent regarding Processing of Personal Data and supersede all prior oral and written agreements regarding these matter. In the event of any conflict between this DPA or the Tencent Cloud Reseller Terms, this DPA shall prevail to the extent of the inconsistency solely to the extent such inconsistency relates to the Processing of Personal Data or any Applicable Data Protection Law.

23. COUNTERPARTS

This DPA may be entered into in any number of counterparts, all of which taken together shall constitute one and the same instrument.

24. GOVERNING LAW

24.1 Subject to clause 24.2, this DPA shall be governed by Singapore law.

24.2 The law governing Module A (Transfers between Data Controllers), 2 (Transfers from a Data Controller to a Data Processor), in respect of each transfer, be the law of the country in which the Data Discloser is established. The law governing Section 3 (Transfers from a Processor to a Controller) of this DPA shall, in respect of each transfer, be the law of the country in which the Data Receiver is established.

24.3 Any dispute shall be referred to, and finally resolved by, arbitration administered by the Singapore International Arbitration Centre in accordance with the Arbitration Rules of the Singapore International Arbitration Centre for the time being in force when the notice of arbitration is submitted. The tribunal shall consist of one arbitrator. The seat of arbitration shall be Singapore and the language to be used in the arbitral proceedings shall be English.

SCHEDULE A: LIST OF PARTIES

Module A (Transfers between Controllers)

Data Exporter and Importer(s) - Tencent:

Tencent Cloud Europe B.V., a Dutch registered company located at Buitenveldertselaan 1-5, 1082 VA, Amsterdam, the Netherlands., if Second-Level Reseller is located in European Economic Area, UK and Switzerland

Tencent Cloud LLC, a Delaware corporation registered company located at Claremont 2747 Park Blvd, Palo Alto, CA 94306., if Second-Level Reseller is located in North America

Tencent Korea Yuhan Hoesa, 152, Taeheran-ro, Gangnam-gu (Gangnam Finance Center, Yeoksam-dong), Seoul, South Korea, if Second-Level Reseller is located in South Korea

Aceville Pte Ltd, a Singapore-registered company located at 30 Raffles Place, #12-01, Oxley @ Raffles, Singapore 048622., if Second-Level Reseller is located in the rest of the world except People's Republic of China

Contact: cloudlegalnotices@tencent.com

Activities relevant to the data transferred under these Clauses: Cloud service provider Role

(controller/processor): Controller

Data Exporter and Importer(s) – Second-Level Reseller:

Name: The relevant entity that entered into the Tencent Cloud Reseller Terms with Tencent

Address: The address provided to Tencent when signing up to act as a reseller of Tencent cloud services. Contact person's name, position and contact details: The details provided to Tencent when signing up to act as a reseller of Tencent cloud services.

Activities relevant to the data transferred under these Clauses: Reseller of Tencent Role (controller/processor): Controller

Module B (Transfers from a Data Controller (Second-Level Reseller) to a Data Processor (Tencent))

Data exporter(s) –Second-Level Reseller:

Name: The relevant Party that entered into the Tencent Cloud Reseller Terms with Tencent, who acting as Data Controller transfers Personal Data to Tencent.

Address: The address provided to Tencent when signing up to act as a reseller of Tencent cloud services.

Contact person's name, position and contact details: The details provided to Tencent when signing up to act as a reseller of Tencent cloud services.

Activities relevant to the data transferred under these Clauses: Second-Level Reseller of Tencent Role (controller/processor): Controller

Data importer(s) –Tencent:

Tencent Cloud Europe B.V., a Dutch registered company located at Buitenveldertselaan 1-5, 1082 VA, Amsterdam, the Netherlands., if Second-Level Reseller is located in European Economic Area, UK and Switzerland

Tencent Cloud LLC, a Delaware corporation registered company located at Claremont 2747 Park Blvd, Palo Alto, CA 94306., if Second-Level Reseller is located in North America

Tencent Korea Yuhan Hoesa, 152, Taeheran-ro, Gangnam-gu (Gangnam Finance Center, Yeoksam-dong), Seoul, South Korea, if Second-Level Reseller is located in South Korea

Aceville Pte Ltd, a Singapore-registered company located at 30 Raffles Place, #12-01, Oxley @ Raffles, Singapore 048622., if Second-Level Reseller is located in the rest of the world except People's Republic of China

Contact: cloudlegalnotices@tencent.com

Activities relevant to the data transferred under these Clauses: Cloud service provider Role (controller/processor): Processor

Module C (Transfers from a Data Processor (Second-Level Reseller) to a Data Controller (Tencent))**Data exporter(s) –Second-Level Reseller:**

Name: The relevant Party that entered into the Tencent Cloud Reseller Terms with Tencent.

Address: The address provided to Tencent when signing up to act as a second-level reseller of Tencent cloud services.

Contact person's name, position and contact details: The details provided to Tencent when signing up to act as a reseller of Tencent cloud services.

Activities relevant to the data transferred under these Clauses: Second-Level Reseller of Tencent

Role (controller/processor): Processor

Data importer(s) –Tencent:

Tencent Cloud Europe B.V., a Dutch registered company located at Buitenveldertselaan 1-5, 1082 VA, Amsterdam, the Netherlands., if Second-Level Reseller is located in European Economic Area, UK and Switzerland

Tencent Cloud LLC, a Delaware corporation registered company located at Claremont 2747 Park Blvd, Palo Alto, CA 94306., if Second-Level Reseller is located in North America

Tencent Korea Yuhan Hoesa, 152, Taeheran-ro, Gangnam-gu (Gangnam Finance Center, Yeoksam-dong), Seoul, South Korea, if Second-Level Reseller is located in South Korea

Aceville Pte Ltd, a Singapore-registered company located at 30 Raffles Place, #12-01, Oxley @ Raffles, Singapore 048622., if Second-Level Reseller is located in the rest of the world except People's Republic of China

Activities relevant to the data transferred under these Clauses: Cloud service provider Role (controller/processor): Controller

SCHEDULE B: DESCRIPTION OF TRANSFERS

Categories of data subjects whose personal data is transferred

Individuals employed by or representing the Second-Level Reseller

End Users(s), End Customers

Categories of personal data transferred

Individuals employed by or representing the Second-Level Reseller: name, job title, mobile phone, email address

End Users(s), End Customers: Name, Email address, address, country, business registration number (and photo), job title, mobile number, payment details (bank name, account name, bank account, swift code), invoice information (Payer Account ID, Owner Account ID, Operator Account ID), and any other personal data made available by or on behalf of Second-Level Reseller/Second-Level Reseller's End User(s), or otherwise accessible directly or indirectly via the Partner Console.

Sensitive data transferred (if applicable) and applied restrictions or safeguards that fully take into consideration the nature of the data and the risks involved, such as for instance strict purpose limitation, access restrictions (including access only for staff having followed specialised training), keeping a record of access to the data, restrictions for onward transfers or additional security measures.

No sensitive personal data transferred

The frequency of the transfer (e.g. whether the data is transferred on a one-off or continuous basis).

For the duration of the DPA

Nature of the processing

Second-Level Reseller will act as a reseller of Tencent cloud services for certain End Users. Second-Level Reseller shall administer and manage Resell activities relating to its End Users and Second-Level Resellers through the functions and tools provided through Partner Console or via other processes authorized or designated by Tencent and this will involve processing personal data.

Purpose(s) of the data transfer and further processing

To facilitate the Reselling of Tencent Services by the Second-Level Reseller, including (without limitation and in each case to the extent the relevant services, features, support or functions are provided):

making available or accessible, directly or indirectly, Personal Data via the Partner Console

provision of integrated / value-added services by the Second-Level Reseller to its customers (if applicable)

customer account creation via email invite sent by Second-Level Reseller on the Tencent Cloud console

placement of orders / Purchase Orders for Tencent Services

fulfilment of orders / Purchase Orders (i.e. performance of Tencent Services)

access to online training materials and support from Tencent

access to dedicated online documents and support from Tencent

assigning dedicated solution architect(s) for support

participation in Tencent's marketing activities (details subject to Tencent's approval)

joint case study opportunities (details subject to Tencent's agreement)

The period for which the personal data will be retained, or, if that is not possible, the criteria used to determine that period

The retention period will follow the data retention policy as set out in the Privacy Policy on the Tencent website.

For transfers to (sub-) processors, also specify subject matter, nature and duration of the processing

N/A

Identify the competent supervisory authority/ies in accordance with Clause 13 of Schedules D, E and F

The Netherlands

SCHEDULE C: TECHNICAL AND ORGANISATIONAL MEASURES INCLUDING TECHNICAL AND ORGANISATIONAL MEASURES TO ENSURE THE SECURITY OF THE DATA

Where applicable this Schedule C also forms part of the Standard Contractual Clauses.

Description of the technical and organisational measures implemented by the data importer(s) (including any relevant certifications) to ensure an appropriate level of security, taking into account the nature, scope, context and purpose of the processing, and the risks for the rights and freedoms of natural persons.

- 1. Data security.** The data importer shall design and implement the following measures to protect customer's data against unauthorized access:
standards for data categorisation and classification;
a set of authentication and access control capabilities at the physical, network, system and application levels; and
a mechanism for detecting big data-based abnormal behaviour.
- 2. Network security.** The data importer shall implement stringent rules on internal network isolation to achieve access control and border protection for internal networks (including office networks, development networks, testing networks and production networks) by way of physical and logical isolation.
- 3. Physical and environmental security.** Stringent infrastructure and environment access controls shall be implemented for data centers based on relevant regional security requirements. An access control matrix is established, based on the types of data center personnel and their respective access privileges, to ensure effective management and control of access and operations by data center personnel.
- 4. Incident management.** The data importer shall operate active and real-time service monitoring, combined with a rapid response and handling mechanism, that enables prompt detection and handling of security incidents.

5. **Compliance with standards.** The data importer shall comply with the standards listed in Tencent's Compliance Center page, and as updated from time to time.

SCHEDULE D-1: STANDARD CONTRACTUAL CLAUSES

MODULE 1: CONTROLLER TO CONTROLLER TRANSFER

Section I

Clause 1: Purpose and scope

a. The purpose of these standard contractual clauses is to ensure compliance with the requirements of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation) for the transfer of personal data to a third country.

b. The Parties:

i. the natural or legal person(s), public authority/ies, agency/ies or other body/ies (hereinafter "entity/ies") transferring the personal data, as listed in Annex I.A. (hereinafter each "data exporter"), and

ii. the entity/ies in a third country receiving the personal data from the data exporter, directly or indirectly via another entity also Party to these Clauses, as listed in Annex I.A. (hereinafter each "data importer")

have agreed to these standard contractual clauses (hereinafter: "Clauses").

c. These Clauses apply with respect to the transfer of personal data as specified in Annex I.B.

d. The Appendix to these Clauses containing the Annexes referred to therein forms an integral part of these Clauses.

Clause 2: Effect and invariability of the Clauses

a. These Clauses set out appropriate safeguards, including enforceable data subject rights and effective legal remedies, pursuant to Article 46(1) and Article 46 (2)(c) of Regulation (EU) 2016/679 and, with respect to data transfers from controllers to processors and/or processors to processors, standard contractual clauses pursuant to Article 28(7) of Regulation (EU) 2016/679, provided they are not modified, except to select the appropriate Module(s) or to add or update information in the Appendix. This does not prevent the Parties from including the standard contractual clauses laid down in these Clauses in a wider contract and/or to add other clauses or additional safeguards, provided that they do not contradict, directly or indirectly, these Clauses or prejudice the fundamental rights or freedoms of data subjects.

b. These Clauses are without prejudice to obligations to which the data exporter is subject by virtue of Regulation (EU) 2016/679.

Clause 3: Third-party beneficiaries

a. Data subjects may invoke and enforce these Clauses, as third-party beneficiaries, against the data exporter and/or data importer, with the following exceptions:

i. Clause 1, Clause 2, Clause 3, Clause 6, Clause 7;

- ii. Clause 8 - Clause 8.5 (e) and Clause 8.9(b);
 - iii. Clause 12 - Clause 12(a) and (d);
 - iv. Clause 13;
 - v. Clause 15.1(c), (d) and (e);
 - vi. Clause 16(e);
 - vii. Clause 18 - Clause 18(a) and (b).
- b. Paragraph (a) is without prejudice to rights of data subjects under Regulation (EU) 2016/679.

Clause 4: Interpretation

- a. Where these Clauses use terms that are defined in Regulation (EU) 2016/679, those terms shall have the same meaning as in that Regulation.
- b. These Clauses shall be read and interpreted in the light of the provisions of Regulation (EU) 2016/679.
- c. These Clauses shall not be interpreted in a way that conflicts with rights and obligations provided for in Regulation (EU) 2016/679.

Clause 5: Hierarchy

In the event of a contradiction between these Clauses and the provisions of related agreements between the Parties, existing at the time these Clauses are agreed or entered into thereafter, these Clauses shall prevail.

Clause 6: Description of the transfer(s)

The details of the transfer(s), and in particular the categories of personal data that are transferred and the purpose(s) for which they are transferred, are specified in Annex I.B.

Clause 7: Docking clause

- a. An entity that is not a Party to these Clauses may, with the agreement of the Parties, accede to these Clauses at any time, either as a data exporter or as a data importer, by completing the Appendix and signing Annex I.A.
- b. Once it has completed the Appendix and signed Annex I.A, the acceding entity shall become a Party to these Clauses and have the rights and obligations of a data exporter or data importer in accordance with its designation in Annex I.A.
- c. The acceding entity shall have no rights or obligations arising under these Clauses from the period prior to becoming a Party.

Section II – OBLIGATIONS OF THE PARTIES

Clause 8: Data protection safeguards

The data exporter warrants that it has used reasonable efforts to determine that the data importer is able, through the implementation of appropriate technical and organisational measures, to satisfy its obligations under these Clauses.

8.1 Purpose limitation

The data importer shall process the personal data only for the specific purpose(s) of the transfer, as set out in Annex I.B. It may only process the personal data for another purpose:

- i. where it has obtained the data subject's prior consent;

- ii. where necessary for the establishment, exercise or defence of legal claims in the context of specific administrative, regulatory or judicial proceedings; or
- iii. where necessary in order to protect the vital interests of the data subject or of another natural person.

8.2 Transparency

- a. In order to enable data subjects to effectively exercise their rights pursuant to Clause 10, the data importer shall inform them, either directly or through the data exporter:
 - i. of its identity and contact details;
 - ii. of the categories of personal data processed;
 - iii. of the right to obtain a copy of these Clauses;
 - iv. where it intends to onward transfer the personal data to any third party/ies, of the recipient or categories of recipients (as appropriate with a view to providing meaningful information), the purpose of such onward transfer and the ground therefore pursuant to Clause 8.7.
- b. Paragraph (a) shall not apply where the data subject already has the information, including when such information has already been provided by the data exporter, or providing the information proves impossible or would involve a disproportionate effort for the data importer. In the latter case, the data importer shall, to the extent possible, make the information publicly available.
- c. On request, the Parties shall make a copy of these Clauses, including the Appendix as completed by them, available to the data subject free of charge. To the extent necessary to protect business secrets or other confidential information, including personal data, the Parties may redact part of the text of the Appendix prior to sharing a copy, but shall provide a meaningful summary where the data subject would otherwise not be able to understand its content or exercise his/her rights. On request, the Parties shall provide the data subject with the reasons for the redactions, to the extent possible without revealing the redacted information.
- d. Paragraphs (a) to (c) are without prejudice to the obligations of the data exporter under Articles 13 and 14 of Regulation (EU) 2016/679.

8.3 Accuracy and data minimisation

- a. Each Party shall ensure that the personal data is accurate and, where necessary, kept up to date. The data importer shall take every reasonable step to ensure that personal data that is inaccurate, having regard to the purpose(s) of processing, is erased or rectified without delay.
- b. If one of the Parties becomes aware that the personal data it has transferred or received is inaccurate, or has become outdated, it shall inform the other Party without undue delay.
- c. The data importer shall ensure that the personal data is adequate, relevant and limited to what is necessary in relation to the purpose(s) of processing.

8.4 Storage limitation

The data importer shall retain the personal data for no longer than necessary for the purpose(s) for which it is processed. It shall put in place appropriate technical or organisational measures to ensure compliance with this obligation, including erasure or anonymisation of the data and all back-ups at the end of the retention period.

8.5 Security of processing

- a. The data importer and, during transmission, also the data exporter shall implement appropriate technical and organisational measures to ensure the security of the personal data, including protection against a breach of security leading to accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access (hereinafter “personal data breach”). In assessing the appropriate level of security, they shall take due account of the state of the art, the costs of implementation, the nature, scope, context and purpose(s) of processing and the risks involved in the processing for the data subject. The Parties shall in particular consider having recourse to encryption or pseudonymisation, including during transmission, where the purpose of processing can be fulfilled in that manner.
- b. The Parties have agreed on the technical and organisational measures set out in Annex II. The data importer shall carry out regular checks to ensure that these measures continue to provide an appropriate level of security.
- c. The data importer shall ensure that persons authorised to process the personal data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality.
- d. In the event of a personal data breach concerning personal data processed by the data importer under these Clauses, the data importer shall take appropriate measures to address the personal data breach, including measures to mitigate its possible adverse effects.
- e. In case of a personal data breach that is likely to result in a risk to the rights and freedoms of natural persons, the data importer shall without undue delay notify both the data exporter and the competent supervisory authority pursuant to Clause 13. Such notification shall contain i) a description of the nature of the breach (including, where possible, categories and approximate number of data subjects and personal data records concerned), ii) its likely consequences, iii) the measures taken or proposed to address the breach, and iv) the details of a contact point from whom more information can be obtained. To the extent it is not possible for the data importer to provide all the information at the same time, it may do so in phases without undue further delay.
- f. In case of a personal data breach that is likely to result in a high risk to the rights and freedoms of natural persons, the data importer shall also notify without undue delay the data subjects concerned of the personal data breach and its nature, if necessary in cooperation with the data exporter, together with the information referred to in paragraph (e), points ii) to iv), unless the data importer has implemented measures to significantly reduce the risk to the rights or freedoms of natural persons, or notification would involve disproportionate efforts. In the latter case, the data importer shall instead issue a public communication or take a similar measure to inform the public of the personal data breach.
- g. The data importer shall document all relevant facts relating to the personal data breach, including its effects and any remedial action taken, and keep a record thereof.

8.6 Sensitive data

Where the transfer involves personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, or biometric data for the purpose of uniquely identifying a natural person, data concerning health or a person’s sex life or sexual orientation, or data relating to criminal convictions or offences (hereinafter “sensitive data”), the data importer shall apply specific restrictions and/or additional safeguards adapted to the specific nature of the data and the risks involved. This may include restricting the personnel permitted

to access the personal data, additional security measures (such as pseudonymisation) and/or additional restrictions with respect to further disclosure.

8.7 Onward transfers

The data importer shall not disclose the personal data to a third party located outside the European Union (in the same country as the data importer or in another third country, hereinafter “onward transfer”) unless the third party is or agrees to be bound by these Clauses, under the appropriate Module. Otherwise, an onward transfer by the data importer may only take place if:

- i. it is to a country benefitting from an adequacy decision pursuant to Article 45 of Regulation (EU) 2016/679 that covers the onward transfer;
- ii. the third party otherwise ensures appropriate safeguards pursuant to Articles 46 or 47 of Regulation (EU) 2016/679 with respect to the processing in question;
- iii. the third party enters into a binding instrument with the data importer ensuring the same level of data protection as under these Clauses, and the data importer provides a copy of these safeguards to the data exporter;
- iv. it is necessary for the establishment, exercise or defence of legal claims in the context of specific administrative, regulatory or judicial proceedings;
- v. it is necessary in order to protect the vital interests of the data subject or of another natural person; or
- vi. where none of the other conditions apply, the data importer has obtained the explicit consent of the data subject for an onward transfer in a specific situation, after having informed him/her of its purpose(s), the identity of the recipient and the possible risks of such transfer to him/her due to the lack of appropriate data protection safeguards. In this case, the data importer shall inform the data exporter and, at the request of the latter, shall transmit to it a copy of the information provided to the data subject.

Any onward transfer is subject to compliance by the data importer with all the other safeguards under these Clauses, in particular purpose limitation.

8.8 Processing under the authority of the data importer

The data importer shall ensure that any person acting under its authority, including a processor, processes the data only on its instructions.

8.9 Documentation and compliance

- a. Each Party shall be able to demonstrate compliance with its obligations under these Clauses. In particular, the data importer shall keep appropriate documentation of the processing activities carried out under its responsibility.
- b. The data importer shall make such documentation available to the competent supervisory authority on request.

Clause 9: Use of sub-processors Clause 10: Data subject rights

- a. The data importer, where relevant with the assistance of the data exporter, shall deal with any enquiries and requests it receives from a data subject relating to the processing of his/her personal data and the exercise of his/her rights under these Clauses without undue delay and at the latest within one month of the receipt of the enquiry or request. The data importer shall take appropriate measures to facilitate such enquiries, requests and the exercise of

data subject rights. Any information provided to the data subject shall be in an intelligible and easily accessible form, using clear and plain language.

b. In particular, upon request by the data subject the data importer shall, free of charge:

i. provide confirmation to the data subject as to whether personal data concerning him/her is being processed and, where this is the case, a copy of the data relating to him/her and the information in Annex I; if personal data has been or will be onward transferred, provide information on recipients or categories of recipients (as appropriate with a view to providing meaningful information) to which the personal data has been or will be onward transferred, the purpose of such onward transfers and their ground pursuant to Clause 8.7; and provide information on the right to lodge a complaint with a supervisory authority in accordance with Clause 12(c)(i);

ii. rectify inaccurate or incomplete data concerning the data subject;

iii. erase personal data concerning the data subject if such data is being or has been processed in violation of any of these Clauses ensuring third-party beneficiary rights, or if the data subject withdraws the consent on which the processing is based.

c. Where the data importer processes the personal data for direct marketing purposes, it shall cease processing for such purposes if the data subject objects to it.

d. The data importer shall not make a decision based solely on the automated processing of the personal data transferred (hereinafter “automated decision”), which would produce legal effects concerning the data subject or similarly significantly affect him / her, unless with the explicit consent of the data subject or if authorised to do so under the law of the country of destination, provided that such law lays down suitable measures to safeguard the data subject’s rights and legitimate interests. In this case, the data importer shall, where necessary in cooperation with the data exporter:

i. inform the data subject about the envisaged automated decision, the envisaged consequences and the logic involved; and

ii. implement suitable safeguards, at least by enabling the data subject to contest the decision, express his/her point of view and obtain review by a human being.

e. Where requests from a data subject are excessive, in particular because of their repetitive character, the data importer may either charge a reasonable fee taking into account the administrative costs of granting the request or refuse to act on the request.

f. The data importer may refuse a data subject’s request if such refusal is allowed under the laws of the country of destination and is necessary and proportionate in a democratic society to protect one of the objectives listed in Article 23(1) of Regulation (EU) 2016/679.

g. If the data importer intends to refuse a data subject’s request, it shall inform the data subject of the reasons for the refusal and the possibility of lodging a complaint with the competent supervisory authority and/or seeking judicial redress.

Clause 11: Redress

a. The data importer shall inform data subjects in a transparent and easily accessible format, through individual notice or on its website, of a contact point authorised to handle complaints. It shall deal promptly with any complaints it receives from a data subject.

b. In case of a dispute between a data subject and one of the Parties as regards compliance with these Clauses, that Party shall use its best efforts to resolve the issue amicably in a timely fashion. The Parties shall keep each other informed about such disputes and, where appropriate, cooperate in resolving them.

c. Where the data subject invokes a third-party beneficiary right pursuant to Clause 3, the data importer shall accept the decision of the data subject to:

i. lodge a complaint with the supervisory authority in the Member State of his/her habitual residence or place of work, or the competent supervisory authority pursuant to Clause 13;

ii. refer the dispute to the competent courts within the meaning of Clause 18.

d. The Parties accept that the data subject may be represented by a not-for-profit body, organisation or association under the conditions set out in Article 80(1) of Regulation (EU) 2016/679.

e. The data importer shall abide by a decision that is binding under the applicable EU or Member State law.

f. The data importer agrees that the choice made by the data subject will not prejudice his/her substantive and procedural rights to seek remedies in accordance with applicable laws.

Clause 12: Liability

a. Each Party shall be liable to the other Party/ies for any damages it causes the other Party/ies by any breach of these Clauses.

b. Each Party shall be liable to the data subject, and the data subject shall be entitled to receive compensation, for any material or non-material damages that the Party causes the data subject by breaching the third-party beneficiary rights under these Clauses. This is without prejudice to the liability of the data exporter under Regulation (EU) 2016/679.

c. Where more than one Party is responsible for any damage caused to the data subject as a result of a breach of these Clauses, all responsible Parties shall be jointly and severally liable and the data subject is entitled to bring an action in court against any of these Parties.

d. The Parties agree that if one Party is held liable under paragraph (c), it shall be entitled to claim back from the other Party/ies that part of the compensation corresponding to its / their responsibility for the damage.

e. The data importer may not invoke the conduct of a processor or sub-processor to avoid its own liability.

Clause 13: Supervision

a. Where the data exporter is established in an EU Member State: The supervisory authority with responsibility for ensuring compliance by the data exporter with Regulation (EU) 2016/679 as regards the data transfer, as indicated in Annex I.C, shall act as competent supervisory authority.

Where the data exporter is not established in an EU Member State, but falls within the territorial scope of application of Regulation (EU) 2016/679 in accordance with its Article 3(2) and has appointed a representative pursuant to Article 27(1) of Regulation (EU) 2016/679: The supervisory authority of the Member State in which the representative within the meaning of Article 27(1) of Regulation (EU) 2016/679 is established, as indicated in Annex I.C, shall act as competent supervisory authority.

Where the data exporter is not established in an EU Member State, but falls within the territorial scope of application of Regulation (EU) 2016/679 in accordance with its Article 3(2) without however having to appoint a representative pursuant to Article 27(2) of Regulation (EU) 2016/679: The supervisory authority of one of the Member States in which

the data subjects whose personal data is transferred under these Clauses in relation to the offering of goods or services to them, or whose behaviour is monitored, are located, as indicated in Annex I.C, shall act as competent supervisory authority.

The data importer agrees to submit itself to the jurisdiction of and cooperate with the competent supervisory authority in any procedures aimed at ensuring compliance with these Clauses. In particular, the data importer agrees to respond to enquiries, submit to audits and comply with the measures adopted by the supervisory authority, including remedial and compensatory measures. It shall provide the supervisory authority with written confirmation that the necessary actions have been taken.

Section III – LOCAL LAWS AND OBLIGATIONS IN CASE OF ACCESS BY PUBLIC AUTHORITIES

Clause 14: Local laws and practices affecting compliance with the Clauses

- a. The Parties warrant that they have no reason to believe that the laws and practices in the third country of destination applicable to the processing of the personal data by the data importer, including any requirements to disclose personal data or measures authorising access by public authorities, prevent the data importer from fulfilling its obligations under these Clauses. This is based on the understanding that laws and practices that respect the essence of the fundamental rights and freedoms and do not exceed what is necessary and proportionate in a democratic society to safeguard one of the objectives listed in Article 23(1) of Regulation (EU) 2016/679, are not in contradiction with these Clauses.
- b. The Parties declare that in providing the warranty in paragraph (a), they have taken due account in particular of the following elements:
 - i. the specific circumstances of the transfer, including the length of the processing chain, the number of actors involved and the transmission channels used; intended onward transfers; the type of recipient; the purpose of processing; the categories and format of the transferred personal data; the economic sector in which the transfer occurs; the storage location of the data transferred;
 - ii. the laws and practices of the third country of destination– including those requiring the disclosure of data to public authorities or authorising access by such authorities – relevant in light of the specific circumstances of the transfer, and the applicable limitations and safeguards;
 - iii. any relevant contractual, technical or organisational safeguards put in place to supplement the safeguards under these Clauses, including measures applied during transmission and to the processing of the personal data in the country of destination.
- c. The data importer warrants that, in carrying out the assessment under paragraph (b), it has made its best efforts to provide the data exporter with relevant information and agrees that it will continue to cooperate with the data exporter in ensuring compliance with these Clauses.
- d. The Parties agree to document the assessment under paragraph (b) and make it available to the competent supervisory authority on request.
- e. The data importer agrees to notify the data exporter promptly if, after having agreed to these Clauses and for the duration of the contract, it has reason to believe that it is or has become subject to laws or practices not in line with the requirements under paragraph (a), including following a change in the laws of the third country or a measure (such as

a disclosure request) indicating an application of such laws in practice that is not in line with the requirements in paragraph (a).

f. Following a notification pursuant to paragraph (e), or if the data exporter otherwise has reason to believe that the data importer can no longer fulfil its obligations under these Clauses, the data exporter shall promptly identify appropriate measures (e.g. technical or organisational measures to ensure security and confidentiality) to be adopted by the data exporter and/or data importer to address the situation. The data exporter shall suspend the data transfer if it considers that no appropriate safeguards for such transfer can be ensured, or if instructed by the competent supervisory authority to do so. In this case, the data exporter shall be entitled to terminate the contract, insofar as it concerns the processing of personal data under these Clauses. If the contract involves more than two Parties, the data exporter may exercise this right to termination only with respect to the relevant Party, unless the Parties have agreed otherwise. Where the contract is terminated pursuant to this Clause, Clause 16(d) and (e) shall apply.

Clause 15: Obligations of the data importer in case of access by public authorities

15.1 Notification

- a. The data importer agrees to notify the data exporter and, where possible, the data subject promptly (if necessary with the help of the data exporter) if it:
- i. receives a legally binding request from a public authority, including judicial authorities, under the laws of the country of destination for the disclosure of personal data transferred pursuant to these Clauses; such notification shall include information about the personal data requested, the requesting authority, the legal basis for the request and the response provided; or
 - ii. becomes aware of any direct access by public authorities to personal data transferred pursuant to these Clauses in accordance with the laws of the country of destination; such notification shall include all information available to the importer.
- b. If the data importer is prohibited from notifying the data exporter and/or the data subject under the laws of the country of destination, the data importer agrees to use its best efforts to obtain a waiver of the prohibition, with a view to communicating as much information as possible, as soon as possible. The data importer agrees to document its best efforts in order to be able to demonstrate them on request of the data exporter.
- c. Where permissible under the laws of the country of destination, the data importer agrees to provide the data exporter, at regular intervals for the duration of the contract, with as much relevant information as possible on the requests received (in particular, number of requests, type of data requested, requesting authority/ies, whether requests have been challenged and the outcome of such challenges, etc.).
- d. The data importer agrees to preserve the information pursuant to paragraphs (a) to (c) for the duration of the contract and make it available to the competent supervisory authority on request.
- e. Paragraphs (a) to (c) are without prejudice to the obligation of the data importer pursuant to Clause 14(e) and Clause 16 to inform the data exporter promptly where it is unable to comply with these Clauses.

15.2 Review of legality and data minimisation

- a. The data importer agrees to review the legality of the request for disclosure, in particular whether it remains within the powers granted to the requesting public authority, and to challenge the request if, after careful assessment, it concludes that there are reasonable grounds to consider that the request is unlawful under the laws of the country of destination, applicable obligations under international law and principles of international comity. The data importer shall, under the same conditions, pursue possibilities of appeal. When challenging a request, the data importer shall seek interim measures with a view to suspending the effects of the request until the competent judicial authority has decided on its merits. It shall not disclose the personal data requested until required to do so under the applicable procedural rules. These requirements are without prejudice to the obligations of the data importer under Clause 14(e).
- b. The data importer agrees to document its legal assessment and any challenge to the request for disclosure and, to the extent permissible under the laws of the country of destination, make the documentation available to the data exporter. It shall also make it available to the competent supervisory authority on request.
- c. The data importer agrees to provide the minimum amount of information permissible when responding to a request for disclosure, based on a reasonable interpretation of the request.

Section IV – FINAL PROVISIONS

Clause 16: Non-compliance with the Clauses and termination

- a. The data importer shall promptly inform the data exporter if it is unable to comply with these Clauses, for whatever reason.
- b. In the event that the data importer is in breach of these Clauses or unable to comply with these Clauses, the data exporter shall suspend the transfer of personal data to the data importer until compliance is again ensured or the contract is terminated. This is without prejudice to Clause 14(f).
- c. The data exporter shall be entitled to terminate the contract, insofar as it concerns the processing of personal data under these Clauses, where:
 - i. the data exporter has suspended the transfer of personal data to the data importer pursuant to paragraph (b) and compliance with these Clauses is not restored within a reasonable time and in any event within one month of suspension;
 - ii. the data importer is in substantial or persistent breach of these Clauses; or
 - iii. the data importer fails to comply with a binding decision of a competent court or supervisory authority regarding its obligations under these Clauses.

In these cases, it shall inform the competent supervisory authority of such non-compliance. Where the contract involves more than two Parties, the data exporter may exercise this right to termination only with respect to the relevant Party, unless the Parties have agreed otherwise.

- d. Personal data that has been transferred prior to the termination of the contract pursuant to paragraph (c) shall at the choice of the data exporter immediately be returned to the data exporter or deleted in its entirety. The same shall apply to any copies of the data. The data importer shall certify the deletion of the data to the data exporter. Until the data is deleted or returned, the data importer shall continue to ensure compliance with these Clauses. In case of local laws applicable to the data importer that prohibit the return or deletion of the transferred personal data, the data

importer warrants that it will continue to ensure compliance with these Clauses and will only process the data to the extent and for as long as required under that local law.

e. Either Party may revoke its agreement to be bound by these Clauses where (i) the European Commission adopts a decision pursuant to Article 45(3) of Regulation (EU) 2016/679 that covers the transfer of personal data to which these Clauses apply; or (ii) Regulation (EU) 2016/679 becomes part of the legal framework of the country to which the personal data is transferred. This is without prejudice to other obligations applying to the processing in question under Regulation (EU) 2016/679.

Clause 17: Governing law

These Clauses shall be governed by the law of one of the EU Member States, provided such law allows for third-party beneficiary rights. The Parties agree that this shall be the law of The Netherlands (*specify Member State*).

Clause 18: Choice of forum and jurisdiction

- a. Any dispute arising from these Clauses shall be resolved by the courts of an EU Member State.
- b. The Parties agree that those shall be the courts of The Netherlands (*specify Member State*).
- c. A data subject may also bring legal proceedings against the data exporter and/or data importer before the courts of the Member State in which he/she has his/her habitual residence.
- d. The Parties agree to submit themselves to the jurisdiction of such courts.

APPENDIX TO SCHEDULE D-1 (SCCS MODULE 1)

ANNEX I

A. LIST OF PARTIES

See Schedule A to the DPA

B. DESCRIPTION OF TRANSFER

See Schedule B to the DPA

C. COMPETENT SUPERVISORY AUTHORITY

See Schedule B to the DPA

ANNEX II - TECHNICAL AND ORGANISATIONAL MEASURES INCLUDING TECHNICAL AND ORGANISATIONAL MEASURES TO ENSURE THE SECURITY OF THE DATA

See Schedule C to the DPA

SCHEDULE D-2: INTERNATIONAL DATA TRANSFER ADDENDUM TO THE EU COMMISSION STANDARD CONTRACTUAL CLAUSES

This Addendum has been issued by the UK Information Commissioner’s Office for Parties making Restricted Transfers. The Information Commissioner considers that it provides Appropriate Safeguards for Restricted Transfers when it is entered into as a legally binding contract.

PART 1: TABLES

TABLE 1: PARTIES

| | | |
|-------------------------|---|--|
| Start date | See effective date of the DPA | |
| The Parties | Exporter (who sends the Restricted Transfer) | Importer (who receives the Restricted Transfer) |
| Parties’ details | See Schedule A of the DPA | |
| Key Contact | See Schedule A of the DPA | |

TABLE 2: SELECTED SCCS, MODULES AND SELECTED CLAUSES

| | |
|------------------------|--|
| AddendumEU SCCs | The Approved EU SCCs, including the Appendix Information, set out in Schedule D-1, Schedule E or Schedule F to the DPA, as applicable |
|------------------------|--|

TABLE 3: APPENDIX INFORMATION

“**Appendix Information**” means the information which must be provided for the selected modules as set out in the Appendix of the Approved EU SCCs (other than the Parties), and which for this Addendum is set out in:

| | |
|--|--|
| Annex 1A: List of Parties: See Schedule A to the DPA | |
| Annex 1B: Description of Transfer: See Schedule B to the DPA | |
| Annex II: Technical and organisational measures including technical and organisational measures to ensure the security of the data: See Schedule C to the DPA | |
| Annex III: List of Sub processors (Modules 2 and 3 only): N/A | |

TABLE 4: ENDING THIS ADDENDUM WHEN THE APPROVED ADDENDUM CHANGES

| | |
|---|---|
| Ending this Addendum when the Approved Addendum changes | Which Parties may end this Addendum as set out in Section 19: Neither Party |
|---|---|

Part 2: Mandatory Clauses

Entering into this Addendum

1. Each Party agrees to be bound by the terms and conditions set out in this Addendum, in exchange for the other Party also agreeing to be bound by this Addendum.
2. Although Annex 1A and Clause 7 of the Approved EU SCCs require signature by the Parties, for the purpose of making Restricted Transfers, the Parties may enter into this Addendum in any way that makes them legally binding on the Parties and allows data subjects to enforce their rights as set out in this Addendum. Entering into this Addendum will have the same effect as signing the Approved EU SCCs and any part of the Approved EU SCCs.

Interpretation of this Addendum

- 3 . Where this Addendum uses terms that are defined in the Approved EU SCCs those terms shall have the same meaning as in the Approved EU SCCs. In addition, the following terms have the following meanings:

| | |
|--------------------------------|--|
| Addendum | This International Data Transfer Addendum which is made up of this Addendum incorporating the Addendum EU SCCs. |
| AddendumEU SCCs | The version(s) of the Approved EU SCCs which this Addendum is appended to, as set out in Table 2, including the Appendix Information. |
| Appendix Information | As set out in Table 3. |
| Appropriate Safeguards | The standard of protection over the personal data and of data subjects' rights, which is required by UK Data Protection Laws when you are making a Restricted Transfer relying on standard data protection clauses under Article 46(2)(d) UK GDPR. |
| Approved Addendum | The template Addendum issued by the ICO and laid before Parliament in accordance with s119A of the Data Protection Act 2018 on 2 February 2022. |
| ApprovedEU SCCs | The Standard Contractual Clauses set out in the Annex of Commission Implementing Decision (EU) 2021/914 of 4 June 2021. |
| ICO | The Information Commissioner. |
| Restricted Transfer | A transfer which is covered by Chapter V of the UK GDPR. |
| UK | The United Kingdom of Great Britain and Northern Ireland. |
| UK Data Protection Laws | All laws relating to data protection, the processing of personal data, privacy and/or electronic communications in force from time to time in the UK, including the UK GDPR and the Data Protection Act 2018. |
| UK GDPR | As defined in section 3 of the Data Protection Act 2018. |

4 .This Addendum must always be interpreted in a manner that is consistent with UK Data Protection Laws and so that it fulfils the Parties' obligation to provide the Appropriate Safeguards.

5 .If the provisions included in the Addendum EU SCCs amend the Approved SCCs in any way which is not permitted under the Approved EU SCCs or the Approved Addendum, such amendment(s) will not be incorporated in this Addendum and the equivalent provision of the Approved EU SCCs will take their place.

6.If there is any inconsistency or conflict between UK Data Protection Laws and this Addendum, UK Data Protection Laws applies.

7.If the meaning of this Addendum is unclear or there is more than one meaning, the meaning which most closely aligns with UK Data Protection Laws applies.

8 .Any references to legislation (or specific provisions of legislation) means that legislation (or specific provision) as it may change over time. This includes where that legislation (or specific provision) has been consolidated, re-enacted and/or replaced after this Addendum has been entered into.

Hierarchy

9 .Although Clause 5 of the Approved EU SCCs sets out that the Approved EU SCCs prevail over all related agreements between the parties, the parties agree that, for Restricted Transfers, the hierarchy in Section 10 will prevail.

10 .Where there is any inconsistency or conflict between the Approved Addendum and the Addendum EU SCCs (as applicable), the Approved Addendum overrides the Addendum EU SCCs, except where (and in so far as) the inconsistent or conflicting terms of the Addendum EU SCCs provides greater protection for data subjects, in which case those terms will override the Approved Addendum.

11. Where this Addendum incorporates Addendum EU SCCs which have been entered into to protect transfers subject to the General Data Protection Regulation (EU) 2016/679 then the Parties acknowledge that nothing in this Addendum impacts those Addendum EU SCCs.

Incorporation of and changes to the EU SCCs

12. This Addendum incorporates the Addendum EU SCCs which are amended to the extent necessary so that:

- a. together they operate for data transfers made by the data exporter to the data importer, to the extent that UK Data Protection Laws apply to the data exporter's processing when making that data transfer, and they provide Appropriate Safeguards for those data transfers;
- b. Sections 9 to 11 override Clause 5 (Hierarchy) of the Addendum EU SCCs; and
- c. this Addendum (including the Addendum EU SCCs incorporated into it) is (1) governed by the laws of England and Wales and (2) any dispute arising from it is resolved by the courts of England and Wales, in each case unless the laws and/or courts of Scotland or Northern Ireland have been expressly selected by the Parties.

13.Unless the Parties have agreed alternative amendments which meet the requirements of Section 12, the provisions of Section 15 will apply.

14.No amendments to the Approved EU SCCs other than to meet the requirements of Section 12 may be made.

15. The following amendments to the Addendum EU SCCs (for the purpose of Section 12) are made:

a. References to the “Clauses” means this Addendum, incorporating the Addendum EU SCCs;

b. In Clause 2, delete the words:

“and, with respect to data transfers from controllers to processors and/or processors to processors, standard contractual clauses pursuant to Article 28(7) of Regulation (EU) 2016/679”;

c. Clause 6 (Description of the transfer(s)) is replaced with:

“The details of the transfers(s) and in particular the categories of personal data that are transferred and the purpose(s) for which they are transferred) are those specified in Annex I.B where UK Data Protection Laws apply to the data exporter’s processing when making that transfer.”;

d. Clause 8.7(i) of Module A is replaced with:

“it is to a country benefitting from adequacy regulations pursuant to Section 17A of the UK GDPR that covers the onward transfer”;

e. Clause 8.8(i) of Modules 2 and 3 is replaced with:

“the onward transfer is to a country benefitting from adequacy regulations pursuant to Section 17A of the UK GDPR that covers the onward transfer;”

f. References to “Regulation (EU) 2016/679”, “Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation)” and “that Regulation” are all replaced by “UK Data Protection Laws”. References to specific Article(s) of “Regulation (EU) 2016/679” are replaced with the equivalent Article or Section of UK Data Protection Laws;

g. References to Regulation (EU) 2018/1725 are removed;

h. References to the “European Union”, “Union”, “EU”, “EU Member State”, “Member State” and “EU or Member State” are all replaced with the “UK”;

i. The reference to “Clause 12(c)(i)” at Clause 10(b)(i) of Module one, is replaced with “Clause 11(c)(i)”;

j. Clause 13(a) and Part C of Annex I are not used;

k. The “competent supervisory authority” and “supervisory authority” are both replaced with the “Information Commissioner”;

l. In Clause 16(e), subsection (i) is replaced with:

“the Secretary of State makes regulations pursuant to Section 17A of the Data Protection Act 2018 that cover the transfer of personal data to which these clauses apply;”;

m. Clause 17 is replaced with:

“These Clauses are governed by the laws of England and Wales.”;

n. Clause 18 is replaced with:

“Any dispute arising from these Clauses shall be resolved by the courts of England and Wales. A data subject may also bring legal proceedings against the data exporter and/or data importer before the courts of any country in the UK. The Parties agree to submit themselves to the jurisdiction of such courts.”; and

o. The footnotes to the Approved EU SCCs do not form part of the Addendum, except for footnotes 8, 9, 10 and 11.

Amendments to this Addendum

16.The Parties may agree to change Clauses 17 and/or 18 of the Addendum EU SCCs to refer to the laws and/or courts of Scotland or Northern Ireland.

17.If the Parties wish to change the format of the information included in Part 1: Tables of the Approved Addendum, they may do so by agreeing to the change in writing, provided that the change does not reduce the Appropriate Safeguards.

18.From time to time, the ICO may issue a revised Approved Addendum which:

- a. makes reasonable and proportionate changes to the Approved Addendum, including correcting errors in the Approved Addendum; and/or
- b. reflects changes to UK Data Protection Laws;

The revised Approved Addendum will specify the start date from which the changes to the Approved Addendum are effective and whether the Parties need to review this Addendum including the Appendix Information. This Addendum is automatically amended as set out in the revised Approved Addendum from the start date specified.

19.If the ICO issues a revised Approved Addendum under Section 18, if any Party selected in Table 4 “Ending the Addendum when the Approved Addendum changes”, will as a direct result of the changes in the Approved Addendum have a substantial, disproportionate and demonstrable increase in:

- a. its direct costs of performing its obligations under the Addendum; and/or
- b. its risk under the Addendum,

and in either case it has first taken reasonable steps to reduce those costs or risks so that it is not substantial and disproportionate, then that Party may end this Addendum at the end of a reasonable notice period, by providing written notice for that period to the other Party before the start date of the revised Approved Addendum.

The Parties do not need the consent of any third party to make changes to this Addendum, but any changes must be made in accordance with its terms.

SCHEDULE E: STANDARD CONTRACTUAL CLAUSES

MODULE 2: CONTROLLER TO PROCESSOR TRANSFER

Section I

Clause 1: Purpose and scope

- a. The purpose of these standard contractual clauses is to ensure compliance with the requirements of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation) for the transfer of personal data to a third country.
- b. The Parties:
- i. the natural or legal person(s), public authority/ies, agency/ies or other body/ies (hereinafter “entity/ies”) transferring the personal data, as listed in Annex I.A. (hereinafter each “data exporter”), and
 - ii. the entity/ies in a third country receiving the personal data from the data exporter, directly or indirectly via another entity also Party to these Clauses, as listed in Annex I.A. (hereinafter each “data importer”)
- have agreed to these standard contractual clauses (hereinafter: “Clauses”).
- c. These Clauses apply with respect to the transfer of personal data as specified in Annex I.B.
- d. The Appendix to these Clauses containing the Annexes referred to therein forms an integral part of these Clauses.

Clause 2: Effect and invariability of the Clauses

- a. These Clauses set out appropriate safeguards, including enforceable data subject rights and effective legal remedies, pursuant to Article 46(1) and Article 46 (2)(c) of Regulation (EU) 2016/679 and, with respect to data transfers from controllers to processors and/or processors to processors, standard contractual clauses pursuant to Article 28(7) of Regulation (EU) 2016/679, provided they are not modified, except to select the appropriate Module(s) or to add or update information in the Appendix. This does not prevent the Parties from including the standard contractual clauses laid down in these Clauses in a wider contract and/or to add other clauses or additional safeguards, provided that they do not contradict, directly or indirectly, these Clauses or prejudice the fundamental rights or freedoms of data subjects.
- b. These Clauses are without prejudice to obligations to which the data exporter is subject by virtue of Regulation (EU) 2016/679.

Clause 3: Third-party beneficiaries

- a. Data subjects may invoke and enforce these Clauses, as third-party beneficiaries, against the data exporter and/or data importer, with the following exceptions:
- i. Clause 1, Clause 2, Clause 3, Clause 6, Clause 7;
 - ii. Clause 8 - Clause 8.1(b), 8.9(a), (c), (d) and (e);
 - iii. Clause 9 - Clause 9(a), (c), (d) and (e);
 - iv. Clause 12 - Clause 12(a), (d) and (f);
 - v. Clause 13;
 - vi. Clause 15.1(c), (d) and (e);
 - vii. Clause 16(e);
 - viii. Clause 18 - Clause 18(a) and (b).
- b. Paragraph (a) is without prejudice to rights of data subjects under Regulation (EU) 2016/679.

Clause 4: Interpretation

- a. Where these Clauses use terms that are defined in Regulation (EU) 2016/679, those terms shall have the same meaning as in that Regulation.

- b. These Clauses shall be read and interpreted in the light of the provisions of Regulation (EU) 2016/679.
- c. These Clauses shall not be interpreted in a way that conflicts with rights and obligations provided for in Regulation (EU) 2016/679.

Clause 5: Hierarchy

In the event of a contradiction between these Clauses and the provisions of related agreements between the Parties, existing at the time these Clauses are agreed or entered into thereafter, these Clauses shall prevail.

Clause 6: Description of the transfer(s)

The details of the transfer(s), and in particular the categories of personal data that are transferred and the purpose(s) for which they are transferred, are specified in Annex I.B.

Clause 7: Docking clause

- a. An entity that is not a Party to these Clauses may, with the agreement of the Parties, accede to these Clauses at any time, either as a data exporter or as a data importer, by completing the Appendix and signing Annex I.A.
- b. Once it has completed the Appendix and signed Annex I.A, the acceding entity shall become a Party to these Clauses and have the rights and obligations of a data exporter or data importer in accordance with its designation in Annex I.A.
- c. The acceding entity shall have no rights or obligations arising under these Clauses from the period prior to becoming a Party.

Section II – OBLIGATIONS OF THE PARTIES**Clause 8: Data protection safeguards**

The data exporter warrants that it has used reasonable efforts to determine that the data importer is able, through the implementation of appropriate technical and organisational measures, to satisfy its obligations under these Clauses.

8.1 Instructions

- a. The data importer shall process the personal data only on documented instructions from the data exporter. The data exporter may give such instructions throughout the duration of the contract.
- b. The data importer shall immediately inform the data exporter if it is unable to follow those instructions.

8.2 Purpose limitation

The data importer shall process the personal data only for the specific purpose(s) of the transfer, as set out in Annex I.B, unless on further instructions from the data exporter.

8.3 Transparency

On request, the data exporter shall make a copy of these Clauses, including the Appendix as completed by the Parties, available to the data subject free of charge. To the extent necessary to protect business secrets or other confidential information, including the measures described in Annex II and personal data, the data exporter may redact part of the text of the Appendix to these Clauses prior to sharing a copy, but shall provide a meaningful summary where the data subject would otherwise not be able to understand the its content or exercise his/her rights. On request, the Parties shall provide the data subject with the reasons for the redactions, to the extent possible

without revealing the redacted information. This Clause is without prejudice to the obligations of the data exporter under Articles 13 and 14 of Regulation (EU) 2016/679.

8.4 Accuracy

If the data importer becomes aware that the personal data it has received is inaccurate, or has become outdated, it shall inform the data exporter without undue delay. In this case, the data importer shall cooperate with the data exporter to erase or rectify the data.

8.5 Duration of processing and erasure or return of data

Processing by the data importer shall only take place for the duration specified in Annex I.B. After the end of the provision of the processing services, the data importer shall, at the choice of the data exporter, delete all personal data processed on behalf of the data exporter and certify to the data exporter that it has done so, or return to the data exporter all personal data processed on its behalf and delete existing copies. Until the data is deleted or returned, the data importer shall continue to ensure compliance with these Clauses. In case of local laws applicable to the data importer that prohibit return or deletion of the personal data, the data importer warrants that it will continue to ensure compliance with these Clauses and will only process it to the extent and for as long as required under that local law. This is without prejudice to Clause 14, in particular the requirement for the data importer under Clause 14(e) to notify the data exporter throughout the duration of the contract if it has reason to believe that it is or has become subject to laws or practices not in line with the requirements under Clause 14(a).

8.6 Security of processing

- a. The data importer and, during transmission, also the data exporter shall implement appropriate technical and organisational measures to ensure the security of the data, including protection against a breach of security leading to accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access to that data (hereinafter “personal data breach”). In assessing the appropriate level of security, the Parties shall take due account of the state of the art, the costs of implementation, the nature, scope, context and purpose(s) of processing and the risks involved in the processing for the data subjects. The Parties shall in particular consider having recourse to encryption or pseudonymisation, including during transmission, where the purpose of processing can be fulfilled in that manner. In case of pseudonymisation, the additional information for attributing the personal data to a specific data subject shall, where possible, remain under the exclusive control of the data exporter. In complying with its obligations under this paragraph, the data importer shall at least implement the technical and organisational measures specified in Annex II. The data importer shall carry out regular checks to ensure that these measures continue to provide an appropriate level of security.
- b. The data importer shall grant access to the personal data to members of its personnel only to the extent strictly necessary for the implementation, management and monitoring of the contract. It shall ensure that persons authorised to process the personal data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality.
- c. In the event of a personal data breach concerning personal data processed by the data importer under these Clauses, the data importer shall take appropriate measures to address the breach, including measures to mitigate its

adverse effects. The data importer shall also notify the data exporter without undue delay after having become aware of the breach. Such notification shall contain the details of a contact point where more information can be obtained, a description of the nature of the breach (including, where possible, categories and approximate number of data subjects and personal data records concerned), its likely consequences and the measures taken or proposed to address the breach including, where appropriate, measures to mitigate its possible adverse effects. Where, and in so far as, it is not possible to provide all information at the same time, the initial notification shall contain the information then available and further information shall, as it becomes available, subsequently be provided without undue delay.

d. The data importer shall cooperate with and assist the data exporter to enable the data exporter to comply with its obligations under Regulation (EU) 2016/679, in particular to notify the competent supervisory authority and the affected data subjects, taking into account the nature of processing and the information available to the data importer.

8.7 Sensitive data

Where the transfer involves personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, or biometric data for the purpose of uniquely identifying a natural person, data concerning health or a person's sex life or sexual orientation, or data relating to criminal convictions and offences (hereinafter "sensitive data"), the data importer shall apply the specific restrictions and/or additional safeguards described in Annex I.B.

8.8 Onward transfers

The data importer shall only disclose the personal data to a third party on documented instructions from the data exporter. In addition, the data may only be disclosed to a third party located outside the European Union (in the same country as the data importer or in another third country, hereinafter "onward transfer") if the third party is or agrees to be bound by these Clauses, under the appropriate Module, or if:

- i. the onward transfer is to a country benefitting from an adequacy decision pursuant to Article 45 of Regulation (EU) 2016/679 that covers the onward transfer;
- ii. the third party otherwise ensures appropriate safeguards pursuant to Articles 46 or 47 Regulation of (EU) 2016/679 with respect to the processing in question;
- iii. the onward transfer is necessary for the establishment, exercise or defence of legal claims in the context of specific administrative, regulatory or judicial proceedings; or
- iv. the onward transfer is necessary in order to protect the vital interests of the data subject or of another natural person.

Any onward transfer is subject to compliance by the data importer with all the other safeguards under these Clauses, in particular purpose limitation.

8.9 Documentation and compliance

- a. The data importer shall promptly and adequately deal with enquiries from the data exporter that relate to the processing under these Clauses.
- b. The Parties shall be able to demonstrate compliance with these Clauses. In particular, the data importer shall keep appropriate documentation on the processing activities carried out on behalf of the data exporter.

c. The data importer shall make available to the data exporter all information necessary to demonstrate compliance with the obligations set out in these Clauses and at the data exporter's request, allow for and contribute to audits of the processing activities covered by these Clauses, at reasonable intervals or if there are indications of non-compliance. In deciding on a review or audit, the data exporter may take into account relevant certifications held by the data importer.

d. The data exporter may choose to conduct the audit by itself or mandate an independent auditor. Audits may include inspections at the premises or physical facilities of the data importer and shall, where appropriate, be carried out with reasonable notice.

e. The Parties shall make the information referred to in paragraphs (b) and (c), including the results of any audits, available to the competent supervisory authority on request.

Clause 9: Use of sub-processors

a. The data importer has the data exporter's general authorisation for the engagement of sub-processor(s) from an agreed list. The data importer shall specifically inform the data exporter in writing of any intended changes to that list through the addition or replacement of sub-processors at least twenty business days' in advance, thereby giving the data exporter sufficient time to be able to object to such changes prior to the engagement of the sub-processor(s). The data importer shall provide the data exporter with the information necessary to enable the data exporter to exercise its right to object.

b. Where the data importer engages a sub-processor to carry out specific processing activities (on behalf of the data exporter), it shall do so by way of a written contract that provides for, in substance, the same data protection obligations as those binding the data importer under these Clauses, including in terms of third-party beneficiary rights for data subjects. The Parties agree that, by complying with this Clause, the data importer fulfils its obligations under Clause 8.8. The data importer shall ensure that the sub-processor complies with the obligations to which the data importer is subject pursuant to these Clauses.

c. The data importer shall provide, at the data exporter's request, a copy of such a sub-processor agreement and any subsequent amendments to the data exporter. To the extent necessary to protect business secrets or other confidential information, including personal data, the data importer may redact the text of the agreement prior to sharing a copy.

d. The data importer shall remain fully responsible to the data exporter for the performance of the sub-processor's obligations under its contract with the data importer. The data importer shall notify the data exporter of any failure by the sub-processor to fulfil its obligations under that contract.

e. The data importer shall agree a third-party beneficiary clause with the sub-processor whereby - in the event the data importer has factually disappeared, ceased to exist in law or has become insolvent - the data exporter shall have the right to terminate the sub-processor contract and to instruct the sub-processor to erase or return the personal data.

Clause 10: Data subject rights

a. The data importer shall promptly notify the data exporter of any request it has received from a data subject. It shall not respond to that request itself unless it has been authorised to do so by the data exporter.

b. The data importer shall assist the data exporter in fulfilling its obligations to respond to data subjects' requests for the exercise of their rights under Regulation (EU) 2016/679. In this regard, the Parties shall set out in Annex II the

appropriate technical and organisational measures, taking into account the nature of the processing, by which the assistance shall be provided, as well as the scope and the extent of the assistance required.

c. In fulfilling its obligations under paragraphs (a) and (b), the data importer shall comply with the instructions from the data exporter.

Clause 11: Redress

a. The data importer shall inform data subjects in a transparent and easily accessible format, through individual notice or on its website, of a contact point authorised to handle complaints. It shall deal promptly with any complaints it receives from a data subject.

b. In case of a dispute between a data subject and one of the Parties as regards compliance with these Clauses, that Party shall use its best efforts to resolve the issue amicably in a timely fashion. The Parties shall keep each other informed about such disputes and, where appropriate, cooperate in resolving them.

c. Where the data subject invokes a third-party beneficiary right pursuant to Clause 3, the data importer shall accept the decision of the data subject to:

i. lodge a complaint with the supervisory authority in the Member State of his/her habitual residence or place of work, or the competent supervisory authority pursuant to Clause 13;

ii. refer the dispute to the competent courts within the meaning of Clause 18.

d. The Parties accept that the data subject may be represented by a not-for-profit body, organisation or association under the conditions set out in Article 80(1) of Regulation (EU) 2016/679.

e. The data importer shall abide by a decision that is binding under the applicable EU or Member State law.

f. The data importer agrees that the choice made by the data subject will not prejudice his/her substantive and procedural rights to seek remedies in accordance with applicable laws.

Clause 12: Liability

a. Each Party shall be liable to the other Party/ies for any damages it causes the other Party/ies by any breach of these Clauses.

b. The data importer shall be liable to the data subject, and the data subject shall be entitled to receive compensation, for any material or non-material damages the data importer or its sub-processor causes the data subject by breaching the third-party beneficiary rights under these Clauses.

c. Notwithstanding paragraph (b), the data exporter shall be liable to the data subject, and the data subject shall be entitled to receive compensation, for any material or non-material damages the data exporter or the data importer (or its sub-processor) causes the data subject by breaching the third-party beneficiary rights under these Clauses. This is without prejudice to the liability of the data exporter and, where the data exporter is a processor acting on behalf of a controller, to the liability of the controller under Regulation (EU) 2016/679 or Regulation (EU) 2018/1725, as applicable.

d. The Parties agree that if the data exporter is held liable under paragraph (c) for damages caused by the data importer (or its sub-processor), it shall be entitled to claim back from the data importer that part of the compensation corresponding to the data importer's responsibility for the damage.

e. Where more than one Party is responsible for any damage caused to the data subject as a result of a breach of these Clauses, all responsible Parties shall be jointly and severally liable and the data subject is entitled to bring an

action in court against any of these Parties.

f. The Parties agree that if one Party is held liable under paragraph (e), it shall be entitled to claim back from the other Party/ies that part of the compensation corresponding to its / their responsibility for the damage.

g. The data importer may not invoke the conduct of a sub-processor to avoid its own liability.

Clause 13: Supervision

a. Where the data exporter is established in an EU Member State: The supervisory authority with responsibility for ensuring compliance by the data exporter with Regulation (EU) 2016/679 as regards the data transfer, as indicated in Annex I.C, shall act as competent supervisory authority.

Where the data exporter is not established in an EU Member State, but falls within the territorial scope of application of Regulation (EU) 2016/679 in accordance with its Article 3(2) and has appointed a representative pursuant to Article 27(1) of Regulation (EU) 2016/679: The supervisory authority of the Member State in which the representative within the meaning of Article 27(1) of Regulation (EU) 2016/679 is established, as indicated in Annex I.C, shall act as competent supervisory authority.

Where the data exporter is not established in an EU Member State, but falls within the territorial scope of application of Regulation (EU) 2016/679 in accordance with its Article 3(2) without however having to appoint a representative pursuant to Article 27(2) of Regulation (EU) 2016/679: The supervisory authority of one of the Member States in which the data subjects whose personal data is transferred under these Clauses in relation to the offering of goods or services to them, or whose behaviour is monitored, are located, as indicated in Annex I.C, shall act as competent supervisory authority.

b. The data importer agrees to submit itself to the jurisdiction of and cooperate with the competent supervisory authority in any procedures aimed at ensuring compliance with these Clauses. In particular, the data importer agrees to respond to enquiries, submit to audits and comply with the measures adopted by the supervisory authority, including remedial and compensatory measures. It shall provide the supervisory authority with written confirmation that the necessary actions have been taken.

Section III – LOCAL LAWS AND OBLIGATIONS IN CASE OF ACCESS BY PUBLIC AUTHORITIES

Clause 14: Local laws and practices affecting compliance with the Clauses

a. The Parties warrant that they have no reason to believe that the laws and practices in the third country of destination applicable to the processing of the personal data by the data importer, including any requirements to disclose personal data or measures authorising access by public authorities, prevent the data importer from fulfilling its obligations under these Clauses. This is based on the understanding that laws and practices that respect the essence of the fundamental rights and freedoms and do not exceed what is necessary and proportionate in a democratic society to safeguard one of the objectives listed in Article 23(1) of Regulation (EU) 2016/679, are not in contradiction with these Clauses.

b. The Parties declare that in providing the warranty in paragraph (a), they have taken due account in particular of the following elements:

i. the specific circumstances of the transfer, including the length of the processing chain, the number of actors involved and the transmission channels used; intended onward transfers; the type of recipient; the purpose of processing; the

categories and format of the transferred personal data; the economic sector in which the transfer occurs; the storage location of the data transferred;

ii. the laws and practices of the third country of destination– including those requiring the disclosure of data to public authorities or authorising access by such authorities – relevant in light of the specific circumstances of the transfer, and the applicable limitations and safeguards;

iii. any relevant contractual, technical or organisational safeguards put in place to supplement the safeguards under these Clauses, including measures applied during transmission and to the processing of the personal data in the country of destination.

c. The data importer warrants that, in carrying out the assessment under paragraph (b), it has made its best efforts to provide the data exporter with relevant information and agrees that it will continue to cooperate with the data exporter in ensuring compliance with these Clauses.

d. The Parties agree to document the assessment under paragraph (b) and make it available to the competent supervisory authority on request.

e. The data importer agrees to notify the data exporter promptly if, after having agreed to these Clauses and for the duration of the contract, it has reason to believe that it is or has become subject to laws or practices not in line with the requirements under paragraph (a), including following a change in the laws of the third country or a measure (such as a disclosure request) indicating an application of such laws in practice that is not in line with the requirements in paragraph (a).

f. Following a notification pursuant to paragraph (e), or if the data exporter otherwise has reason to believe that the data importer can no longer fulfil its obligations under these Clauses, the data exporter shall promptly identify appropriate measures (e.g. technical or organisational measures to ensure security and confidentiality) to be adopted by the data exporter and/or data importer to address the situation. The data exporter shall suspend the data transfer if it considers that no appropriate safeguards for such transfer can be ensured, or if instructed by the competent supervisory authority to do so. In this case, the data exporter shall be entitled to terminate the contract, insofar as it concerns the processing of personal data under these Clauses. If the contract involves more than two Parties, the data exporter may exercise this right to termination only with respect to the relevant Party, unless the Parties have agreed otherwise. Where the contract is terminated pursuant to this Clause, Clause 16(d) and (e) shall apply.

Clause 15: Obligations of the data importer in case of access by public authorities

15.1 Notification

a. The data importer agrees to notify the data exporter and, where possible, the data subject promptly (if necessary with the help of the data exporter) if it:

i. receives a legally binding request from a public authority, including judicial authorities, under the laws of the country of destination for the disclosure of personal data transferred pursuant to these Clauses; such notification shall include information about the personal data requested, the requesting authority, the legal basis for the request and the response provided; or

ii. becomes aware of any direct access by public authorities to personal data transferred pursuant to these Clauses in accordance with the laws of the country of destination; such notification shall include all information available to the

importer.

b. If the data importer is prohibited from notifying the data exporter and/or the data subject under the laws of the country of destination, the data importer agrees to use its best efforts to obtain a waiver of the prohibition, with a view to communicating as much information as possible, as soon as possible. The data importer agrees to document its best efforts in order to be able to demonstrate them on request of the data exporter.

c. Where permissible under the laws of the country of destination, the data importer agrees to provide the data exporter, at regular intervals for the duration of the contract, with as much relevant information as possible on the requests received (in particular, number of requests, type of data requested, requesting authority/ies, whether requests have been challenged and the outcome of such challenges, etc.).

d. The data importer agrees to preserve the information pursuant to paragraphs (a) to (c) for the duration of the contract and make it available to the competent supervisory authority on request.

e. Paragraphs (a) to (c) are without prejudice to the obligation of the data importer pursuant to Clause 14(e) and Clause 16 to inform the data exporter promptly where it is unable to comply with these Clauses.

15.2 Review of legality and data minimisation

a. The data importer agrees to review the legality of the request for disclosure, in particular whether it remains within the powers granted to the requesting public authority, and to challenge the request if, after careful assessment, it concludes that there are reasonable grounds to consider that the request is unlawful under the laws of the country of destination, applicable obligations under international law and principles of international comity. The data importer shall, under the same conditions, pursue possibilities of appeal. When challenging a request, the data importer shall seek interim measures with a view to suspending the effects of the request until the competent judicial authority has decided on its merits. It shall not disclose the personal data requested until required to do so under the applicable procedural rules. These requirements are without prejudice to the obligations of the data importer under Clause 14(e).

b. The data importer agrees to document its legal assessment and any challenge to the request for disclosure and, to the extent permissible under the laws of the country of destination, make the documentation available to the data exporter. It shall also make it available to the competent supervisory authority on request.

c. The data importer agrees to provide the minimum amount of information permissible when responding to a request for disclosure, based on a reasonable interpretation of the request.

Section IV – FINAL PROVISIONS

Clause 16: Non-compliance with the Clauses and termination

a. The data importer shall promptly inform the data exporter if it is unable to comply with these Clauses, for whatever reason.

b. In the event that the data importer is in breach of these Clauses or unable to comply with these Clauses, the data exporter shall suspend the transfer of personal data to the data importer until compliance is again ensured or the contract is terminated. This is without prejudice to Clause 14(f).

c. The data exporter shall be entitled to terminate the contract, insofar as it concerns the processing of personal data under these Clauses, where:

- i. the data exporter has suspended the transfer of personal data to the data importer pursuant to paragraph (b) and compliance with these Clauses is not restored within a reasonable time and in any event within one month of suspension;
- ii. the data importer is in substantial or persistent breach of these Clauses; or
- iii. the data importer fails to comply with a binding decision of a competent court or supervisory authority regarding its obligations under these Clauses.

In these cases, it shall inform the competent supervisory authority of such non-compliance. Where the contract involves more than two Parties, the data exporter may exercise this right to termination only with respect to the relevant Party, unless the Parties have agreed otherwise.

d. Personal data that has been transferred prior to the termination of the contract pursuant to paragraph (c) shall at the choice of the data exporter immediately be returned to the data exporter or deleted in its entirety. The same shall apply to any copies of the data. The data importer shall certify the deletion of the data to the data exporter. Until the data is deleted or returned, the data importer shall continue to ensure compliance with these Clauses. In case of local laws applicable to the data importer that prohibit the return or deletion of the transferred personal data, the data importer warrants that it will continue to ensure compliance with these Clauses and will only process the data to the extent and for as long as required under that local law.

e. Either Party may revoke its agreement to be bound by these Clauses where (i) the European Commission adopts a decision pursuant to Article 45(3) of Regulation (EU) 2016/679 that covers the transfer of personal data to which these Clauses apply; or (ii) Regulation (EU) 2016/679 becomes part of the legal framework of the country to which the personal data is transferred. This is without prejudice to other obligations applying to the processing in question under Regulation (EU) 2016/679.

Clause 17: Governing law

These Clauses shall be governed by the law of one of the EU Member States, provided such law allows for third-party beneficiary rights. The Parties agree that this shall be the law of The Netherlands.

Clause 18: Choice of forum and jurisdiction

- a. Any dispute arising from these Clauses shall be resolved by the courts of an EU Member State.
- b. The Parties agree that those shall be the courts of The Netherlands (specify Member State).
- c. A data subject may also bring legal proceedings against the data exporter and/or data importer before the courts of the Member State in which he/she has his/her habitual residence.
- d. The Parties agree to submit themselves to the jurisdiction of such courts.

APPENDIX TO SCHEDULE E (SCCS MODULE B)

ANNEX I

A.LIST OF PARTIES

See Schedule A to the DPA

B. DESCRIPTION OF TRANSFER

See Schedule B to the DPA

C. COMPETENT SUPERVISORY AUTHORITY

See Schedule B to the DPA

ANNEX II - TECHNICAL AND ORGANISATIONAL MEASURES INCLUDING TECHNICAL AND ORGANISATIONAL MEASURES TO ENSURE THE SECURITY OF THE DATA

See Schedule C to the DPA

SCHEDULE F: STANDARD CONTRACTUAL CLAUSES

MODULE 4: PROCESSOR TO CONTROLLER TRANSFER

Section I

Clause 1: Purpose and scope

a. The purpose of these standard contractual clauses is to ensure compliance with the requirements of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation) for the transfer of personal data to a third country.

b. The Parties:

i. the natural or legal person(s), public authority/ies, agency/ies or other body/ies (hereinafter “entity/ies”) transferring the personal data, as listed in Annex I.A. (hereinafter each “data exporter”), and

ii. the entity/ies in a third country receiving the personal data from the data exporter, directly or indirectly via another entity also Party to these Clauses, as listed in Annex I.A. (hereinafter each “data importer”)

have agreed to these standard contractual clauses (hereinafter: “Clauses”).

c. These Clauses apply with respect to the transfer of personal data as specified in Annex I.B.

d. The Appendix to these Clauses containing the Annexes referred to therein forms an integral part of these Clauses.

Clause 2: Effect and invariability of the Clauses

a. These Clauses set out appropriate safeguards, including enforceable data subject rights and effective legal remedies, pursuant to Article 46(1) and Article 46 (2)(c) of Regulation (EU) 2016/679 and, with respect to data transfers from controllers to processors and/or processors to processors, standard contractual clauses pursuant to Article 28(7) of Regulation (EU) 2016/679, provided they are not modified, except to select the appropriate Module(s) or to add or update information in the Appendix. This does not prevent the Parties from including the standard contractual clauses laid down in these Clauses in a wider contract and/or to add other clauses or additional

safeguards, provided that they do not contradict, directly or indirectly, these Clauses or prejudice the fundamental rights or freedoms of data subjects.

b. These Clauses are without prejudice to obligations to which the data exporter is subject by virtue of Regulation (EU) 2016/679.

Clause 3: Third-party beneficiaries

a. Data subjects may invoke and enforce these Clauses, as third-party beneficiaries, against the data exporter and/or data importer, with the following exceptions:

- i. Clause 1, Clause 2, Clause 3, Clause 6, Clause 7;
- ii. Clause 8 - Clause 8.1 (b) and Clause 8.3(b);
- iii. Clause 15.1(c), (d) and (e);
- iv. Clause 16(e);
- v. Clause 18.

b. Paragraph (a) is without prejudice to rights of data subjects under Regulation (EU) 2016/679.

Clause 4: Interpretation

a. Where these Clauses use terms that are defined in Regulation (EU) 2016/679, those terms shall have the same meaning as in that Regulation.

b. These Clauses shall be read and interpreted in the light of the provisions of Regulation (EU) 2016/679.

c. These Clauses shall not be interpreted in a way that conflicts with rights and obligations provided for in Regulation (EU) 2016/679.

Clause 5: Hierarchy

In the event of a contradiction between these Clauses and the provisions of related agreements between the Parties, existing at the time these Clauses are agreed or entered into thereafter, these Clauses shall prevail.

Clause 6: Description of the transfer(s)

The details of the transfer(s), and in particular the categories of personal data that are transferred and the purpose(s) for which they are transferred, are specified in Annex I.B.

Clause 7: Docking clause

a. An entity that is not a Party to these Clauses may, with the agreement of the Parties, accede to these Clauses at any time, either as a data exporter or as a data importer, by completing the Appendix and signing Annex I.A.

b. Once it has completed the Appendix and signed Annex I.A, the acceding entity shall become a Party to these Clauses and have the rights and obligations of a data exporter or data importer in accordance with its designation in Annex I.A.

c. The acceding entity shall have no rights or obligations arising under these Clauses from the period prior to becoming a Party.

Section II – OBLIGATIONS OF THE PARTIES

Clause 8: Data protection safeguards

The data exporter warrants that it has used reasonable efforts to determine that the data importer is able, through the implementation of appropriate technical and organisational measures, to satisfy its obligations under these Clauses.

8.1 Instructions

- a. The data exporter shall process the personal data only on documented instructions from the data importer acting as its controller.
- b. The data exporter shall immediately inform the data importer if it is unable to follow those instructions, including if such instructions infringe Regulation (EU) 2016/679 or other Union or Member State data protection law.
- c. The data importer shall refrain from any action that would prevent the data exporter from fulfilling its obligations under Regulation (EU) 2016/679, including in the context of sub-processing or as regards cooperation with competent supervisory authorities.
- d. After the end of the provision of the processing services, the data exporter shall, at the choice of the data importer, delete all personal data processed on behalf of the data importer and certify to the data importer that it has done so, or return to the data importer all personal data processed on its behalf and delete existing copies.

8.2 Security of processing

- a. The Parties shall implement appropriate technical and organisational measures to ensure the security of the data, including during transmission, and protection against a breach of security leading to accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access (hereinafter “personal data breach”). In assessing the appropriate level of security, they shall take due account of the state of the art, the costs of implementation, the nature of the personal data, the nature, scope, context and purpose(s) of processing and the risks involved in the processing for the data subjects, and in particular consider having recourse to encryption or pseudonymisation, including during transmission, where the purpose of processing can be fulfilled in that manner.
- b. The data exporter shall assist the data importer in ensuring appropriate security of the data in accordance with paragraph (a). In case of a personal data breach concerning the personal data processed by the data exporter under these Clauses, the data exporter shall notify the data importer without undue delay after becoming aware of it and assist the data importer in addressing the breach.
- c. The data exporter shall ensure that persons authorised to process the personal data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality.

8.3 Documentation and compliance

- a. The Parties shall be able to demonstrate compliance with these Clauses.
- b. The data exporter shall make available to the data importer all information necessary to demonstrate compliance with its obligations under these Clauses and allow for and contribute to audits.

Clause 9: Use of sub-processors Clause 10: Data subject rights

The Parties shall assist each other in responding to enquiries and requests made by data subjects under the local law applicable to the data importer or, for data processing by the data exporter in the EU, under Regulation (EU) 2016/679.

Clause 11: Redress

- a. The data importer shall inform data subjects in a transparent and easily accessible format, through individual notice or on its website, of a contact point authorised to handle complaints. It shall deal promptly with any complaints it

receives from a data subject.

Clause 12: Liability

- a. Each Party shall be liable to the other Party/ies for any damages it causes the other Party/ies by any breach of these Clauses.
- b. Each Party shall be liable to the data subject, and the data subject shall be entitled to receive compensation, for any material or non-material damages that the Party causes the data subject by breaching the third-party beneficiary rights under these Clauses. This is without prejudice to the liability of the data exporter under Regulation (EU) 2016/679.
- c. Where more than one Party is responsible for any damage caused to the data subject as a result of a breach of these Clauses, all responsible Parties shall be jointly and severally liable and the data subject is entitled to bring an action in court against any of these Parties.
- d. The Parties agree that if one Party is held liable under paragraph (c), it shall be entitled to claim back from the other Party/ies that part of the compensation corresponding to its / their responsibility for the damage.
- e. The data importer may not invoke the conduct of a processor or sub-processor to avoid its own liability.

Clause 13: Supervision

Section III – LOCAL LAWS AND OBLIGATIONS IN CASE OF ACCESS BY PUBLIC AUTHORITIES

Clause 14: Local laws and practices affecting compliance with the Clauses

- a. The Parties warrant that they have no reason to believe that the laws and practices in the third country of destination applicable to the processing of the personal data by the data importer, including any requirements to disclose personal data or measures authorising access by public authorities, prevent the data importer from fulfilling its obligations under these Clauses. This is based on the understanding that laws and practices that respect the essence of the fundamental rights and freedoms and do not exceed what is necessary and proportionate in a democratic society to safeguard one of the objectives listed in Article 23(1) of Regulation (EU) 2016/679, are not in contradiction with these Clauses.
- b. The Parties declare that in providing the warranty in paragraph (a), they have taken due account in particular of the following elements:
 - i. the specific circumstances of the transfer, including the length of the processing chain, the number of actors involved and the transmission channels used; intended onward transfers; the type of recipient; the purpose of processing; the categories and format of the transferred personal data; the economic sector in which the transfer occurs; the storage location of the data transferred;
 - ii. the laws and practices of the third country of destination– including those requiring the disclosure of data to public authorities or authorising access by such authorities – relevant in light of the specific circumstances of the transfer, and the applicable limitations and safeguards;
 - iii. any relevant contractual, technical or organisational safeguards put in place to supplement the safeguards under these Clauses, including measures applied during transmission and to the processing of the personal data in the country of destination.

- c. The data importer warrants that, in carrying out the assessment under paragraph (b), it has made its best efforts to provide the data exporter with relevant information and agrees that it will continue to cooperate with the data exporter in ensuring compliance with these Clauses.
- d. The Parties agree to document the assessment under paragraph (b) and make it available to the competent supervisory authority on request.
- e. The data importer agrees to notify the data exporter promptly if, after having agreed to these Clauses and for the duration of the contract, it has reason to believe that it is or has become subject to laws or practices not in line with the requirements under paragraph (a), including following a change in the laws of the third country or a measure (such as a disclosure request) indicating an application of such laws in practice that is not in line with the requirements in paragraph (a).
- f. Following a notification pursuant to paragraph (e), or if the data exporter otherwise has reason to believe that the data importer can no longer fulfil its obligations under these Clauses, the data exporter shall promptly identify appropriate measures (e.g. technical or organisational measures to ensure security and confidentiality) to be adopted by the data exporter and/or data importer to address the situation. The data exporter shall suspend the data transfer if it considers that no appropriate safeguards for such transfer can be ensured, or if instructed by the competent supervisory authority to do so. In this case, the data exporter shall be entitled to terminate the contract, insofar as it concerns the processing of personal data under these Clauses. If the contract involves more than two Parties, the data exporter may exercise this right to termination only with respect to the relevant Party, unless the Parties have agreed otherwise. Where the contract is terminated pursuant to this Clause, Clause 16(d) and (e) shall apply.

Clause 15: Obligations of the data importer in case of access by public authorities

15.1 Notification

- a. The data importer agrees to notify the data exporter and, where possible, the data subject promptly (if necessary with the help of the data exporter) if it:
- i. receives a legally binding request from a public authority, including judicial authorities, under the laws of the country of destination for the disclosure of personal data transferred pursuant to these Clauses; such notification shall include information about the personal data requested, the requesting authority, the legal basis for the request and the response provided; or
 - ii. becomes aware of any direct access by public authorities to personal data transferred pursuant to these Clauses in accordance with the laws of the country of destination; such notification shall include all information available to the importer.
- b. If the data importer is prohibited from notifying the data exporter and/or the data subject under the laws of the country of destination, the data importer agrees to use its best efforts to obtain a waiver of the prohibition, with a view to communicating as much information as possible, as soon as possible. The data importer agrees to document its best efforts in order to be able to demonstrate them on request of the data exporter.
- c. Where permissible under the laws of the country of destination, the data importer agrees to provide the data exporter, at regular intervals for the duration of the contract, with as much relevant information as possible on the

requests received (in particular, number of requests, type of data requested, requesting authority/ies, whether requests have been challenged and the outcome of such challenges, etc.).

d. The data importer agrees to preserve the information pursuant to paragraphs (a) to (c) for the duration of the contract and make it available to the competent supervisory authority on request.

e. Paragraphs (a) to (c) are without prejudice to the obligation of the data importer pursuant to Clause 14(e) and Clause 16 to inform the data exporter promptly where it is unable to comply with these Clauses.

15.2 Review of legality and data minimisation

a. The data importer agrees to review the legality of the request for disclosure, in particular whether it remains within the powers granted to the requesting public authority, and to challenge the request if, after careful assessment, it concludes that there are reasonable grounds to consider that the request is unlawful under the laws of the country of destination, applicable obligations under international law and principles of international comity. The data importer shall, under the same conditions, pursue possibilities of appeal. When challenging a request, the data importer shall seek interim measures with a view to suspending the effects of the request until the competent judicial authority has decided on its merits. It shall not disclose the personal data requested until required to do so under the applicable procedural rules. These requirements are without prejudice to the obligations of the data importer under Clause 14(e).

b. The data importer agrees to document its legal assessment and any challenge to the request for disclosure and, to the extent permissible under the laws of the country of destination, make the documentation available to the data exporter. It shall also make it available to the competent supervisory authority on request.

c. The data importer agrees to provide the minimum amount of information permissible when responding to a request for disclosure, based on a reasonable interpretation of the request.

Section IV – FINAL PROVISIONS

Clause 16: Non-compliance with the Clauses and termination

a. The data importer shall promptly inform the data exporter if it is unable to comply with these Clauses, for whatever reason.

b. In the event that the data importer is in breach of these Clauses or unable to comply with these Clauses, the data exporter shall suspend the transfer of personal data to the data importer until compliance is again ensured or the contract is terminated. This is without prejudice to Clause 14(f).

c. The data exporter shall be entitled to terminate the contract, insofar as it concerns the processing of personal data under these Clauses, where:

i. the data exporter has suspended the transfer of personal data to the data importer pursuant to paragraph (b) and compliance with these Clauses is not restored within a reasonable time and in any event within one month of suspension;

ii. the data importer is in substantial or persistent breach of these Clauses; or

iii. the data importer fails to comply with a binding decision of a competent court or supervisory authority regarding its obligations under these Clauses.

In these cases, it shall inform the competent supervisory authority of such non-compliance. Where the contract involves more than two Parties, the data exporter may exercise this right to termination only with respect to the relevant Party, unless the Parties have agreed otherwise.

d. Personal data collected by the data exporter in the EU that has been transferred prior to the termination of the contract pursuant to paragraph (c) shall immediately be deleted in its entirety, including any copy thereof. The data importer shall certify the deletion of the data to the data exporter. Until the data is deleted or returned, the data importer shall continue to ensure compliance with these Clauses. In case of local laws applicable to the data importer that prohibit the return or deletion of the transferred personal data, the data importer warrants that it will continue to ensure compliance with these Clauses and will only process the data to the extent and for as long as required under that local law.

e. Either Party may revoke its agreement to be bound by these Clauses where (i) the European Commission adopts a decision pursuant to Article 45(3) of Regulation (EU) 2016/679 that covers the transfer of personal data to which these Clauses apply; or (ii) Regulation (EU) 2016/679 becomes part of the legal framework of the country to which the personal data is transferred. This is without prejudice to other obligations applying to the processing in question under Regulation (EU) 2016/679.

Clause 17: Governing law

These Clauses shall be governed by the law of a country allowing for third-party beneficiary rights. The Parties agree that this shall be the law of The Netherlands (*specify country*).

Clause 18: Choice of forum and jurisdiction

Any dispute arising from these Clauses shall be resolved by the courts of The Netherlands (*specify country*).

APPENDIX TO SCHEDULE F (SCCS MODULE 4)

ANNEX I

A. LIST OF PARTIES

See Schedule A to the DPA

B. DESCRIPTION OF TRANSFER

See Schedule B to the DPA

Reseller

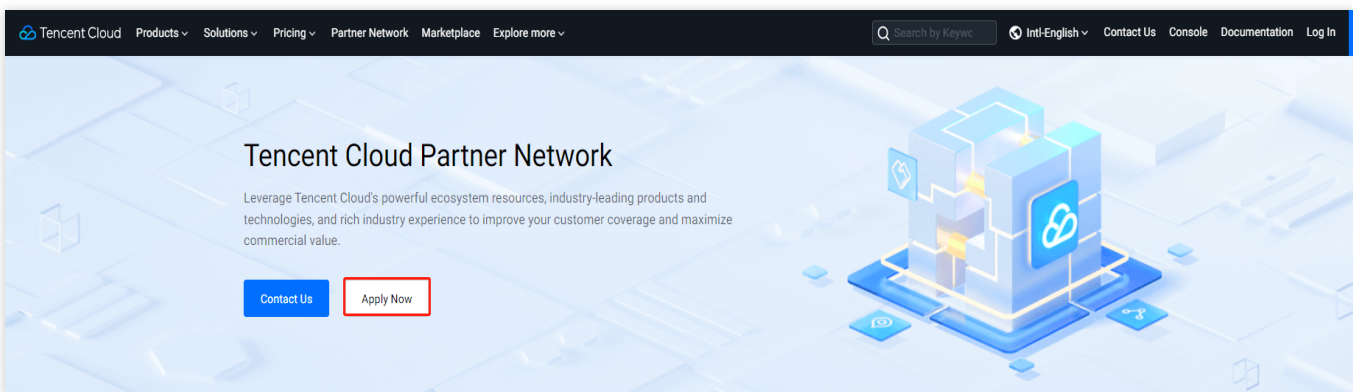
Becoming a Reseller

Registering as Reseller

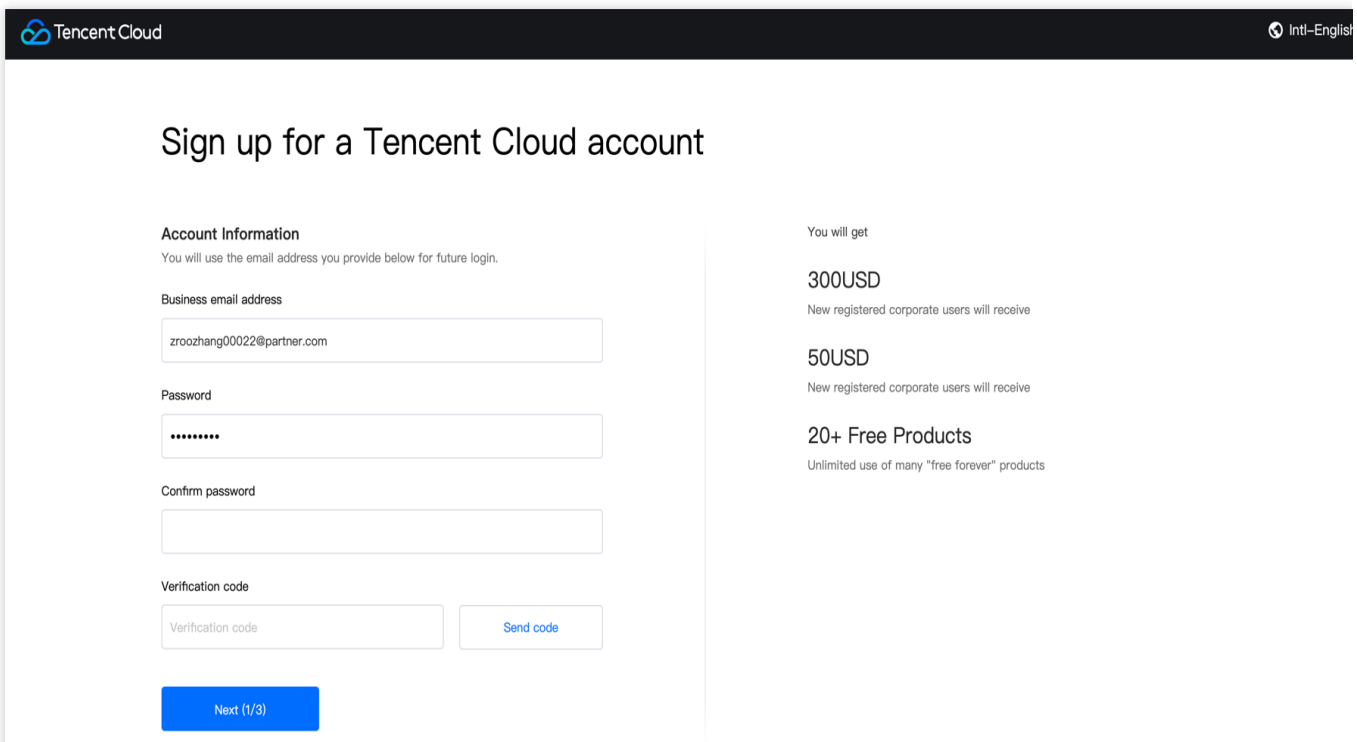
Last updated : 2024-12-27 21:00:10

Register a Tencent Cloud account

1. Go to the [Tencent Cloud website partner overview page](#) and click **Apply Now**.



2. Enter your registration information.



3. After successful registration, you will be redirected to the identity verification process.

Complete enterprise identity verification

1. Log in to your account, go to [enterprise identity verification process](#), and enter your enterprise information, including business license, a license issued by a government agency that allows companies to conduct businesses within the government's geographic jurisdiction.

Become a Tencent Cloud partner

- 01 Register for a Tencent Cloud account
Completed
- 02 Provide your basic information and submit an application
To become a Tencent Cloud partner, you need to complete enterprise identity verification first
- 03 Tencent Cloud reviews your application
After you submit an enterprise identity verification application, we will complete the review within 2–3 business days and notify you of the result through Message Center, email, and SMS
- 04 Become a Tencent Cloud partner

Company Operating Information

Registered Region *

Albania

Company name *

ZrCCCC

Please make sure your company name is exactly same to that on your certification you provided

Registered Address *

Business Registration number or Tax number *

Photo of Business Registration Document *

Select file

The uploaded business license must be a certificate issued to the enterprise by the applicable government authority, which records the enterprise registration information and permits the enterprise to engage in certain production and business activities. The format should be JPG or PNG and the size cannot exceed 2MB.[View Sample](#)

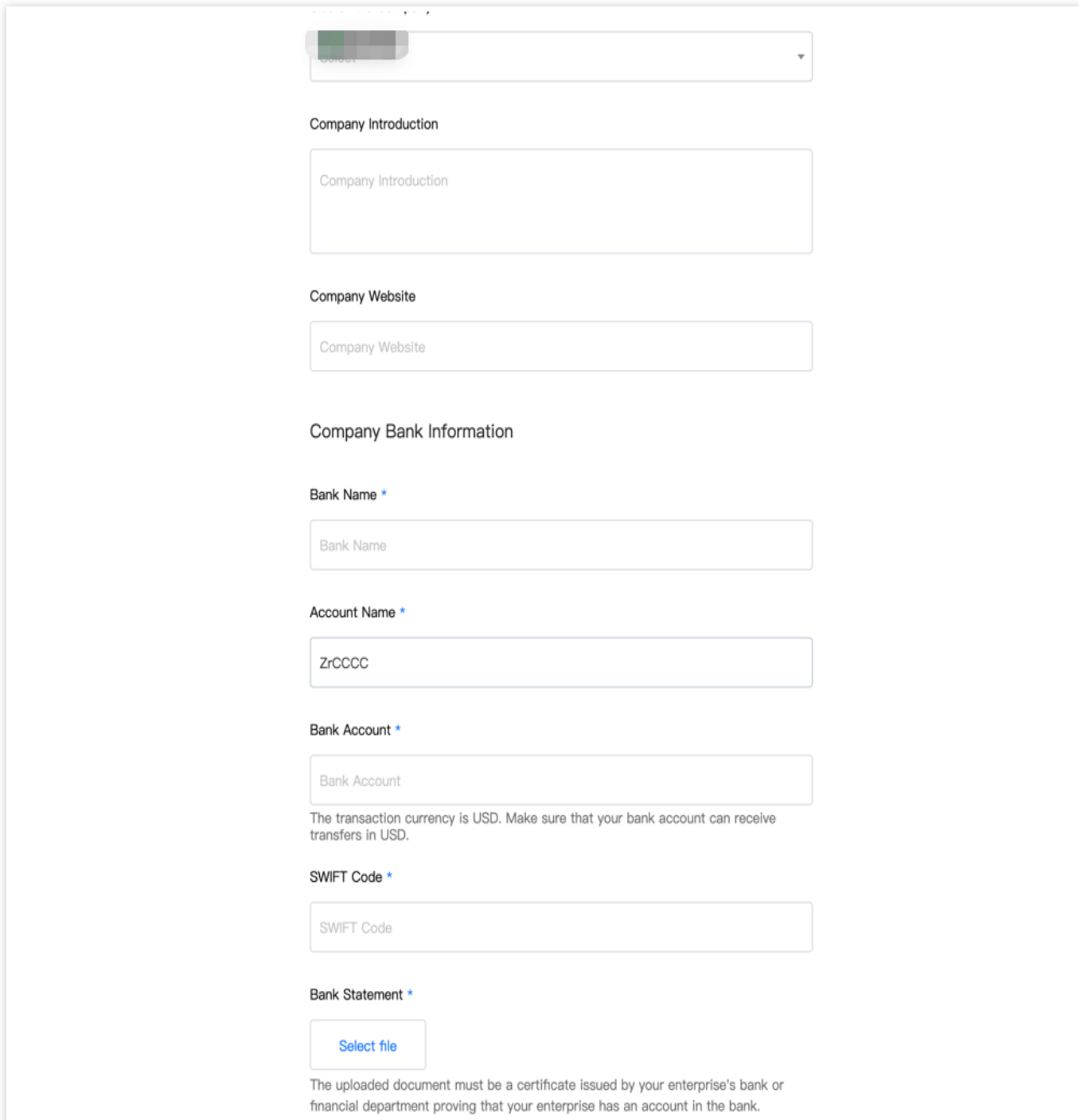
I confirm that the information provided is complete, accurate and valid. I agree to transmit the above information to Tencent Cloud for the purposes of compliance with applicable regulations and laws. I shall be liable for any and all damages, consequences and liabilities caused by the failure to provide complete, accurate and valid information.

Confirm and submit

2. Wait for the review, which usually takes 2–3 business days. After your identity verification is successful, you will receive a notification together with the link to the qualification application process by email, SMS, and Message Center.

Apply for reseller qualification

1. Go to [reseller qualification application page](#) and enter the required enterprise information, including enterprise contact, operations, and bank account information, and upload a valid bank account opening certificate.



The screenshot shows a web form for reseller qualification. It includes several sections with input fields and a file upload button. The fields are: Company Introduction, Company Website, Bank Name, Account Name (with 'ZrCCCC' entered), Bank Account, SWIFT Code, and Bank Statement (with a 'Select file' button). A note below the Bank Statement field states: 'The uploaded document must be a certificate issued by your enterprise's bank or financial department proving that your enterprise has an account in the bank.'

Company Introduction

Company Introduction

Company Website

Company Website

Company Bank Information

Bank Name *

Bank Name

Account Name *

ZrCCCC

Bank Account *

Bank Account

The transaction currency is USD. Make sure that your bank account can receive transfers in USD.

SWIFT Code *

SWIFT Code

Bank Statement *

Select file

The uploaded document must be a certificate issued by your enterprise's bank or financial department proving that your enterprise has an account in the bank.

2. Wait for the review, which usually takes 2–3 business days. After your qualification takes effect, you can log in to the Partner console.

Business Registration Document Sample


Last updated : 2022-11-16 15:08:59

Overview

The business license must be a certificate issued to the enterprise by the applicable government authority, which records the enterprise registration information and permits the enterprise to engage in certain production and business activities.

Sample





Company number. [blurred]

[Follow this company](#)

[File for this company](#)

- [Overview](#)
- [Filing history](#)
- [People](#)
- [Charges](#)
- [More](#)

Registered office address
[blurred]

Company status
Active

Company type
Private limited Company

Incorporated on
[blurred]

Accounts

Next accounts made up to [blurred] .2022
due by [blurred] 2022

Bank Statement Sample

Last updated : 2023-07-27 16:48:27

Overview

The bank statement must be an official summary of financial transactions occurring within a given period for your enterprise's bank.

The bank statements provide account information including

beneficiary account name

beneficiary account number

beneficiary bank name

beneficiary bank swift code

one year period of incoming and outgoing transactions such as withdrawals, transfers, and deposits.

Bank statements may be physical or digital, depending on your bank and preferences. They're available online through most banking apps or online bank accounts, or may come via post or email.

Sample



Incoming Wire Transfer Instructions (US Dollar only)

Please direct incoming US Dollar denominated wires to CB International Standard account through Signature bank with the following bank routing

instructions:

| | |
|-----------------------------------|------------|
| Bank Name | [Redacted] |
| Swift (International Wires Only)* | [Redacted] |
| ABA | [Redacted] |
| Beneficiary Account Name | [Redacted] |
| Beneficiary Account Number | [Redacted] |
| For Further Credit to | [Redacted] |

Attention: CB International Standard ("CBIS") account is a multi-functional account that combines a variety of traditional account categories. CB International Bank uses agent banks to process wire transfer through the Federal Reserve on behalf of CB International Bank. As a result, the name "CB International Bank" will appear on your remittance information as the beneficiary, and the agent bank as the beneficiary bank. Additionally, you will receive multiple incoming wire transfer instructions for e-commerce and trade proceeds collections, backed by our partner financial institutions. Under such circumstances, the beneficiary will be the name you applied, and the beneficiary bank will be the corresponding financial institution.

In addition, if your originating bank requests the address for CB International Bank and/or Signature Bank, please provide the address below:

CB International Bank
 St 330
 270 MunozRivera Ave
 San Juan, PR 00918

Signature Bank
 565 Fifth Avenue
 New York, NY 10017

ADDITIONAL HELP AND SUPPORT
 If you have any additional questions or need assistance, please call the Client Service Center at **+86-400-022-9291** or send email to **Support@cbibank.com**

Online Contract Signing

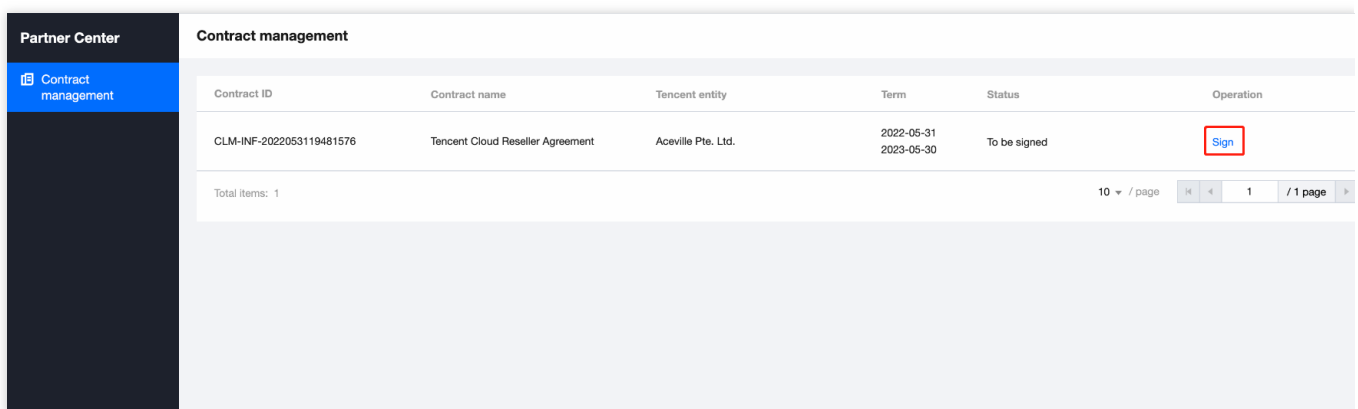
Last updated : 2022-11-16 15:09:52

Note:

The online signing process starts after the reseller registration is approved.
New resellers must sign the contract before they can log in to the Partner console.

Contract signing process

1. Go to the contract management page (the contract to be signed will be automatically pushed to new partners) and click **Sign** to enter the signing process.



| Contract ID | Contract name | Tencent entity | Term | Status | Operation |
|--------------------------|----------------------------------|--------------------|--------------------------|--------------|----------------------|
| CLM-INF-2022053119481576 | Tencent Cloud Reseller Agreement | Aceville Pte. Ltd. | 2022-05-31 2023-05-30 | To be signed | Sign |

Total items: 1

10 / page 1 / 1 page

2. On the information and verification page, verify whether the partner information entered during registration is accurate (if not, contact your channel manager for information change). Then, select the target countries/regions. After verifying the information, click **Next** to enter the contract signing page.

Partner Center

Contract management

Resale contract confirmation

1 Confirm contract info > 2 Sign > 3 Submit contract

Contract info ⓘ Please contact your channel manager if any information is incorrect.

| | | |
|--|--|---|
| Term 2023-06-29 | Tencent entity [Redacted] | Name of Partner Entity [Redacted] |
| UIN (Tencent Cloud User ID) [Redacted] | Email address for Notice of Partner Entity [Redacted] | Registered business address of Partner Entity [Redacted] |
| Company registration/license no. of Partner Entity [Redacted] | Partner Account Manager Contact Name [Redacted] | |

Message to Partner:

Select "Tencent Cloud Reseller Agreement" if you wish to become a Tencent Cloud reseller only. However, if you wish to become a Tencent Cloud reseller and integration partner of Tencent Services, you are required to agree to our "Tencent Cloud Reseller and Integration Agreement" instead. The Tencent Cloud reseller and integration partner agreement enables you to, in addition to resell Tencent Cloud services, integrate our Tencent Cloud services into one or more of your products and services that you own or licenses from a third party, and then offer such integrated products/services to your own customers.

Type of agreement *

Tencent Cloud Reseller Agreement

Business country/region *

Algeria Argentina

Office address *

[Redacted]

Mailing address *

[Redacted]

Contact address *

[Redacted]

Next

3. View the contract details, indicate that you have read the contract, and click **Sign**.

Partner Center

Contract management

Resale contract confirmation

1 Confirm contract info > 2 Sign > 3 Submit contract

CLM-INF-2022053017034444

Tencent Cloud Reseller Agreement

Tencent Cloud Reseller Agreement

Effective from: 30 May 2022

Thank you for your interest in becoming a Tencent Cloud Reseller!

PLEASE READ THESE TERMS CAREFULLY

THIS TENCENT CLOUD RESELLER AGREEMENT ("AGREEMENT") IS ENTERED INTO BY AND BETWEEN THE RELEVANT TENCENT ENTITY (SEE BELOW) AND THE APPLICABLE RESELLER ("PARTNER" OR "YOU") AS OF THE EFFECTIVE DATE. YOUR PARTICIPATION IN TENCENT CLOUD RESELLER ACTIVITIES IS SUBJECT TO THESE TERMS AND CONDITIONS (THESE "TERMS"). YOU ARE NOT PERMITTED TO PARTICIAPTE IN TENCENT CLOUD RESELLER ACTIVITIES AND YOU SHALL NOT REPRESENT YOURSELF AS A TENCENT CLOUD RESELLER IF YOU DO NOT AGREE TO THESE TERMS IN FULL.

BY CLICKING "AGREE" BUTTON BELOW, YOU REPRESENT AND WARRANT THAT (I) YOU HAVE READ AND UNDERSTOOD THESE TERMS; (II) YOU ARE DULY AUTHORISED TO ACT ON BEHALF OF THE ENTITY APPLYING TO BECOME A TENCENT CLOUD RESELLER AS PART OF THE TENCENT CLOUD PARTNER PROGRAM; AND (III) YOU ARE AUTHORISED TO ENTER INTO THESE TERMS AND LEGALLY BIND THE

I have read and agree to the "Tencent Cloud Reseller Agreement"


Back

Partner Center

Contract management

Resale contract confirmation

1 Confirm contract info > 2 Sign > 3 Submit contract



Submitted successfully

The contract signing information has been submitted successfully. Please return to the list to check the signing result.

Return to contract list

4. After successful submission, you can return to the list page and click **Refresh** to view the contract signing status (it takes 1–2 minutes for the system to sign the contract).

| Contract management | | | | | | |
|--------------------------|----------------------------------|--------------------|--------------------------|--------------------------------|--|--|
| Contract ID | Contract name | Tencent entity | Term | Status | Operation | |
| CLM-INF-202205301703444 | Tencent Cloud Reseller Agreement | Aceville Pte. Ltd. | 2022-05-30 2023-05-29 | Signed (non-renewal in review) | Refresh View details | |
| CLM-INF-2022053019595640 | Tencent Cloud Reseller Agreement | Aceville Pte. Ltd. | 2022-05-30 2023-05-29 | Signed | Not renew View details | |
| CLM-INF-2022053016535149 | Tencent Cloud Reseller Agreement | Aceville Pte. Ltd. | 2022-05-22 2022-05-29 | Expired | View details | |
| CLM-INF-2022053016362063 | Tencent Cloud Reseller Agreement | Aceville Pte. Ltd. | 2021-05-20 2022-05-21 | Expired | View details | |
| CLM-INF-2022053016193926 | Tencent Cloud Reseller Agreement | Aceville Pte. Ltd. | 2020-05-26 2020-05-27 | Expired | View details | |
| CLM-INF-2022053014082060 | Tencent Cloud Reseller Agreement | Aceville Pte. Ltd. | 2019-05-30 2020-05-25 | Failed to sign | Sign | |

Submitted the application for contract terminati

5. You can click **View details** to view the signed contract.

Tencent Cloud Reseller Agreement

Thank you for your interest in becoming a Tencent Cloud Reseller!


PLEASE READ THESE TERMS CAREFULLY

THIS TENCENT CLOUD RESELLER AGREEMENT ("AGREEMENT") IS ENTERED INTO BY AND BETWEEN THE RELEVANT TENCENT ENTITY (SEE BELOW) AND THE APPLICABLE RESELLER ("PARTNER" OR "YOU") AS OF THE EFFECTIVE DATE. YOUR PARTICIPATION IN TENCENT CLOUD RESELLER ACTIVITIES IS SUBJECT TO THESE TERMS AND CONDITIONS (THESE "TERMS"). YOU ARE NOT PERMITTED TO PARTICIAPTE IN TENCENT CLOUD RESELLER ACTIVITIES AND YOU SHALL NOT REPRESENT YOURSELF AS A TENCENT CLOUD RESELLER IF YOU DO NOT AGREE TO THESE TERMS IN FULL.

BY CLICKING "AGREE" BUTTON BELOW, YOU REPRESENT AND WARRANT THAT (I) YOU HAVE READ AND UNDERSTOOD THESE TERMS; (II) YOU ARE DULY AUTHORISED TO ACT ON BEHALF OF THE ENTITY APPLYING TO BECOME A TENCENT CLOUD RESELLER AS PART OF THE TENCENT CLOUD PARTNER PROGRAM; AND (III) YOU ARE AUTHORISED TO ENTER INTO THESE TERMS AND LEGALLY BIND THE PARTNER TO THESE TERMS. IF YOU ARE NOT AUTHORISED TO BIND THE PARTNER OR YOU DO NOT AGREE TO THESE TERMS IN FULL, DO NOT CLICK THE "AGREE" BUTTON BELOW AND YOU CANNOT ENGAGE IN TENCENT CLOUD RESELLER ACTIVITES.

Contract non-renewal

1. After the contract is signed successfully, you can perform a non-renewal operation and verify the current contract information. (Note: You cannot perform this operation within 30 days before the contract expiration date.)



Contract non-renewal confirmation

Please confirm the contract information and expiration date. After you click "Confirm", the non-renewal approval process will start and cannot be canceled.

| | |
|-----------------------------|----------------------------------|
| Contract type | Tencent Cloud Reseller Agreement |
| Contract ID | CLM-INF-2022053017034444 |
| Cooperation expiration date | 2023-05-29 |

Confirm

Cancel

2. After successful submission, the contract status will change to **In review**, and you can refresh the current page to view the latest status.(For approval details, please contact your channel manager.)

Partner Center

- Overview
- Company Info
- Customer Management
- Bills Management
- Voucher Management
- Contract management

Contract management

✔ Submitted the application for contract termination

| Contract ID | Contract name | Tencent entity | Term | Status | Operation |
|--------------------------|----------------------------------|--------------------|--------------------------|--------------------------------|--|
| CLM-INF-2022053017034444 | Tencent Cloud Reseller Agreement | Aceville Pte. Ltd. | 2022-05-30 2023-05-29 | Signed (non-renewal in review) | Refresh View details |
| CLM-INF-2022053019595640 | Tencent Cloud Reseller Agreement | Aceville Pte. Ltd. | 2022-05-30 2023-05-29 | Signed | Not renew View details |
| CLM-INF-2022053016535149 | Tencent Cloud Reseller Agreement | Aceville Pte. Ltd. | 2022-05-22 2022-05-29 | Expired | View details |
| CLM-INF-2022053016362063 | Tencent Cloud Reseller Agreement | Aceville Pte. Ltd. | 2021-05-20 2022-05-21 | Expired | View details |
| CLM-INF-2022053016193926 | Tencent Cloud Reseller Agreement | Aceville Pte. Ltd. | 2020-05-26 2020-05-27 | Expired | View details |
| CLM-INF-2022053014082060 | Tencent Cloud Reseller Agreement | Aceville Pte. Ltd. | 2019-05-30 2020-05-25 | Failed to sign | Sign |

3. After your application for non-renewal is approved, the system will not push the renewal contract upon the expiration of the current contract.

Contract management

| Contract ID | Contract name | Tencent entity | Term | Status | Operation |
|--------------------------|----------------------------------|--------------------|--------------------------|----------------------|------------------------------|
| CLM-INF-2022053016535149 | Tencent Cloud Reseller Agreement | Aceville Pte. Ltd. | 2022-05-30 2022-07-14 | Signed (non-renewal) | View details |
| CLM-INF-2022053016362063 | Tencent Cloud Reseller Agreement | Aceville Pte. Ltd. | 2021-05-28 2022-05-29 | Signed (renewal) | |
| CLM-INF-2022053016193926 | Tencent Cloud Reseller Agreement | Aceville Pte. Ltd. | 2020-05-26 2020-05-27 | Signed (renewal) | |
| CLM-INF-2022053014082060 | Tencent Cloud Reseller Agreement | Aceville Pte. Ltd. | 2019-05-30 2020-05-25 | Failed to sign | Sign |

Contract renewal

1. You can renew the contract by clicking **Renew** 45 days before the contract expires. (You have 15 days to renew the contract. If you don't do so 30 days before the expiration of the contract, the contract will be automatically renewed by default.)

| | | | | | |
|--------------------------|----------------------------------|--------------------|--------------------------|--------|---|
| CLM-INF-2022053020504198 | Tencent Cloud Reseller Agreement | Aceville Pte. Ltd. | 2022-01-01 2022-07-03 | Signed | Not renew Renew View de |
|--------------------------|----------------------------------|--------------------|--------------------------|--------|---|

2. After confirming the renewal, you will be redirected to the renewal contract signing process. (The renewal contract will take effect as of the date following the expiration of the current contract.)

Contract renewal confirmation

After you click "Confirm", the new contract signing process will start.

| | |
|-----------------------------|----------------------------------|
| Contract type | Tencent Cloud Reseller Agreement |
| Contract ID | CLM-INF-2022053020504198 |
| Cooperation expiration date | 2022-07-03 |

Confirm
Cancel

← Resale contract confirmation

1 **Confirm contract info** >
 2 Sign >
 3 Submit contract

Contract info ⓘ Please contact your channel manager if any information is incorrect.

| | | |
|---|---|--|
| Term 2023-07-03 | Tencent entity Aceville Pte. Ltd. | Name of Partner Entity ████████████████████ |
| UIN (Tencent Cloud User ID) 200000103051 | Email address for Notice of Partner Entity 12345678@qq.com | Registered business address of Partner Entity |
| Company registration/license no. of Partner Entity 13323 | Partner Account Manager Contact Name | |

Message to Partner:

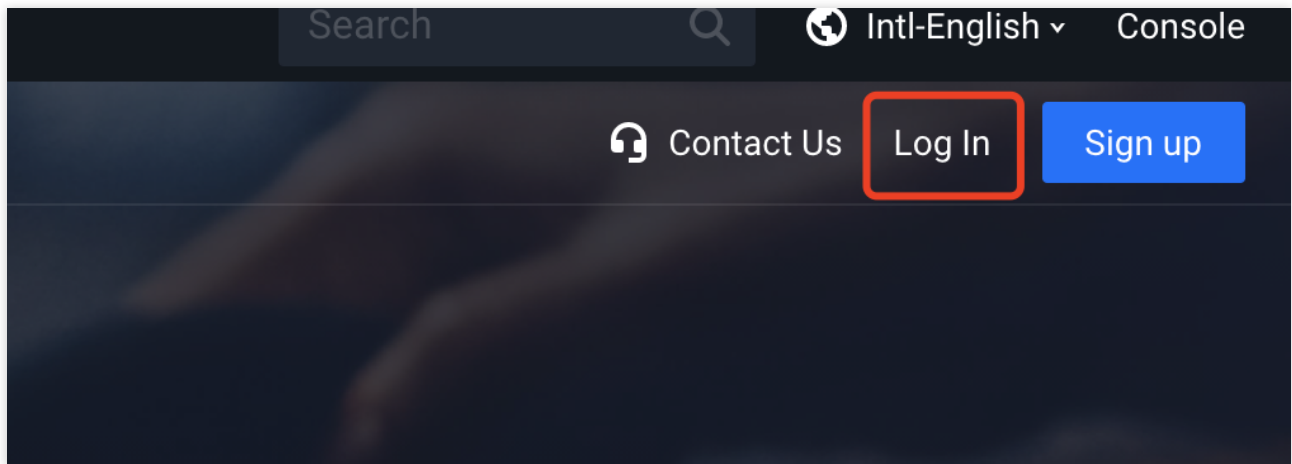
Select "Tencent Cloud Reseller Agreement" if you wish to become a Tencent Cloud reseller only. However, if you wish to become a Tencent Cloud reseller and integration partner of Tencent Services, you are required to agree to our "Tencent Cloud Reseller and Integration Agreement" instead. The Tencent Cloud reseller and integration partner agreement enables you to, in addition to resell Tencent Cloud services, integrate our Tencent Cloud services into one or more of your products and services that you own or licenses from a third party, and then offer such integrated products/services to your own customers.

Logging in to Partner Center

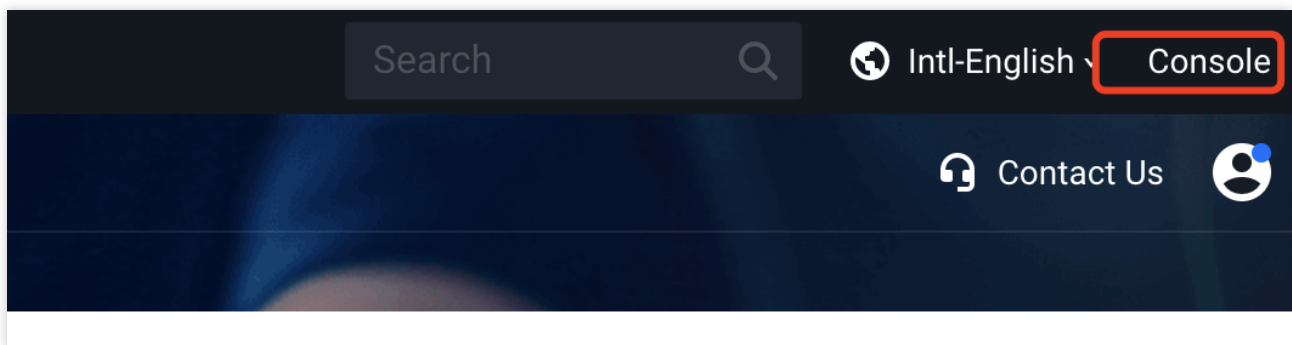
Last updated : 2022-10-26 11:20:53

Partner Center Login

1. Log in to your [reseller account](#).



2. Click **Console** in the top-right corner.



3. Hover over the account name and click **Channel Management** to enter the channel console.

The screenshot shows the Tencent Cloud account management interface. At the top, there is a navigation bar with a notification icon (6), 'Ticket', 'Billing Center', 'English', and a user profile 'cloudpartner@tencent...'. The main content area is divided into sections. The first section is 'Outstanding Balance (USD)' with a large display of '21.92'. Below this are two buttons: 'Transactions' and 'Bills'. The second section is 'Product Documentation' with a 'View M' link. A dark dropdown menu is open on the right, listing several options: 'Account Information', 'Security Settings', 'Access Management', 'Security Management', 'Channel Management' (highlighted with a red box), 'API Access Key', and 'Log Out'.

Account Management

Querying Partner's Basic Information

Last updated : 2022-11-22 16:46:32

Partner Information Management

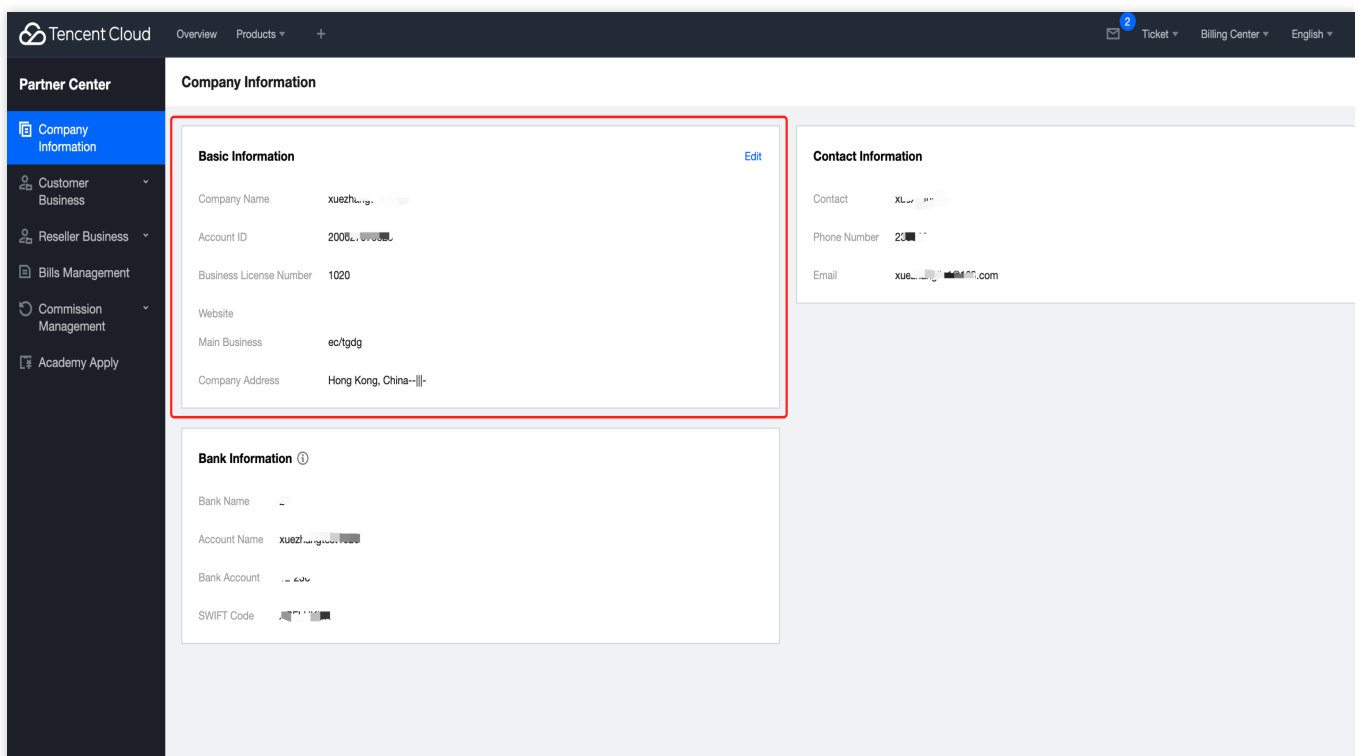
You can query and edit your basic information, bank information, and contact information.

Step 1. Use your partner account to log in to [Tencent Cloud](#) and enter the [Partner Center](#).

Step 2. Select **Company Info** on the left sidebar.

Query/Edit basic information

Click **Company Info** to query your company's basic information.



The screenshot displays the Tencent Cloud Partner Center interface. The left sidebar shows the 'Partner Center' menu with 'Company Information' selected. The main content area is titled 'Company Information' and contains three sections: 'Basic Information', 'Bank Information', and 'Contact Information'. The 'Basic Information' section is highlighted with a red box and includes an 'Edit' link. The 'Bank Information' section has a help icon. The 'Contact Information' section is partially visible on the right.

| Basic Information | |
|-------------------------|--------------------|
| Company Name | xuezh... |
| Account ID | 2000... |
| Business License Number | 1020 |
| Website | |
| Main Business | ec/igdg |
| Company Address | Hong Kong, China-- |

| Bank Information | |
|------------------|----------|
| Bank Name | |
| Account Name | xuezh... |
| Bank Account | |
| SWIFT Code | |

| Contact Information | |
|---------------------|----------------------|
| Contact | xuezh... |
| Phone Number | 2000... |
| Email | xuezh...@tencent.com |

Click **Edit** in the **Basic Information** section to edit the basic information.

Tencent Cloud Overview Products + Ticket 2 Billing Center English

Partner Center

- Company Information
- Customer Business
- Reseller Business
- Bills Management
- Commission Management
- Academy Apply

Company Information

Basic Information

[Edit](#)

| | |
|-------------------------|--------------------|
| Company Name | xuezh... |
| Account ID | 2008... |
| Business License Number | 1020 |
| Website | |
| Main Business | ec/gdg |
| Company Address | Hong Kong, China-- |

Contact Information

| | |
|--------------|---------------|
| Contact | XU... |
| Phone Number | 23... |
| Email | xue...@...com |

Bank Information ⓘ

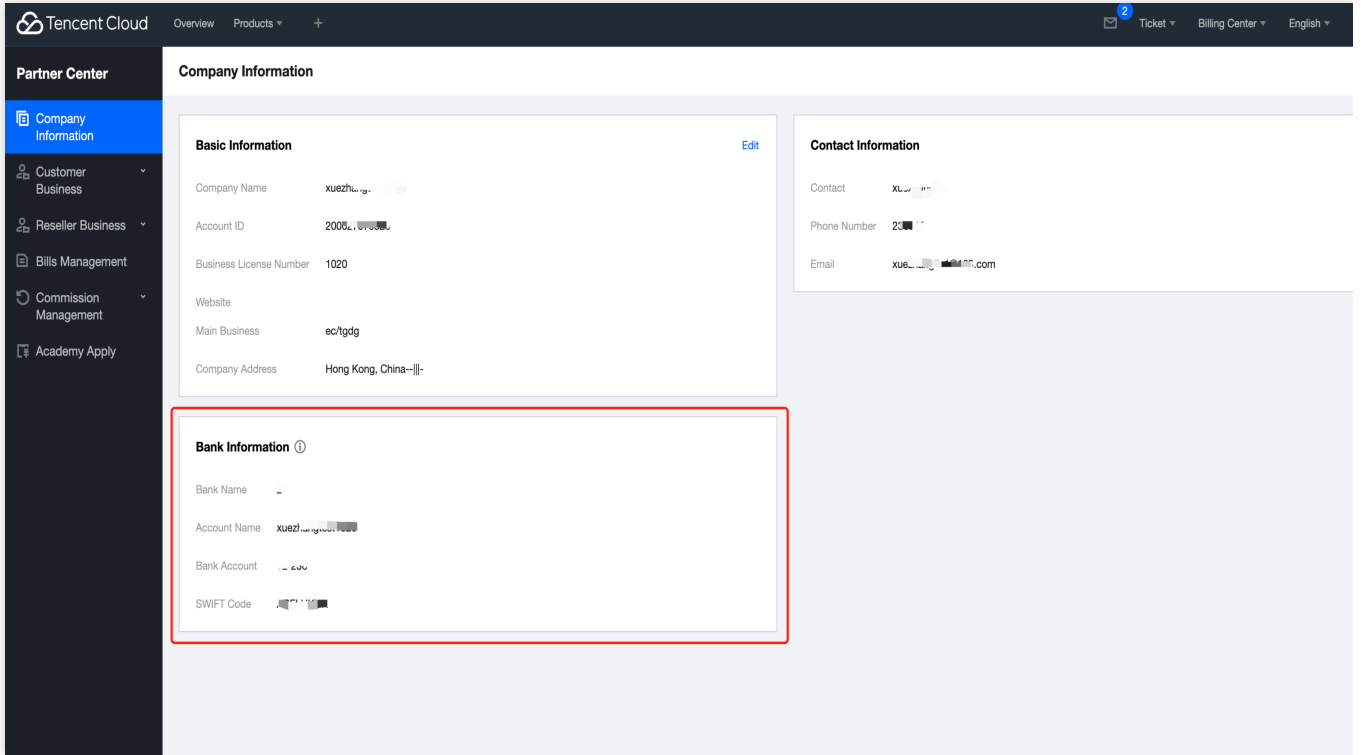
| | |
|--------------|----------|
| Bank Name | - |
| Account Name | xuezh... |
| Bank Account | ... |
| SWIFT Code | ... |

Basic Information [Edit](#)

| | |
|-------------------------|--|
| Company Name | <input type="text" value="xU..."/> |
| Account ID | <input type="text" value="20..."/> |
| Business License Number | <input type="text" value="..."/> |
| Website | <input type="text" value="Website"/> |
| Main Business | <input type="text" value="ec/tgdg"/> |
| Company Address | <input type="text" value="Hong Kong, Chi"/> <input type="text" value="-"/> <input type="text" value="- -"/> |

Query bank information

Click **Company Info** to query your company's bank information.

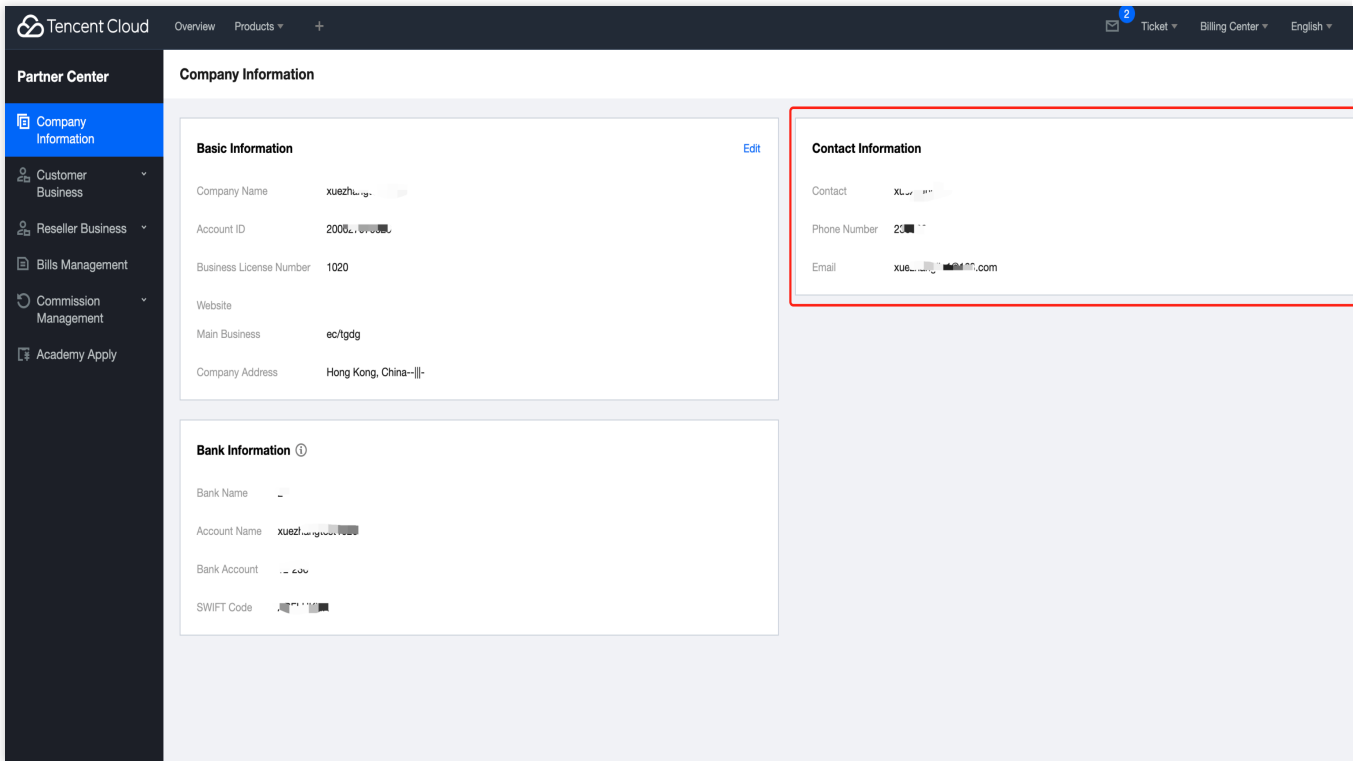


Note:

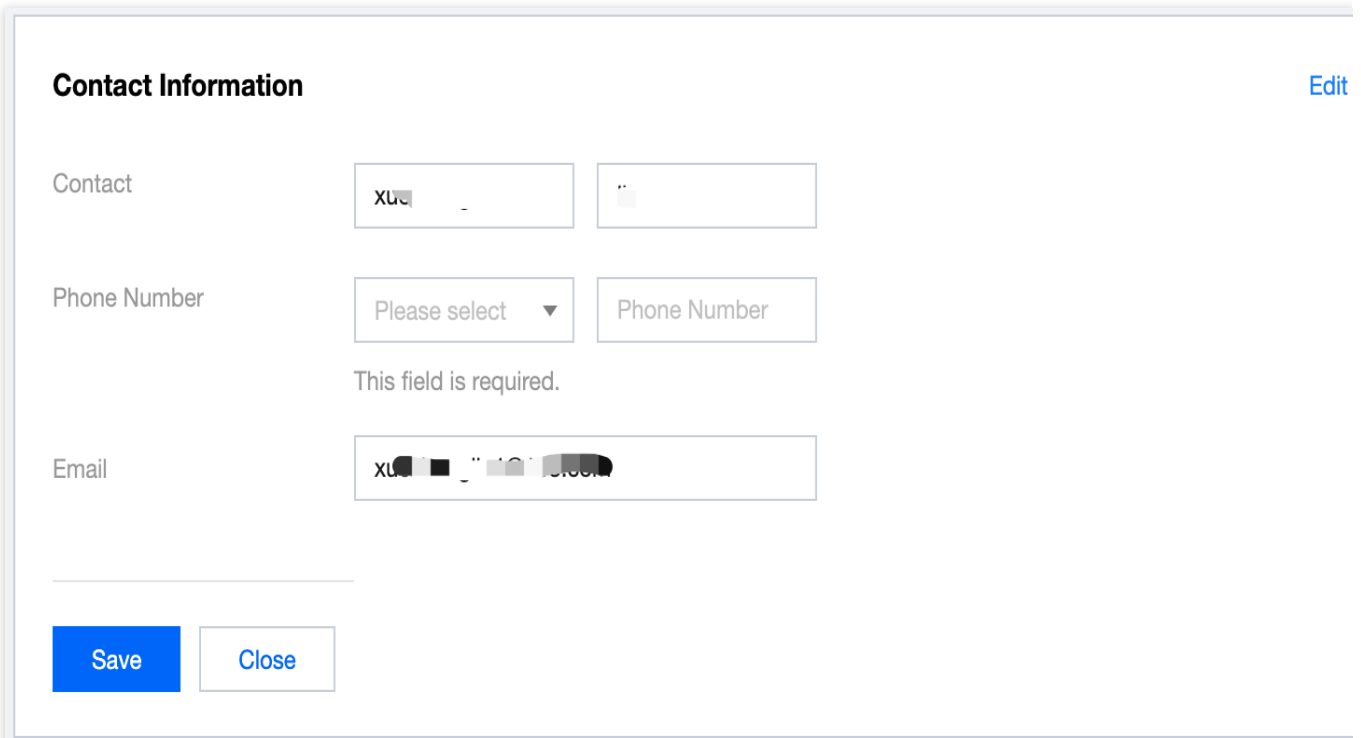
Bank information cannot be edited online currently. If you need to modify it, contact your sales rep.

Query/Edit contact information

Click **Company Info** to query your company's contact information.



Click **Edit** in the **Basic Information** to edit the contact information.



Employee Management Concepts

Last updated : 2023-02-27 15:08:45

Concepts

This document describes how to manage your employee information, create employees, and create roles.

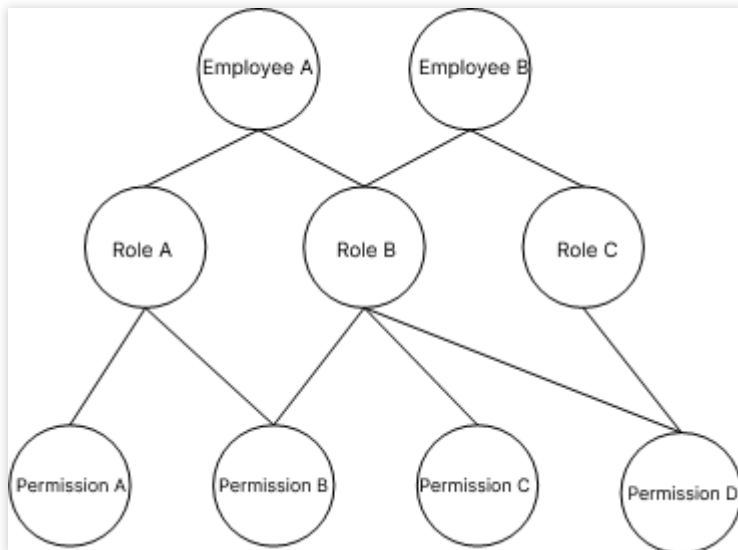
As a reseller, you can create employee accounts with different permissions for hierarchical permission management.

Note:

To implement hierarchical permission management, you must create employees and assign roles by entering **Partner Center Console > Company Information > Employee Management** page. Do not directly create or delete users in the **CAM** console; otherwise, there will be a permission management conflict.

Relationship among employee, role, and permission

A role is a collection of permissions and can be customized. An employee can have up to three roles, each with particular permissions.



Example:

If **Employee A** is assigned a role called **Customer manager (Role B)**, it will automatically have all the permissions of the Role B.

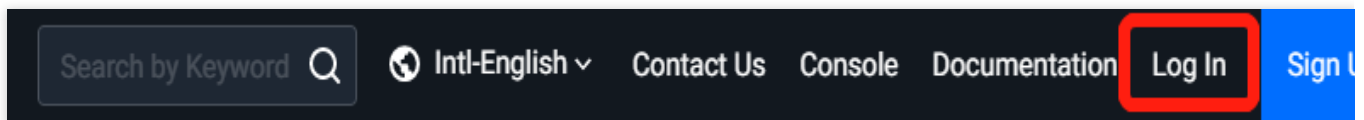
Logging in to Partner Center with Sub-Account

Last updated : 2023-02-27 15:09:30

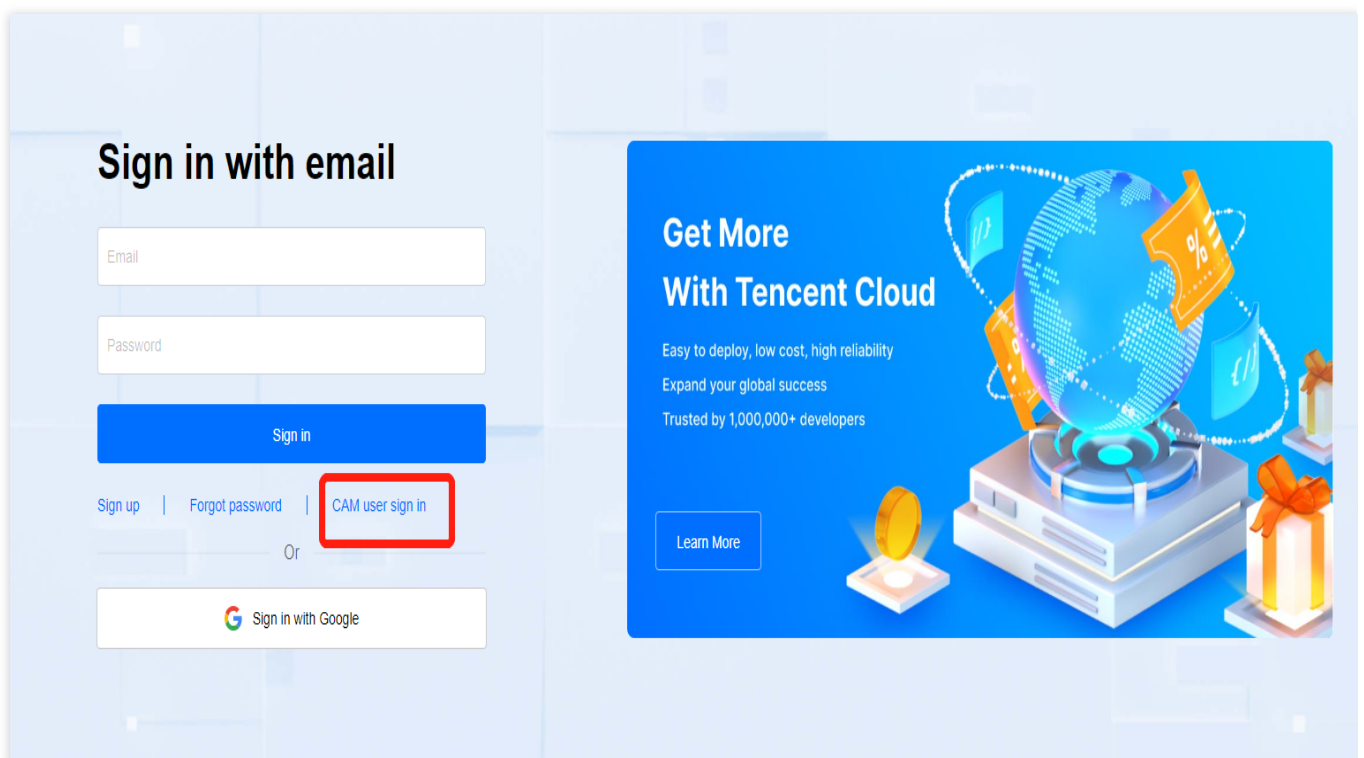
To log in to the Partner Center console, employees need to select **CAM user login** on the login page. In case of a login failure, contact the root account admin.

Directions

1. Go to the [Tencent Cloud website](#).
2. Click **Log In** at the top-right corner to enter the login page.



3. On the login page, click **CAM user login**.



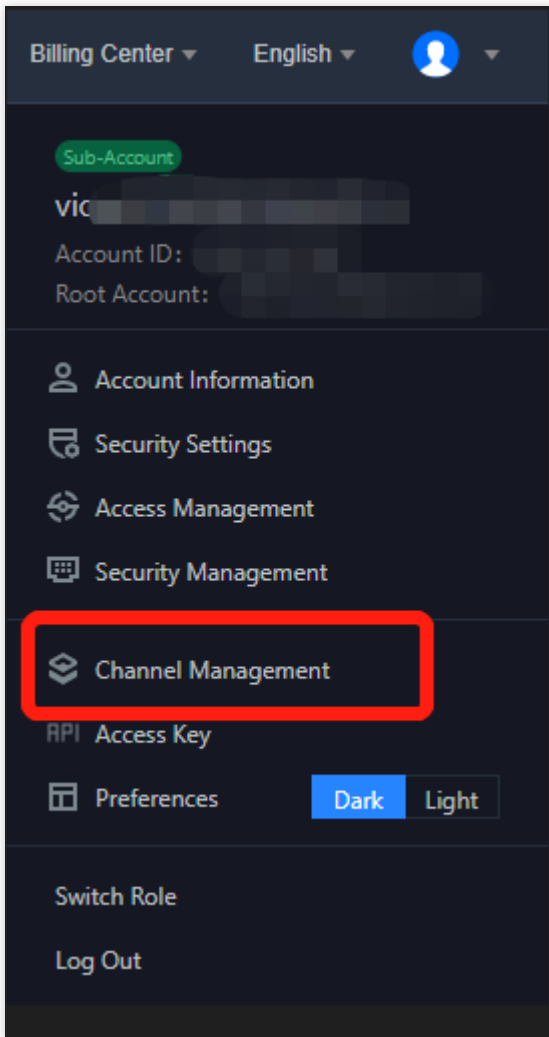
4. Enter the login information and click **Log In**.

CAM user login

[< Login with root account](#)

| Field | Description |
|-----------------|---|
| Root account ID | Enter the partner's root account ID. When you copy and open the login URL provided by the reseller, the root account ID will be automatically filled in on the login page. |
| Sub-user name | Enter the employee account name. It is provided by the reseller root account admin. |
| Password | Enter the employee's initial login password. When an employee logs in for the first time, they need to modify the password as prompted. |

5. Click the profile photo at the top-right corner and click **Channel Management** to enter the Partner Center console.



Preset Role

Last updated : 2023-02-27 15:09:53

Preset Role

Tencent Cloud provides preset roles and permissions for you to select when you associate your employee with a role. The preset roles and permissions will be automatically initialized when you enter Partner Center. Before the initialization is completed, the **Employee Management** module is temporarily inaccessible.

Preset role list

| Preset Role | Preset Permission |
|----------------------------|--|
| System admin | Global permission in Partner Center |
| Customer manager | Permission to invite and manage second-level resellers and customers; permission to view customer consumption details, commission details, vouchers, and bills |
| Finance management | Permission to maintain company information and manage second-level credits, voucher assets, and statements |
| Partner Center development | Permission to invite customers to Partner Center and call credit management APIs |

Creating Role

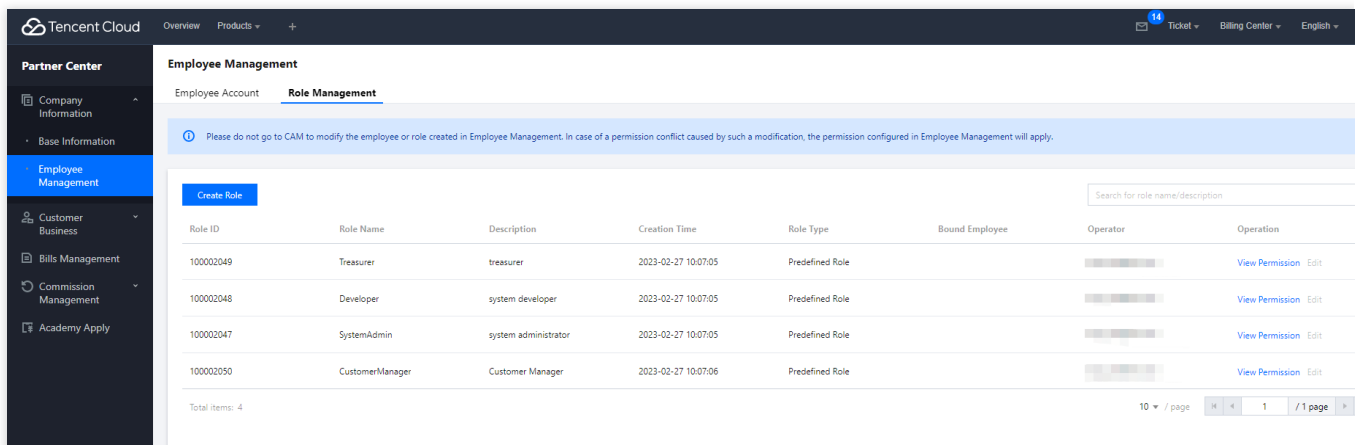
Last updated : 2023-02-27 15:10:09

Creating Role

When you create an employee, you need to associate them with a role, whether it is a preset or custom role.

Directions

1. [Log in to Partner Center](#).
2. On the left sidebar, select **Company Information > Employee Management**.
3. Select the **Role Management** tab.
4. Click **Create Role**.



5. Set the role's basic information.
6. Select the permissions you need to associate with the role.

Create Role ✕

Name *

Description

0 / 1000

Permission Assignment * **Select Permission**

- ▶ Company Information
- ▶ Customer Business
- ▼ Commission Management
 - ▼ Statement
 - Statement View
 - Statement Management
 - ▶ Commission Details
- ▶ Agreement Management
- ▶ Academy Apply

Selected (2)

| Menu | Permission | Operation |
|------------------|------------------|-----------|
| Statement-Com... | Statement View | ✕ |
| Statement-Com... | Statement Man... | ✕ |

↔

7. Click **OK**. After you are prompted that the operation succeeded, you can view the created role in the role list.

Role-related operations

Query role list: You can query the role list by certain query condition.

View permission: You can click **View Permission** in the **Operation** column of the role list to view a role's permission details.

Edit permission: You can click **Edit** in the **Operation** column of the role list to modify the custom role you created.

Creating Employee

Last updated : 2023-03-17 17:33:50

Creating Employee

You can create an employee and associate them with a role. Once associated, the employee will have the role's permissions.

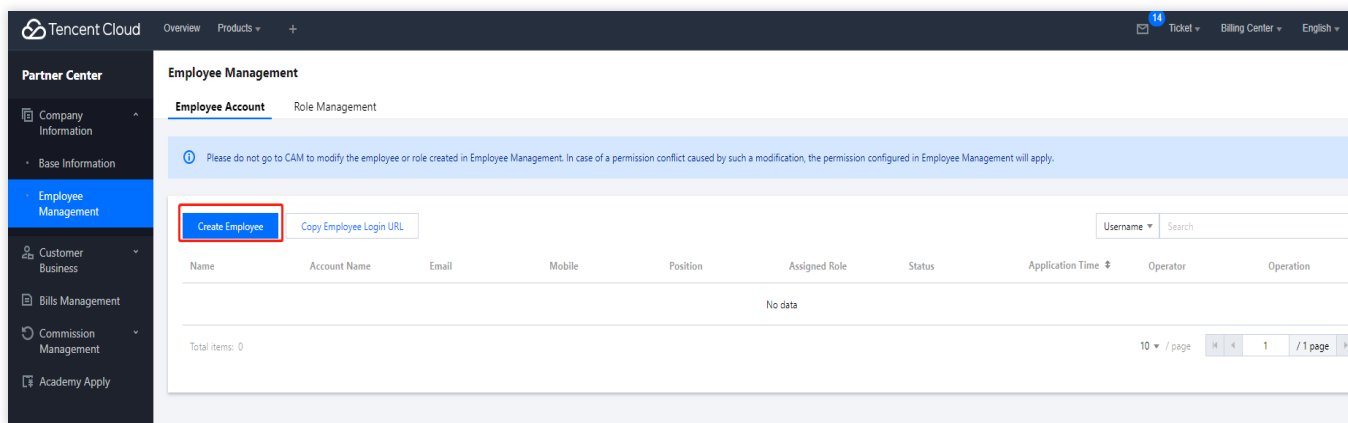
After you create an employee, you need to inform them of the account name and password offline.

Directions

1. [Log in to Partner Center](#).
2. On the left sidebar, select **Company Information > Employee Management**.
3. Click **Create Employee**.

Note:

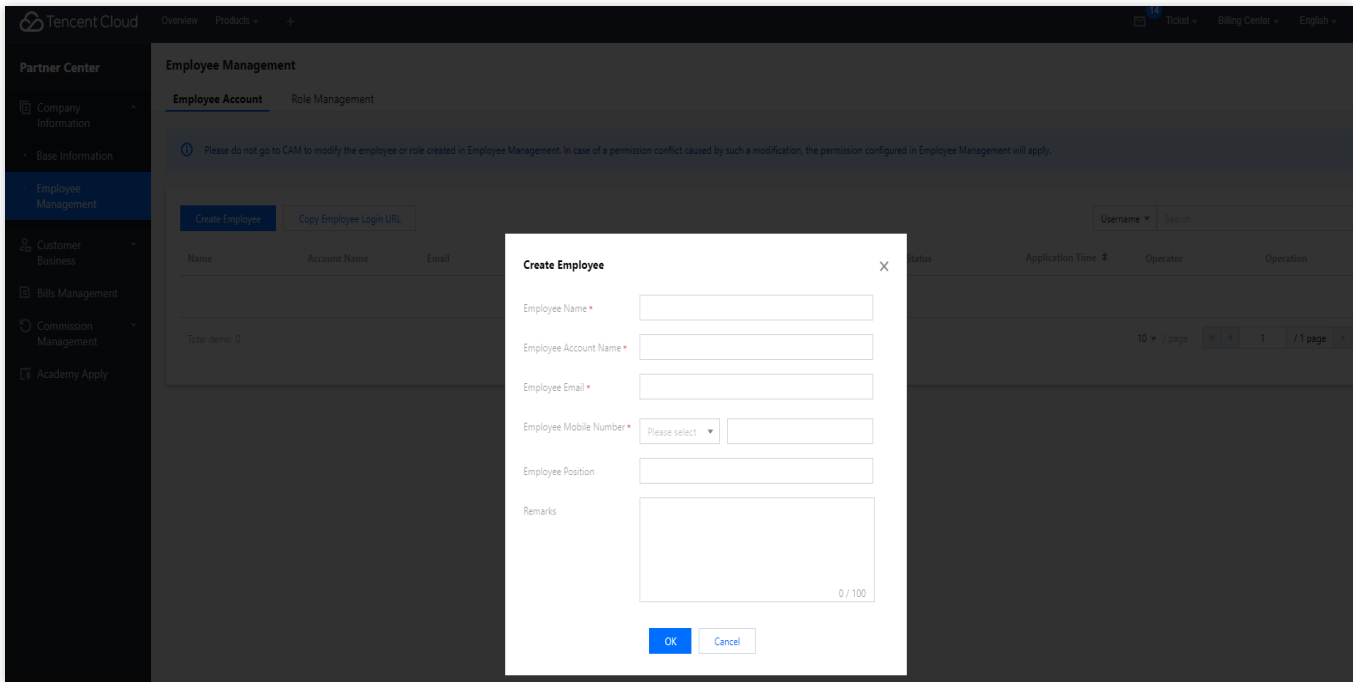
If the employee already has a sub-account, you need to complete the employee information and associate them with a role so that they can use the sub-account (the employee account name and the sub-account name must be the same). To avoid permission conflict, disassociate the permissions that were granted to the sub-account before.



4. Complete the employee information and click **Submit**.

Note:

Employee Account Name must be unique and cannot be modified once submitted.



- 5. Wait for the prompt indicating that the employee has been successfully created.
- 6. Assign the employee one or more roles. Select role names in the role list and click **OK**.

Note:

You must assign (up to three) roles for each employee.

- 7. After that, inform the employee of the following login information offline.

| Login Information | Description |
|-------------------|---|
| Login URL | When you copy and open the login URL, the root account ID will be automatically filled on the login page. |
| Employee account | Employee account name |
| Initial password | Employee’s initial login password, which is the combination of the last four digits of the mobile number and "@Tencent". For example, if the employee’s mobile number is 131XXXX4532, the initial password will be 4532@Tencent. |

Employee-related operations

Query employee list: You can query the employee list by certain query condition.

Edit employee: You can click **Edit** in the **Operation** column of the employee list to edit the employee information.

Other Permissions

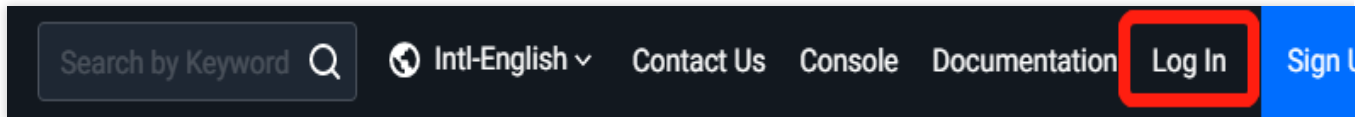
Last updated : 2023-02-27 15:17:56

Other Permissions

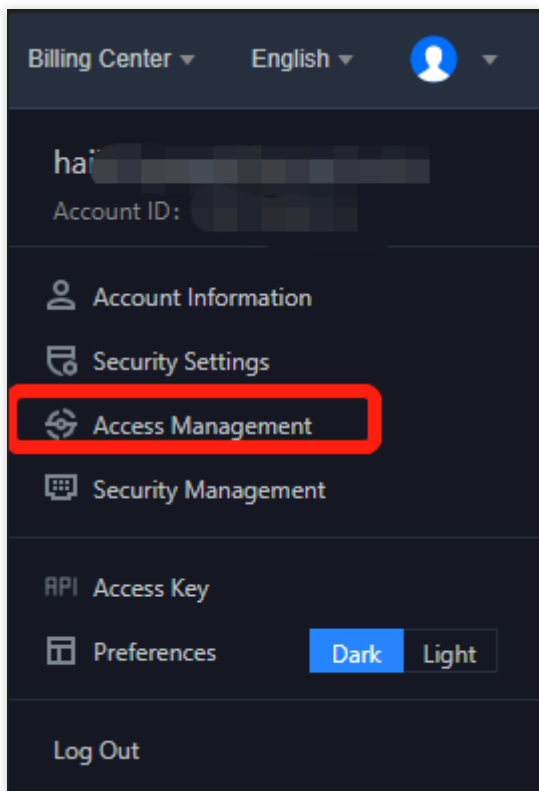
Hierarchical permission management in **Employee Management** module only applies to Partner Center. To manage permissions for other products, go to the CAM console.

Directions

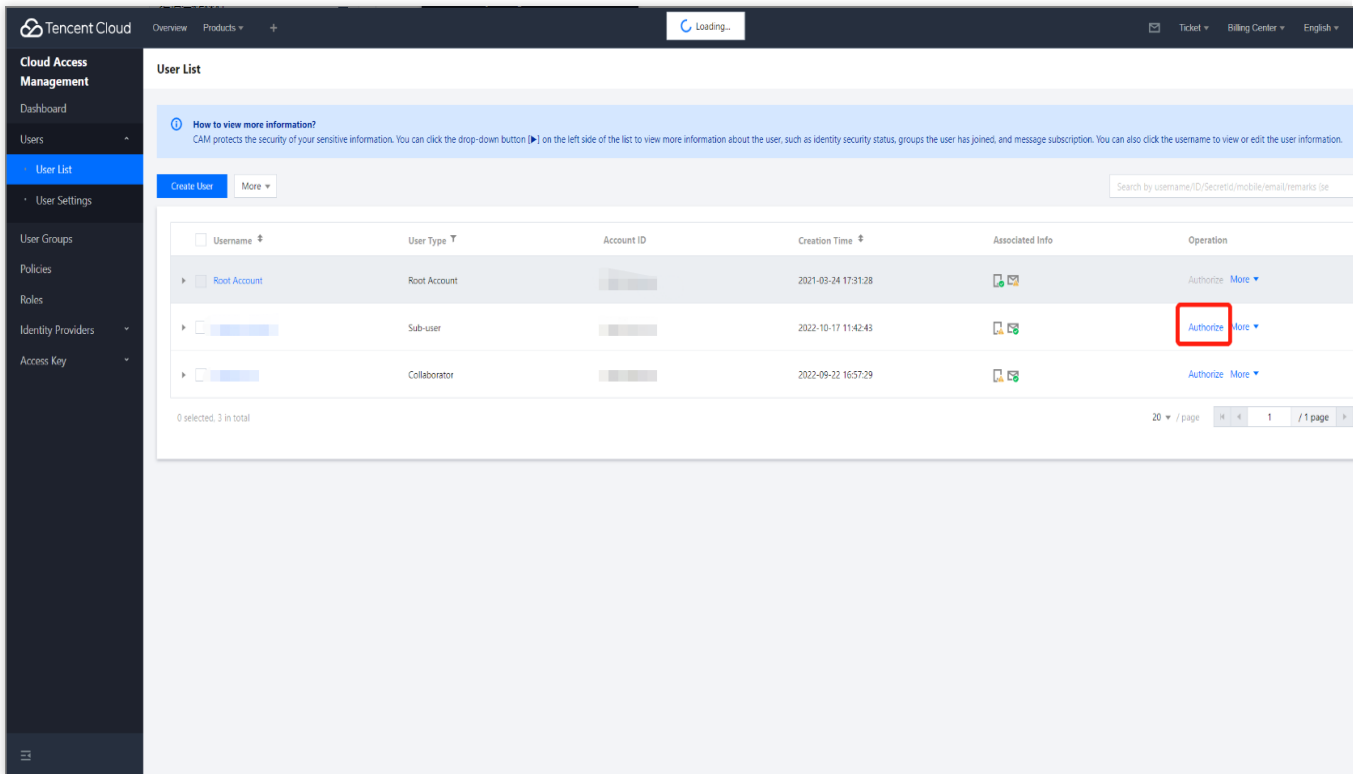
1. Go to the [Tencent Cloud website](#).
2. Click **Log In** at the top-right corner to enter the login page.



3. Enter the root account login information and click **Log In**.
4. Click the profile photo at the top-right corner and click **Access Management**.



5. Add sub-user permissions in the CAM console.
 Select an employee account and click **Authorize**.



Select non-Partner Center permissions and click **OK**.

Associate Policy

Select Policies (13 Total) 2 selected

finance ✕ 🔍

| | Policy Name | Policy type |
|-------------------------------------|---|---------------|
| <input checked="" type="checkbox"/> | QcloudFinanceBillFullAccess Full read-write access to FinanceBill.At pre... | Preset Policy |
| <input checked="" type="checkbox"/> | QcloudFinanceBillReadOnlyAccess Read-only access to FinanceBill.At present,... | Preset Policy |
| <input type="checkbox"/> | QcloudFinanceRenewManageFullAccess Full read-write access to FinanceRenewMa... | Preset Policy |
| <input type="checkbox"/> | QcloudFinanceRenewManageReadOnlyAc... Read-only access to FinanceRenewManage | Preset Policy |

| Policy Name | Policy type | |
|---|---------------|---|
| QcloudFinanceBillFullAccess Full read-write access to FinanceBill.At pr... | Preset Policy | ✕ |
| QcloudFinanceBillReadOnlyAccess Read-only access to FinanceBill.At presen... | Preset Policy | ✕ |

Support for holding shift key down for multiple selection

OK
Cancel

| Common Permissions | Description |
|--------------------------------|---|
| QCloudFinanceFullAccess | Permission to access and manage reseller bills and account assets |
| QcloudCollPasswordManageAccess | Permission to manage the console login password |
| QcloudCollApiKeyManageAccess | Permission to manage API keys |

Note: You can only add non-Partner Center permissions in CAM, but do not directly create or delete users in the CAM; otherwise, there will be a permission management conflict. If you have any questions, [submit a ticket](#).

Reseller's Customer Business

Reseller's Customer Management

Querying Reseller's Customer

Last updated : 2022-11-23 18:16:11

Querying Reseller's Customer

A partner can query all its customers and view their basic information, available credits, and credit deduction details.

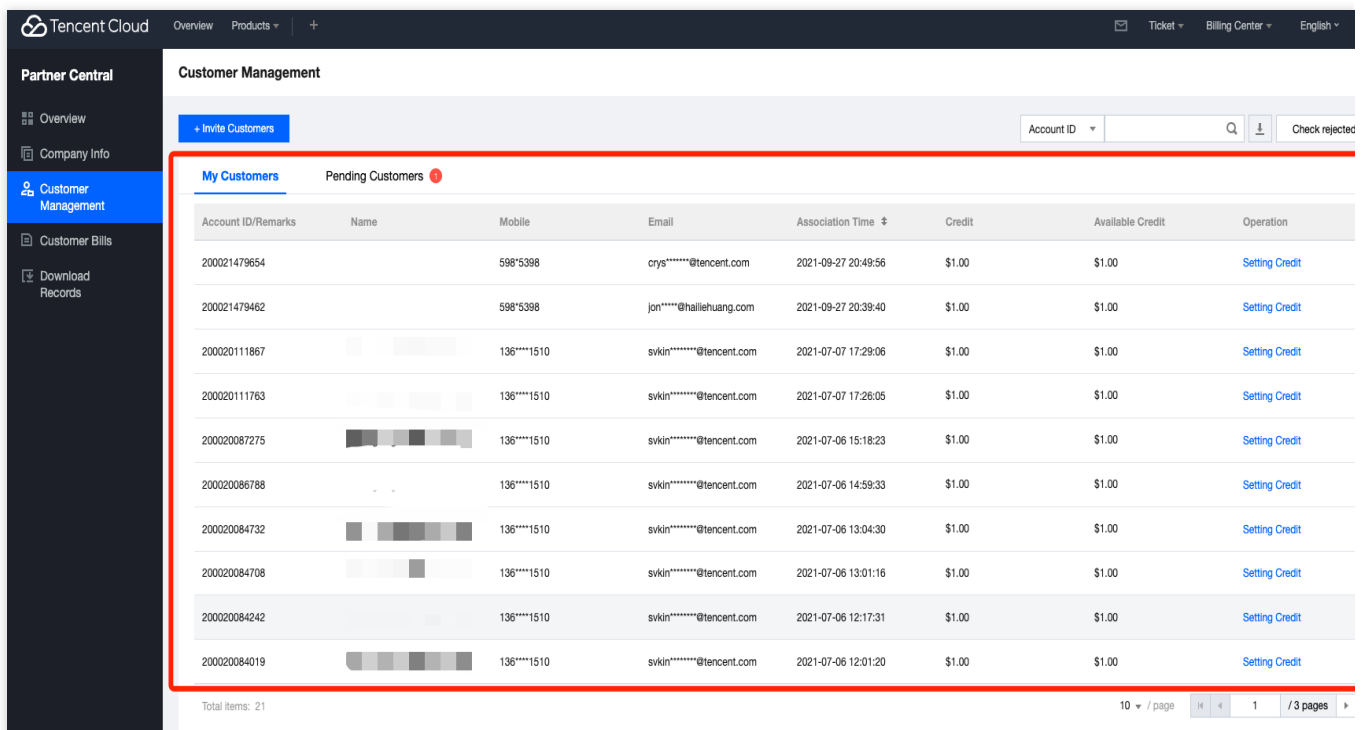
Step 1. Use your partner account to log in to [Tencent Cloud](#) and enter the [Partner Center](#).

Step 2. Select **Customer Business > Customer Management** on the left sidebar.

Step 3. Manage customers.

Query customers

A partner can search for a customer fuzzily by account ID/name and exactly by email.



| Account ID/Remarks | Name | Mobile | Email | Association Time | Credit | Available Credit | Operation |
|--------------------|------|-------------|--------------------------|---------------------|--------|------------------|--------------------------------|
| 200021479654 | | 598*5398 | crys*****@tencent.com | 2021-09-27 20:49:56 | \$1.00 | \$1.00 | Setting Credit |
| 200021479462 | | 598*5398 | jon*****@hailiehuang.com | 2021-09-27 20:39:40 | \$1.00 | \$1.00 | Setting Credit |
| 200020111867 | | 136****1510 | svkin*****@tencent.com | 2021-07-07 17:29:06 | \$1.00 | \$1.00 | Setting Credit |
| 200020111763 | | 136****1510 | svkin*****@tencent.com | 2021-07-07 17:26:05 | \$1.00 | \$1.00 | Setting Credit |
| 200020087275 | | 136****1510 | svkin*****@tencent.com | 2021-07-06 15:18:23 | \$1.00 | \$1.00 | Setting Credit |
| 200020086788 | | 136****1510 | svkin*****@tencent.com | 2021-07-06 14:59:33 | \$1.00 | \$1.00 | Setting Credit |
| 200020084732 | | 136****1510 | svkin*****@tencent.com | 2021-07-06 13:04:30 | \$1.00 | \$1.00 | Setting Credit |
| 200020084708 | | 136****1510 | svkin*****@tencent.com | 2021-07-06 13:01:16 | \$1.00 | \$1.00 | Setting Credit |
| 200020084242 | | 136****1510 | svkin*****@tencent.com | 2021-07-06 12:17:31 | \$1.00 | \$1.00 | Setting Credit |
| 200020084019 | | 136****1510 | svkin*****@tencent.com | 2021-07-06 12:01:20 | \$1.00 | \$1.00 | Setting Credit |

Export customers


You can export all your customers.

Tencent Cloud Overview Products + Ticket Billing Center English

Partner Central

- Overview
- Company Info
- Customer Management**
- Customer Bills
- Download

Customer Management

[+ Invite Customers](#) Account ID Q  Check rejected

My Customers Pending Customers ●

| Account ID/Remarks | Name | Mobile | Email | Association Time ↕ | Credit | Available Credit | Operation |
|--------------------|------|----------|-----------------------|---------------------|--------|------------------|--------------------------------|
| 200021479654 | | 598*5398 | crys*****@tencent.com | 2021-09-27 20:49:56 | \$1.00 | \$1.00 | Setting Credit |

Managing Reseller's Customer Relationship

Last updated : 2022-11-22 18:04:04

Reseller's Customer Relationship Management

Note:

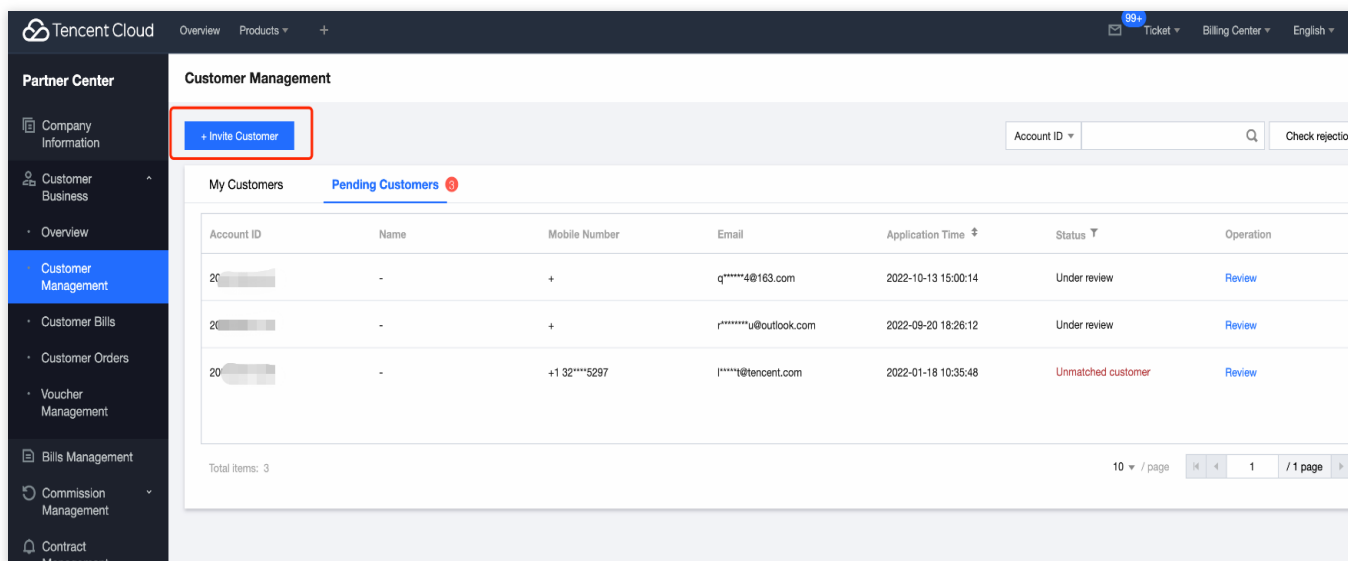
Resellers can't unbind their customers online. To do so, contact sales rep for assistance.

Inviting reseller's customer

You can invite a potential customer to become your customer, no matter whether it has registered for a Tencent Cloud account or not.

Note:

Registered Tencent Cloud users can only settle overdue payments in the same way as other regular Tencent Cloud users do if their overdue payments are generated before they are bound to you as your customers.



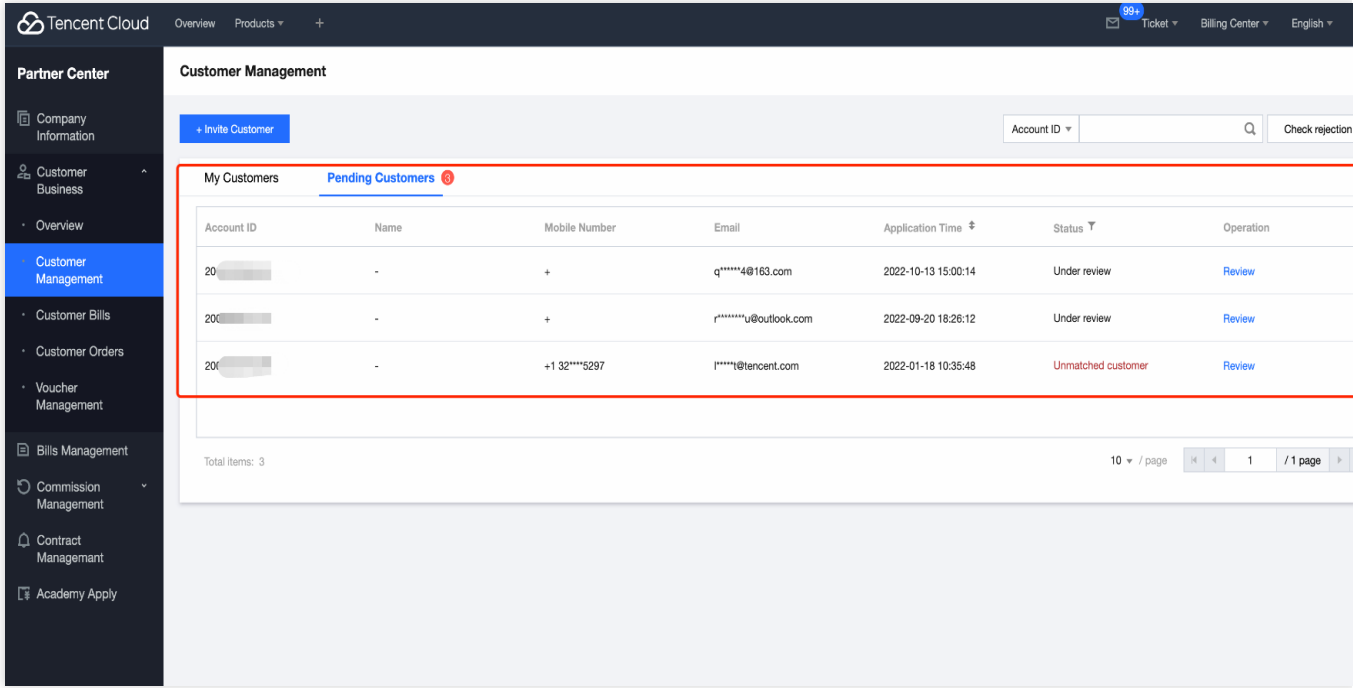
The screenshot shows the Tencent Cloud Partner Center interface. The left sidebar contains navigation options: Partner Center, Company Information, Customer Business, Overview, Customer Management (highlighted), Customer Bills, Customer Orders, Voucher Management, Bills Management, Commission Management, and Contract Management. The main content area is titled 'Customer Management' and features a '+ Invite Customer' button (highlighted with a red box). Below this, there are tabs for 'My Customers' and 'Pending Customers' (with a red notification icon). A search bar for 'Account ID' and a 'Check rejection' button are also visible. The main table lists three pending customers:

| Account ID | Name | Mobile Number | Email | Application Time | Status | Operation |
|--------------|------|---------------|---------------------|---------------------|--------------------|------------------------|
| 20[REDACTED] | - | + | q*****4@163.com | 2022-10-13 15:00:14 | Under review | Review |
| 20[REDACTED] | - | + | r*****u@outlook.com | 2022-09-20 18:26:12 | Under review | Review |
| 20[REDACTED] | - | +1 32****5297 | l*****t@tencent.com | 2022-01-18 10:35:48 | Unmatched customer | Review |

Total items: 3. Page 1 of 1.

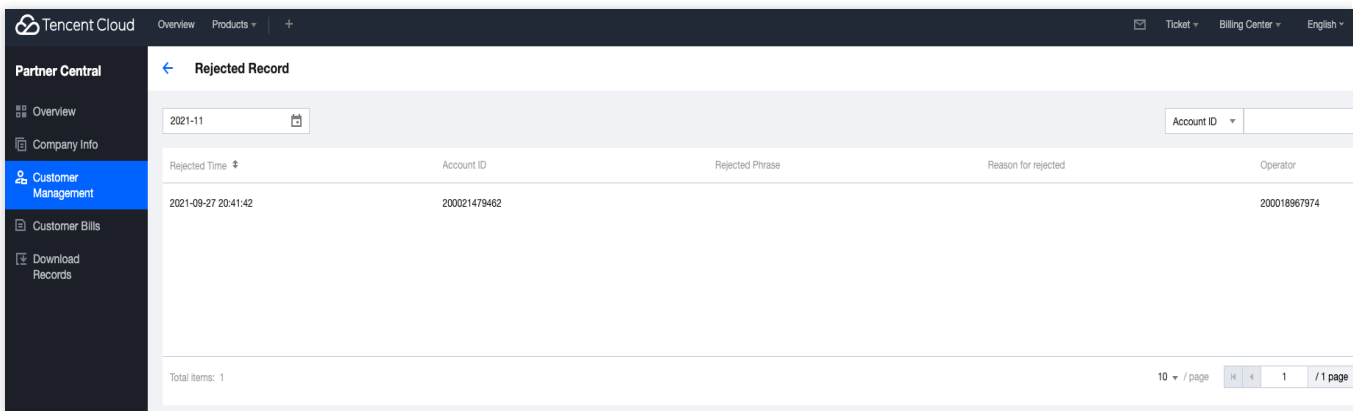
Reviewing reseller's customer

You need to review the binding application submitted by the potential customer and confirm whether it can be bound as your customer.



Viewing rejection record

If you reject the binding applications submitted by potential customers, you can view all rejection records.



Freezing/Unfreezing Customer Account

Last updated : 2022-12-21 11:57:39

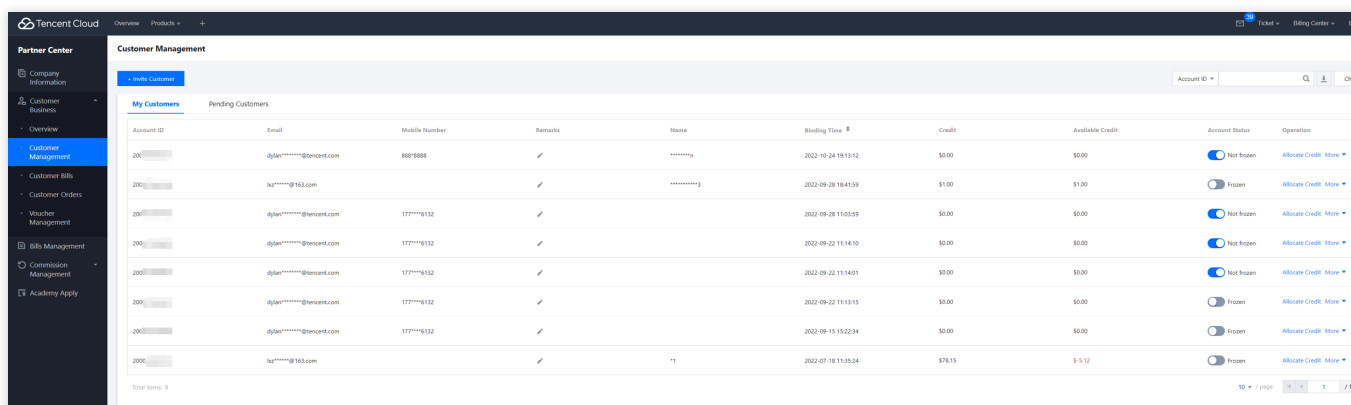
If you find that your customer's account is abnormal or has overdue payments, you can freeze the accounts of all your customers.

Step 1. Log in to [Tencent Cloud](#) with your distributor account and enter the [Partner Center](#).

Step 2. Select **Customer Management** on the left sidebar, click the **My Customers** tab, and click **Freeze Account** in the **Operation** column to freeze the customer account.

If the account you want to freeze has overdue payments, only the account will be frozen, and the account's services will remain suspended according to related rules.

If the account you want to freeze has no overdue payments, the account and its services will be frozen. The services will be suspended according to the customer service suspension rules.



| Account ID | Email | Mobile Number | Remarks | Name | Binding Time | Credit | Available Credit | Account Status | Operation |
|------------|------------------------|---------------|---------|--------|---------------------|---------|------------------|--|----------------------|
| 200***** | dylan*****@tencent.com | 88888888 | ✓ | *****y | 2022-10-24 19:13:12 | \$0.00 | \$0.00 | <input checked="" type="checkbox"/> Not Frozen | Allocate Credit More |
| 200***** | lu*****@163.com | | ✓ | *****g | 2022-09-28 18:41:59 | \$1.00 | \$1.00 | <input type="checkbox"/> Frozen | Allocate Credit More |
| 200***** | dylan*****@tencent.com | 177****6132 | ✓ | | 2022-09-28 11:03:59 | \$0.00 | \$0.00 | <input checked="" type="checkbox"/> Not Frozen | Allocate Credit More |
| 200***** | dylan*****@tencent.com | 177****6132 | ✓ | | 2022-09-22 11:14:10 | \$0.00 | \$0.00 | <input checked="" type="checkbox"/> Not Frozen | Allocate Credit More |
| 200***** | dylan*****@tencent.com | 177****6132 | ✓ | | 2022-09-22 11:14:01 | \$0.00 | \$0.00 | <input checked="" type="checkbox"/> Not Frozen | Allocate Credit More |
| 200***** | dylan*****@tencent.com | 177****6132 | ✓ | | 2022-09-22 11:13:15 | \$0.00 | \$0.00 | <input type="checkbox"/> Frozen | Allocate Credit More |
| 200***** | dylan*****@tencent.com | 177****6132 | ✓ | | 2022-09-15 15:23:34 | \$0.00 | \$0.00 | <input type="checkbox"/> Frozen | Allocate Credit More |
| 200***** | lu*****@163.com | | ✓ | **1 | 2022-07-18 11:31:24 | \$78.15 | \$-5.12 | <input type="checkbox"/> Frozen | Allocate Credit More |

Step 3. After the customer's account is frozen, their account status will become **Frozen** and all their services will be suspended.

Freezing Customer Account

After a customer's account is frozen, the customer cannot normally purchase, renew, or upgrade resources, or change the billing mode.

The purchased prepaid services can still be used if they haven't expired. The activated pay-as-you-go services will be instantly suspended.

For service suspension rules, see [Customer Service Suspension Rules](#).

Unfreezing Customer Account

If you want to unfreeze an account with overdue payments, top it up first.

The customer's services will be resumed when its account is unfrozen and has no overdue payments.

Note:

Currently, you need to contact your channel manager to add you to the allowlist if you want to use the customer service suspension rules.

The service suspension rules won't take effect if the customer has billing privileges.

Allocating Credit to Reseller's Customer

Last updated : 2024-11-28 14:29:27

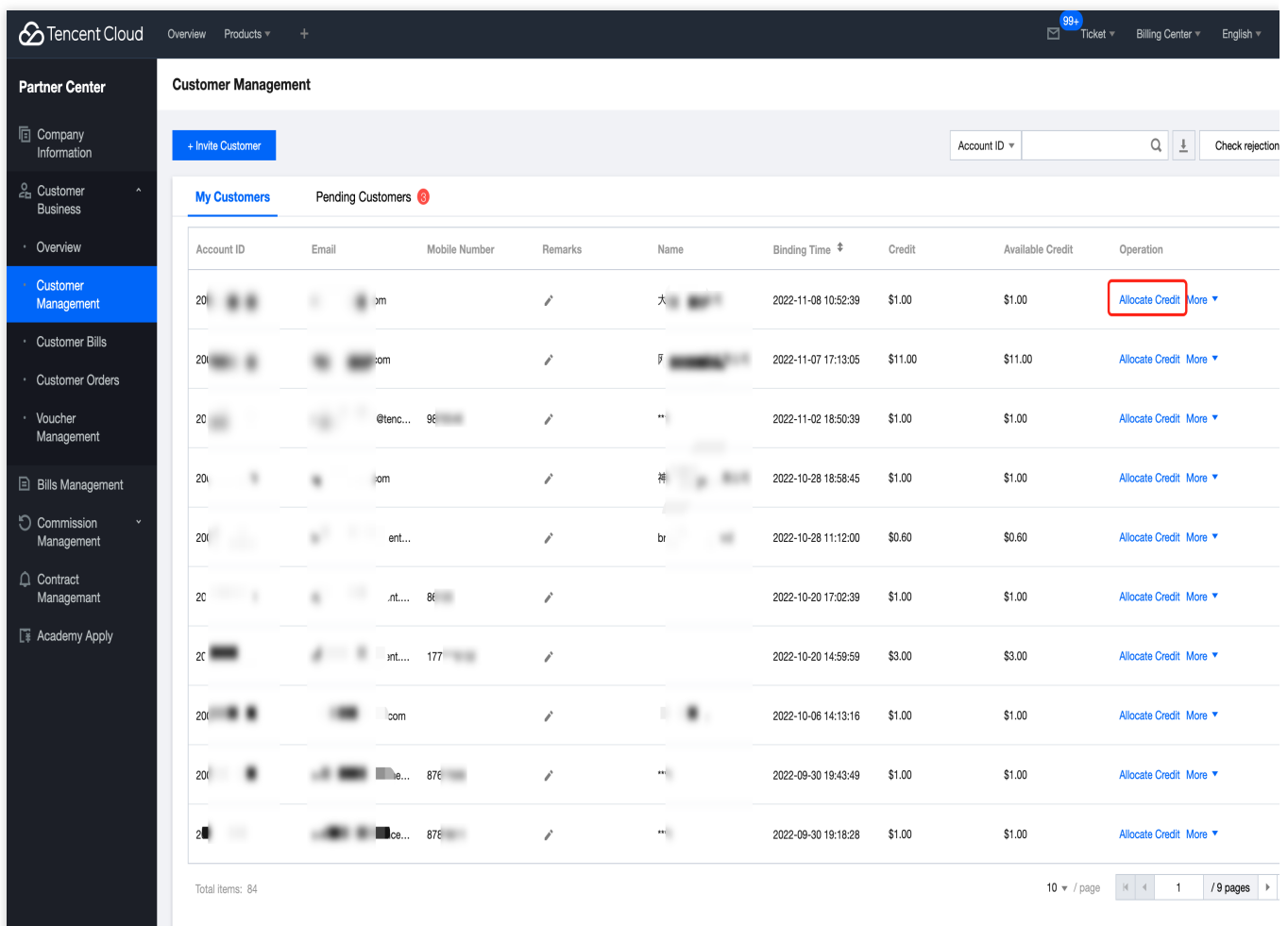
You can query all your customers under your account and view their basic information and available credit.

Note:

There is no limit on the credit that reseller could allocate to end-customers, please manage it carefully.

Directions

1. Use your partner account to log in to [Tencent Cloud](#) and enter the [Partner Center](#).
2. Select **Customer Business > Customer Management** on the left sidebar, click the **My Customers** tab, and allocate credits to your customers in the customer list.



The screenshot displays the Tencent Cloud Partner Center interface. The left sidebar shows the navigation menu with 'Customer Management' selected. The main content area is titled 'Customer Management' and features a '+ Invite Customer' button. Below this, there are two tabs: 'My Customers' (active) and 'Pending Customers' (with a notification icon). A search bar and 'Check rejection' button are visible at the top right of the table area. The table lists customer details including Account ID, Email, Mobile Number, Remarks, Name, Binding Time, Credit, and Available Credit. The 'Operation' column for each row contains an 'Allocate Credit' button, which is highlighted with a red box in the first row. A pagination bar at the bottom indicates 'Total items: 84' and '10 / page'.

| Account ID | Email | Mobile Number | Remarks | Name | Binding Time | Credit | Available Credit | Operation |
|------------|-------------|---------------|---------|-------|---------------------|---------|------------------|--|
| 20... | ...@tenc... | 96... | | 大... | 2022-11-08 10:52:39 | \$1.00 | \$1.00 | Allocate Credit More |
| 20... | ...@tenc... | ... | | ... | 2022-11-07 17:13:05 | \$11.00 | \$11.00 | Allocate Credit More |
| 20... | ...@tenc... | 96... | | ... | 2022-11-02 18:50:39 | \$1.00 | \$1.00 | Allocate Credit More |
| 20... | ...@tenc... | ... | | ... | 2022-10-28 18:58:45 | \$1.00 | \$1.00 | Allocate Credit More |
| 20... | ...ent... | ... | | br... | 2022-10-28 11:12:00 | \$0.60 | \$0.60 | Allocate Credit More |
| 20... | ...nt... | 86... | | ... | 2022-10-20 17:02:39 | \$1.00 | \$1.00 | Allocate Credit More |
| 20... | ...nt... | 177... | | ... | 2022-10-20 14:59:59 | \$3.00 | \$3.00 | Allocate Credit More |
| 20... | ...com | ... | | ... | 2022-10-06 14:13:16 | \$1.00 | \$1.00 | Allocate Credit More |
| 20... | ...ce... | 876... | | ... | 2022-09-30 19:43:49 | \$1.00 | \$1.00 | Allocate Credit More |
| 20... | ...ce... | 876... | | ... | 2022-09-30 19:18:28 | \$1.00 | \$1.00 | Allocate Credit More |

Allocate credit

1. In the customer list, select a customer and click **Allocate Credit** in the **Operation** column to enter the credit allocation page.
2. Set the **credit** and click **Confirm**. The system notification indicating successful allocation signifies the completion of the allocation process.

Credit Allocation

Account name: XXXXXXXXXX

Account ID: XXXXXXXXXX

| | |
|--------------------------|---------------|
| Available credit: | \$0.00 |
| Total credit: | \$0.00 |
| Used credit: | \$0.00 |

Notes:

1. The credit is the credit limit available to a customer. It is calculated as published at the Tencent Cloud official website and excludes deductions from vouchers.
2. Credit control is only a tool provided by Tencent Cloud for partners to control the approximate amount of credit available to customers. Due to the different billing modes and settlement cycles of Tencent Cloud services, there may be delays and differences in the monitoring of the fees incurred by customers.
3. We will send alarm notifications to you when a customer has used more than 75%, 90%, and 100% of their credit.
4. In the reseller mode, all fees incurred by customers are paid by the partner, so caution should be exercised.
5. A credit will immediately take effect once set.
6. You can contact your channel manager to add you to the allowlist of the customer service suspension rule to shorten the service suspension period. For details, see [Customer Service Suspension Rules](#).

Partner Center will officially **cancel the concept of the customer credit pool** from August 10, 2023. After that, there will be **no limit on the credit that can be allocated to your customers. Please manage the credit with caution.**

* Allocated Amount (USD) Automatic allocation One-click recovery ⓘ

Available credit: \$10.00

Confirm
Close

Allocation Record

Note:

1. The credit is the credit limit available to a customer. It is calculated as published at the Tencent Cloud official website and excludes deductions from vouchers.
2. Credit control is only a tool provided by Tencent Cloud for partners to control the approximate amount of credit available to reseller's customers. Due to the billing modes and settlement periods of Tencent Cloud services, there may be delays and differences in the monitoring of the fees incurred by customers.
3. We will send alarm notifications to you when a customer has used more than 75%, 90%, and 100% of their credit.
4. In reseller mode, all fees incurred by reseller's customers are payable by the partner, so caution should be exercised.
5. A credit will take effect immediately once set.

Withdraw credit

1. You can enter a negative value to withdraw the available credit of a customer. The maximum **withdrawable customer credit** must be less than or equal to the **available customer credit**.

Credit Allocation

Account name: [blurred]

Account ID: [blurred]

| | |
|--------------------------|-------------------|
| Available credit: | \$1,000.00 |
| Total credit: | \$1,000.00 |
| Used credit: | \$0.00 |

Notes:

1. The credit is the credit limit available to a customer. It is calculated as published at the Tencent Cloud official website and excludes deductions from vouchers.
2. Credit control is only a tool provided by Tencent Cloud for partners to control the approximate amount of credit available to customers. Due to the different billing modes and settlement cycles of Tencent Cloud services, there may be delays and differences in the monitoring of the fees incurred by customers.
3. We will send alarm notifications to you when a customer has used more than 75%, 90%, and 100% of their credit.

and 100% of their credit.

4. In the reseller mode, all fees incurred by customers are paid by the partner, so caution should be exercised.

5. A credit will immediately take effect once set.

6. You can contact your channel manager to add you to the allowlist of the customer service suspension rule to shorten the service suspension period. For details, see [Customer Service Suspension Rules](#).

Partner Center will officially **cancel the concept of the customer credit pool** from August 10, 2023. After that, there will be **no limit on the credit that can be allocated to your customers. Please manage the credit with caution.**

* Allocated Amount (USD) Automatic allocation One-click recovery ⓘ

-3

Available credit: \$997.00

Confirm

Close

[Allocation Record](#)

2. If you need to reclaim all of the credit allocated to a customer, you may select **One-Click Reclaim** . Upon selection, the system will automatically populate the current total available credit of the customer. By clicking **Confirm** , the available credit of the customer will be reset to zero.

| Credit Allocation | | 0.00 |
|--|-------------------|------|
| Account name: | | 0.00 |
| Account ID: | | 0.00 |
| <hr/> | | 0.00 |
| Available credit: | \$1,000.00 | |
| Total credit: | \$1,000.00 | 0.00 |
| Used credit: | \$0.00 | 0.00 |
| <hr/> | | 0.00 |
| Notes: | | |
| 1 The credit is the credit limit available to a customer. It is calculated as published at the | | |

1. The credit is the credit limit available to a customer. It is calculated as published at the Tencent Cloud official website and excludes deductions from vouchers.

2. Credit control is only a tool provided by Tencent Cloud for partners to control the approximate amount of credit available to customers. Due to the different billing modes and settlement cycles of Tencent Cloud services, there may be delays and differences in the monitoring of the fees incurred by customers.

3. We will send alarm notifications to you when a customer has used more than 75%, 90%, and 100% of their credit.

4. In the reseller mode, all fees incurred by customers are paid by the partner, so caution should be exercised.

5. A credit will immediately take effect once set.

6. You can contact your channel manager to add you to the allowlist of the customer service suspension rule to shorten the service suspension period. For details, see [Customer Service Suspension Rules](#).

Partner Center will officially **cancel the concept of the customer credit pool** from August 10, 2023. After that, there will be **no limit on the credit that can be allocated to your customers. Please manage the credit with caution.**

* Allocated Amount (USD) Automatic allocation One-click recovery ⓘ

Available credit: \$0.00

It will reduce the customer balance to \$0.00

Confirm

Close

[Allocation Record](#)

Note:

1. When the available credit of a customer is 0, the customer's service will not be suspended, and the customer can still purchase new services. For the impact of account assets (credit + voucher) on service purchase and suspension, see [here](#).

2. You can contact your channel manager to add you to the allowlist of the customer service suspension rule to shorten the service suspension period. For detailed rules, see [Customer Service Suspension Rules](#).

View allocation records

Click **Credit Allocation > Allocation Records** to query all credit allocation records:

Tencent Cloud Overview Products Tencent Cloud Organization Cloud Access Management Ticket Billing Center English

Partner Center

- Overview
- Company Information
- Customer Business
- Customer Management**
- Customer Bills
- Customer Orders
- Sharing Saving Plan
- Voucher Management
- Reseller Business
- Bills Management
- Commission Management
- Academy Apply
- Announcement

Allocation Record

| Allocation Time | Current Allocated Credit | Total Allocated Credit | Operator |
|-----------------------------------|--------------------------|------------------------|----------|
| Jul 03, 2024 11:17:54 (UTC+08:00) | \$ 1,000.00 | \$ 1,000.00 | |
| Jul 03, 2024 11:17:44 (UTC+08:00) | \$ 0.00 | \$ 0.00 | |

Total items: 2 1 / 1 page

Guidelines For Reseller Voucher Application

Last updated : 2024-12-10 11:47:39

Content: The table provided in this document enumerates the various scenarios for reseller voucher applications, along with the recommended platforms and methods for each case. If you have any further questions or require additional guidance, please do not hesitate to reach out to your Channel Manager for further assistance.

Guidelines For Reseller Voucher Management By Use Scenarios

| Use Scenarios | Voucher Type | Cost Bearer | Voucher Deduction Logic | Applicant | Platform | Operation Guideline | Notes |
|--|-------------------------------|------------------|--|-----------------|---|--|--|
| Reseller Compensation | 1st Type: Reseller Voucher | Tencent Cloud | Deduct reseller bills at the Discounted Price | Channel Manager | Tencent Internal Platform | Channel managers can apply for resellers on Tencent's internal platform | For scenarios where resellers need to be compensated through vouchers |
| Customer Test/Experience | 2nd Type: Vendor Voucher | Tencent Cloud | Deduct reseller bills at the Discounted Price (reseller bills which should be paid by reseller incurred from specific customer uin) | Reseller | Reseller Platform Entrance: [Partner Center]-> [Voucher Management]-> [Vendor Voucher Application] | <u>Step1:</u> Resellers apply for the 2nd type of reseller customer vouchers on the reseller platform (Need Tencent's approval) | Assuming that a customer wants to buy a product list price of \$100, the discount between the reseller is 75% (25% off). <u>Step1:</u> Resellers apply for the 2nd type of reseller customer vouchers on the reseller platform. Because 2nd type vouchers deduct reseller bills at the discounted price, resellers can cover the cost of testing by applying for a \$75 2nd type voucher. |
| | 3rd Type: Customer Voucher | Reseller | Deduct customer bills at the List Price | Reseller | Reseller Platform Entrance: [Partner Center]-> [Voucher Management]-> [Customer Voucher Issuance] | <u>Step2:</u> Resellers issue the 3rd type of customer vouchers to customers on the reseller platform (No need for Tencent's approval) | <u>Step2:</u> Resellers issue the 3rd type of customer vouchers to customers on the reseller platform. Because 3rd type vouchers deduct customer bills at the list price, the reseller needs to issue a \$100 customer voucher to cover the testing cost. Note: 3rd type voucher could not be issued to a customer as an organization member. |
| Resellers issue vouchers to customers for campaigns/promotions, etc. | 3rd Type: Customer Voucher | Reseller | Deduct customer bills at the List Price | Reseller | Reseller Platform Entrance: [Partner Center]-> [Voucher Management]-> [Customer Voucher Issuance] | Resellers issue the 3rd type of customer vouchers to customers on the reseller platform (No need for Tencent's approval) | Other scenarios where resellers need to issue vouchers to customers (except customer testing). Note: 3rd type voucher could not be issued to a customer as an organization member. |

Allocating Voucher to Customer

Last updated : 2024-11-12 11:51:36

Voucher Issuance

Note:

Customer vouchers are used to deduct fees that are incurred when resellers' customers use resources. The fees are used as reference for settlement between the resellers and their customers.

For resellers' costs incurred during product testing for customers, resellers can apply for vendor vouchers in advance on the "Vendor Voucher Application" portal for deduction.

1. Log in to [Tencent Cloud](#) with your partner account and enter the [Partner Center](#).
2. Click **Customer Business > Voucher Management** menu to enter the voucher issuance page, where templates that have been used before are displayed. Click **Create Template**.

The screenshot shows the Tencent Cloud Partner Center interface for Voucher Management. The left sidebar contains navigation options like Overview, Company Information, Customer Business, and Voucher Management. The main content area is titled 'Voucher Management' and includes a 'Customer Voucher Issuance' section with a 'Create Template' button highlighted in red. Below this is a table of existing voucher templates.

| Template ID | Template Name | Cost Bearer | Usage | Product Scope | Specified product | Billing Mode | Minimum Spend | Amount | Times of Is... | Validity Period | Creation Time | Operation |
|-------------|---------------|-------------|---------------|--------------------|----------------------|--------------|---------------|--------|----------------|--------------------------------|-----------------------------------|------------|
| 5586 | | Partner | Product trial | Specified produ... | CVM GPU Comput... | Prepaid | No | | 4 | 2 month from the issuance date | Nov 23, 2023 16:18:44 (UTC+08:00) | Issue |
| 9391 | | Partner | Product trial | Specific Produc... | sp_domain_club, T... | All modes | No | | - | 2 month from the issuance date | Apr 22, 2024 19:41:31 (UTC+08:00) | Issue Edit |
| 4480 | | Partner | Customer o... | General product... | | All modes | No | | 6 | 1 month from the issuance date | Oct 10, 2023 19:00:39 (UTC+08:00) | Issue |

3. Fill in the voucher template information in the pop-up window.

Note:

Specific Product Blocklist Voucher: Consumption costs of products within the specified scope cannot be deducted. When you select One-Click Selection for the blocklist products corresponding to Vendor Voucher - General Product Voucher, the blocklist products corresponding to "General Product Voucher" in [Applying for Vendor Voucher](#) will be automatically selected. If the list changes in the future, it is subject to the voucher issuance date.

Specific Product Allowlist Voucher: Consumption costs of products within the specified scope can be deducted.

General Product Voucher: Consumption costs of any product for customers can be deducted. Note that the "General Product Voucher" in vendor vouchers has blacklist restrictions. If the product scope "General Product Voucher" is selected for both the customer voucher and the vendor voucher, the scopes of products deducted by the two vouchers are inconsistent.

Create Template ×

Template Name *

Cost Bearer * Partner Customer

Usage * Product trial Customer offer

Product Scope * Specific Product Blacklist Voucher Specified product voucher General product voucher

Specified product *

One-Click Selection for the blacklist products corresponding to Manufacturer Voucher - Universal Product Voucher

Billing Mode * All modes Prepaid Postpaid

Minimum Spend * No Other

Voucher Type * Balance deduction Other

Amount * USD

Validity Period * Month(s)

Description *

0 / 1000

4. After completing the information, click **OK** to save the voucher template.

Note:

After the voucher template is successfully saved, it can still be edited if vouchers have not been issued using it. Once vouchers are issued, the template cannot be edited again.

5. After the voucher template is created, you can view the created voucher template and search for it by condition.

Partner Center

Voucher Management

Customer Voucher Issuance | Customer Voucher List | Vendor Voucher Application | Vendor Voucher List

Customer vouchers are used to deduct fees that are incurred when your specified customers use resources. The fees are used as reference for settlement between you and your customers and can be viewed in Customer Bills [Voucher Operation Guide](#). Usage scenarios: For fees that are incurred when your customers perform product testing and should originally be charged to them, you can use these vouchers to deduct the fees from your customers' bills. For deduction of fees settled between you and Tencent Cloud, please submit an application in Vendor Voucher Application [Scenario Guide](#).

[Create Template](#) Template ID ▾ Search

| Template ID | Template Name | Cost Bearer | Usage | Product Scope | Specified product | Billing Mode | Minimum Spend | Amount | Times of Is... | Validity Period | Creation Time | Operation |
|-------------|---------------|-------------|---------------|--------------------|----------------------|--------------|---------------|--------|----------------|--------------------------------|-----------------------------------|--|
| 5586 | | Partner | Product trial | Specified produ... | CVM GPU Computi... | Prepaid | No | | 4 | 2 month from the issuance date | Nov 23, 2023 16:18:44 (UTC+08:00) | Issue |
| 9391 | | Partner | Product trial | Specific Produc... | sp_domain_club, T... | All modes | No | | - | 2 month from the issuance date | Apr 22, 2024 19:41:31 (UTC+08:00) | Issue Edit |
| 4480 | | Partner | Customer o... | General product... | | All modes | No | | 6 | 1 month from the issuance date | Oct 10, 2023 19:00:39 (UTC+08:00) | Issue |

Total items: 3 10 / page 1 / 1 page

6. Click **Issue** on the right side of the template and select the customer UIN you need to issue vouchers to in the pop-up window. The issuance amount can differ from the template amount. Once it is filled out, click **OK** to proceed.

Note:

Issuance of "customer vouchers" does not require Tencent approval. Once confirmed by the reseller, it can be immediately used for customer fee deduction.

Voucher Issuance ✕

| | |
|-----------------|-------------------------------------|
| Template Name | ██████ |
| Validity Period | 2 month from the issuance date |
| Product Scope | Specified product voucher / Prepaid |
| Usage | Product trial |
| Cost Bearer | Partner |

Customer Account ID *

Customer Name *

Amount * USD

Issuance Remarks *
0 / 1000

Voucher List Query

Click **Customer Voucher List** to enter the customer voucher list page. On this page, you can query the status, balance, and details of all customer vouchers. Full query and specific condition query are supported.

Note:

Click **Usage Details** to view or download the specific deduction details of a voucher.

Unused and unexpired vouchers can be recalled by resellers.

Tencent Cloud Overview Products + Ticket Billing Center English

Partner Center

- Overview
- Company Information
- Customer Business
 - Customer Management
 - Customer Bills
 - Customer Orders
 - Sharing Saving Plan
 - Voucher Management**
- Bills Management
- Commission Management
- Academy Apply
- Announcement

Voucher Management

Customer Voucher Issuance **Customer Voucher List** Vendor Voucher Application Vendor Voucher List

Template Name Search

| Template Name | Voucher ID | Cost Bearer | Customer Account ID | Customer Email | Amount | Balance | Product Scope | Specified product | Billing Mode | Operation |
|---------------|------------|-------------|---------------------|----------------|--------|---------|------------------------|-------------------|--------------|---|
| | | Partner | | | | | Specified product v... | CVM GPU Comput... | Prepaid | Associate Template Usage Details Withdraw |
| | | Partner | | | | | Specified product v... | CVM GPU Comput... | Prepaid | Associate Template Usage Details |
| | | Partner | | | | | Specified product v... | CVM GPU Comput... | Prepaid | Associate Template Usage Details |
| | | Partner | | | | | General product vo... | | All modes | Associate Template Usage Details |

Total items: 4 10 / page 1 / 2 pages

Purpose: Vendor vouchers are generally suitable for customer product trial scenarios, where product trial costs are borne by Tencent Cloud. For vouchers in other scenarios, contact your Tencent channel manager.

Specific Product Voucher: It is only suitable for specific individual or multiple products on the list of applicable products.

General Product Voucher: It is suitable for all products except those on the "blocklist" of products (the list of inapplicable products can be displayed when the mouse hovers over the "blocklist" text, subject to voucher approval).

Create Template ✕

Template Name *

Cost Bearer * Tencent

Usage * Product trial

Product Scope * Specific product voucher General product voucher

Product Scope *

Billing Mode * All modes Prepaid Postpaid

Minimum Spend * No

Voucher Type * Balance deduction

Amount * USD

Validity Period * Month(s)

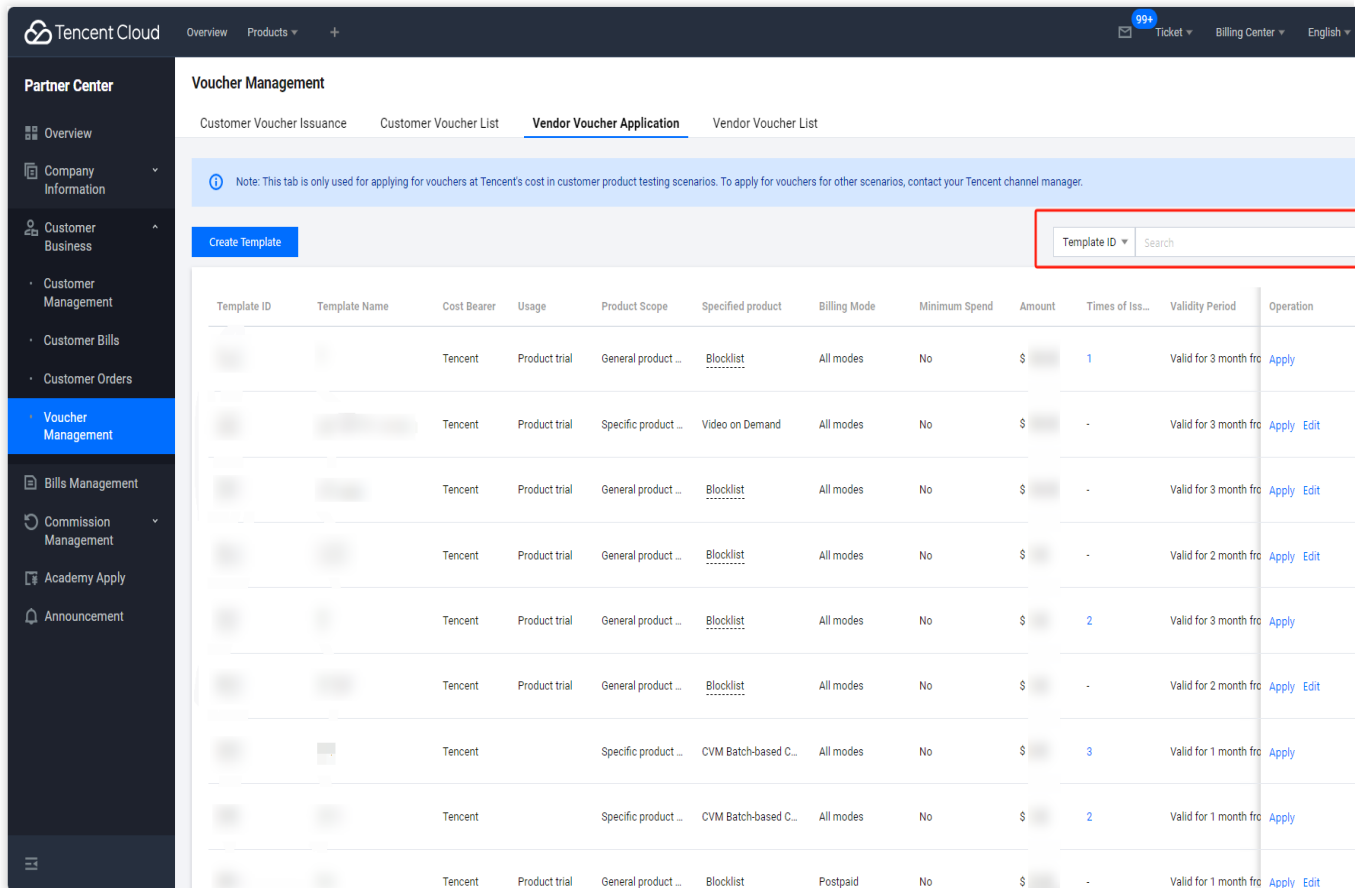
Description *
0 / 1000

4. After completing the information, click **OK** to save the voucher template.

Note:

After the voucher template is successfully saved, it can still be edited if vouchers have not been issued using it. Once vouchers are issued, the template cannot be edited again.

5. After the voucher template is created, you can view the created voucher template and search for it by condition.



Partner Center

Voucher Management

Customer Voucher Issuance Customer Voucher List **Vendor Voucher Application** Vendor Voucher List

Note: This tab is only used for applying for vouchers at Tencent's cost in customer product testing scenarios. To apply for vouchers for other scenarios, contact your Tencent channel manager.

Create Template

| Template ID | Template Name | Cost Bearer | Usage | Product Scope | Specified product | Billing Mode | Minimum Spend | Amount | Times of Issuance | Validity Period | Operation |
|-------------|---------------|-------------|---------------|----------------------|----------------------|--------------|---------------|--------|-------------------|-----------------------|------------|
| | | Tencent | Product trial | General product ... | Blocklist | All modes | No | \$ | 1 | Valid for 3 month fro | Apply |
| | | Tencent | Product trial | Specific product ... | Video on Demand | All modes | No | \$ | - | Valid for 3 month fro | Apply Edit |
| | | Tencent | Product trial | General product ... | Blocklist | All modes | No | \$ | - | Valid for 3 month fro | Apply Edit |
| | | Tencent | Product trial | General product ... | Blocklist | All modes | No | \$ | - | Valid for 2 month fro | Apply Edit |
| | | Tencent | Product trial | General product ... | Blocklist | All modes | No | \$ | 2 | Valid for 3 month fro | Apply |
| | | Tencent | Product trial | General product ... | Blocklist | All modes | No | \$ | - | Valid for 2 month fro | Apply Edit |
| | | Tencent | | Specific product ... | CVM Batch-based C... | All modes | No | \$ | 3 | Valid for 1 month fro | Apply |
| | | Tencent | | Specific product ... | CVM Batch-based C... | All modes | No | \$ | 2 | Valid for 1 month fro | Apply |
| | | Tencent | Product trial | General product ... | Blocklist | Postpaid | No | \$ | - | Valid for 1 month fro | Apply Edit |

6. Click **Apply** on the right side of the template, select Customer UIN in the pop-up window, and fill in the amount (which can differ from the template amount). Once completed, click **OK**.

Note:

A vendor voucher must be approved by Tencent Cloud before it can be used for deduction. The validity period of the voucher starts from the time when it is approved, and the approval time takes about 1-3 business days.

The voucher is only used to deduct the fee which is incurred during the trial of corresponding product resources by a customer specified at the time of application and should be paid by the reseller.

Apply for Vendor Voucher ✕

| | |
|-----------------|---|
| Template Name | T |
| Validity Period | Valid for 3 month from the date of application submission |
| Product Scope | General product voucher (<u>Blocklist</u>) / All modes |
| Usage | Product trial |
| Cost Bearer | Tencent |

Customer Account ID *

Customer Name *

Amount * USD

Estimated Revenue Converted for Tencent * USD

Estimated Time of Revenue Conversion *

Remarks *
0 / 1000

Querying the Vendor Voucher List

Click the **Vendor Voucher List** menu to go to the Vendor Voucher List page. On this page, you can query the approval status, balance, and details of all vendor vouchers, with full or criteria queries supported.

Note:

For vouchers under review, click **Cancel Review** to cancel the review process.

Click **Usage Details** to view or download the specific deduction details of the voucher.

Tencent Cloud Overview Products

Partner Center

Voucher Management

Customer Voucher Issuance Customer Voucher List Vendor Voucher Application **Vendor Voucher List**

Template Name Search

| Template Name | Voucher ID | Customer Account ID | Customer Email | Estimated Reven... | Estimated Time | Amount | Balance | Product Scope | Specified product | Billing Mode | Application Time | Validity Period | Operation |
|---------------|------------|---------------------|----------------|--------------------|----------------|--------|---------|---------------------------|-------------------|--------------|-----------------------------------|-----------------------|--|
| clp... | - | 2 | d | \$ | Dec 04, 2024 | \$ | \$ | General product vouch... | Blocklist | All modes | Dec 03, 2024 11:28:39 (UTC+08:00) | To be displayed after | Associate Template Usage Details Cancel Review |
| clp... | 0 | 2 | f | \$ | Nov 30, 2024 | \$ | \$ | General product vouch... | Blocklist | All modes | Nov 01, 2024 18:35:45 (UTC+08:00) | Nov 01, 2024-Jan 30, | Associate Template Usage Details |
| clp... | U | 2 | k | \$ | Dec 03, 2024 | \$ | \$ | General product vouch... | Blocklist | All modes | Dec 02, 2024 17:09:22 (UTC+08:00) | Dec 02, 2024-Jan 01, | Associate Template Usage Details |
| clp... | Z | 2 | f | \$ | Nov 08, 2024 | \$ | \$ | General product vouch... | Blocklist | All modes | Nov 05, 2024 17:03:34 (UTC+08:00) | Nov 06, 2024-Feb 04, | Associate Template Usage Details |
| clp... | R | 2 | f | \$ | Oct 31, 2024 | \$ | \$ | General product vouch... | Blocklist | All modes | Aug 22, 2024 11:20:07 (UTC+08:00) | Aug 23, 2024-Sep 22, | Associate Template Usage Details |
| klp... | U | 2 | f | \$ | Jan 30, 2024 | \$ | \$ | General product vouch... | Blocklist | All modes | Apr 22, 2024 17:11:03 (UTC+08:00) | Apr 22, 2024-Jul 21, | Associate Template Usage Details |
| slp... | - | 2 | d | \$ | Jan 31, 2024 | \$ | \$ | Specific product vouch... | sp_ovm_grd_CVM... | All modes | Jan 24, 2024 16:39:29 (UTC+08:00) | To be displayed after | Associate Template Usage Details |
| slp... | - | 2 | | \$ | Jan 31, 2024 | \$ | \$ | Specific product vouch... | sp_ovm_grd_CVM... | All modes | Jan 24, 2024 16:40:01 (UTC+08:00) | To be displayed after | Associate Template Usage Details |
| slp... | - | 2 | | \$ | Jan 31, 2024 | \$ | \$ | Specific product vouch... | sp_ovm_grd_CVM... | All modes | Jan 24, 2024 16:42:16 (UTC+08:00) | To be displayed after | Associate Template Usage Details |
| slp... | - | 2 | d | \$ | Jan 29, 2024 | \$ | \$ | Specific product vouch... | sp_ovm_grd_CVM... | All modes | Jan 24, 2024 16:53:02 (UTC+08:00) | To be displayed after | Associate Template Usage Details |

Total quantity: 34 Total cost: \$

10 / page 1 / 4 pages

Customer Bill Management

Last updated : 2025-01-20 13:38:19

Data range description

Note:

The bill is viewed from the reseller's perspective, showing the bill data generated by using cloud services by their customers, excluding the data of reseller's own using.

The bill is issued on the 5th of each month. The complete bill for the current month can be viewed or downloaded after the bill is issued on the 5th of the following month (all times are in China Standard Time, UTC + 8:00).

The data displayed on **Bill by Instance** interface and in the downloaded files for the current month is up to 1 day before the current date. The bill by instance only supports data starting from November 2023.

The bill data for prepaid products displayed on the **Bill Details** interface for the current month is generated about 1 hour after purchase. The bill data for pay-as-you-go products is generated about 1 hour after the product settlement cycle. The data in the downloaded files is up to about 7 hours before the current time.

Querying Bills

1. Log in to [Tencent Cloud](#) with your reseller account and enter the [Partner Center](#).
2. On the left sidebar, select [Customer Business > Customer Bills](#) to enter the customer bills page.
3. Select a **billing month** and **customer account ID/name** to display bills of the specified customer for the selected month.
4. Click **Bill by Instance** or **Bill Details** to switch between different levels of bills.
5. Click the options in the filter area to filter and display bill data by product, project, region, etc.
6. Click the **settings** button at the top right of the data table to set the displayed fields.

Customer Bills 2024-11

Bill by Instance Bill Details

This bill is only for reference. Although the prices published on the Tencent Cloud website are generally applied, you need to modify the bill if any special offers are used. Supports querying and downloading bill data of resource IDs starting from November 2023 only.

All products All subproducts All projects All regions All AZs All billing modes

All transaction types All payment status Do not display \$0 transactions

Total Cost: 0.68 \$

| Instance ID | Instance Name | Product Name | Owner Account ID | Operator Account ID | Subproduct Name | Billing Mode | Instance Type |
|-------------|---------------|---------------------|------------------|---------------------|-----------------------------|-------------------------|---------------|
| | | cloud block storage | | | Premium cloud block storage | Pay-As-You-Go resources | - |
| | | cloud block storage | | | Premium cloud block storage | Monthly subscription | - |
| | | cloud block storage | | | Premium cloud block storage | Monthly subscription | - |

Total Items: 3 10 / page 1 / 1 page

Set table display fields

1. Hold and drag the selected field name up and down to arrange the fields displayed in the table.
2. Select the **Save selected item** to save the current field settings.

Note:

If the **save selected item** is not selected, it will only take effect for the current session and will revert to default settings after refreshing the page.

Custom Field Settings

Selectable List Fields [Recover to Default](#)

Selected (20)

| Field |
|---------------------|
| Instance ID |
| Instance Name |
| Product Name |
| Owner Account ID |
| Operator Account ID |
| Subproduct Name |

The screenshot displays a selection dialog for bill fields. On the left, a list of fields is shown with checkboxes, most of which are checked. On the right, a list of selected fields is shown, each with a close button (X). The 'Region' field is highlighted with a red box in both panes. Below the lists, a checkbox labeled 'Save selected items' with a help icon (?) is highlighted with a red box. At the bottom, there are 'Confirm' and 'Cancel' buttons.

| Available Fields | Selected Fields |
|--|----------------------------|
| <input checked="" type="checkbox"/> Operator Account ID | Billing Mode |
| <input type="checkbox"/> Reseller Account ID | Instance Type |
| <input checked="" type="checkbox"/> Subproduct Name | Transaction Type |
| <input checked="" type="checkbox"/> Billing Mode | Region |
| <input checked="" type="checkbox"/> Instance Type | Availability Zone |
| <input checked="" type="checkbox"/> Transaction Type | Project Name |
| <input checked="" type="checkbox"/> Region | Usage Start Time |
| <input checked="" type="checkbox"/> Availability Zone | Usage End Time |
| <input checked="" type="checkbox"/> Project Name | Currency |
| <input checked="" type="checkbox"/> Usage Start Time | Original Cost |
| <input checked="" type="checkbox"/> Usage End Time | RI Deduction (Cost) |
| <input checked="" type="checkbox"/> Currency | Customer Voucher Deduction |
| <input checked="" type="checkbox"/> Original Cost | Total Cost |
| <input checked="" type="checkbox"/> RI Deduction (Cost) | |
| <input checked="" type="checkbox"/> Customer Voucher Deduction | |
| <input checked="" type="checkbox"/> Total Cost | |

Save selected items (?)

Confirm

Downloading Bills

1. Click **All customer bills** at the top right of the page to download the bill files of all customers.
2. Click the **download** button at the top right of the data table to download the bill files of the selected customer.

Note:

The table display or filter fields set in the interface do not affect the downloaded bill file, which contains all fields and all data.

Confirming Bills and Returning Credit Amounts

Note:

Supports the following perspectives for bill confirmation and credit return:

Reseller confirm the bills of their customers.

Distributor confirm the bills of their direct customers (Does not support distributor confirm the bills of their second-level reseller or the second-level reseller's customers).

Second-Level Reseller confirms the bill of their customers.

Click the **Confirm Bill and Return Credit Amount** button to enter the bill confirmation page.

Individual Confirmation

1. Query the bills to be confirmed by **billing month** and **customer account ID/name**.
2. Click the **Confirm Bill and Return Credit Amount** button on the right side of each bill in the query results.

Note:

The customer account ID/name is optional. If it is not selected, bills of all customers will be queried. You can view the total amount and the amount to be confirmed on the page.

3. In the pop-up window, select **Total amount to be confirmed** or **Partial amount**. If **Partial amount** is selected, you need to enter an amount based on the actual situation.

4. Click **OK**.

Note:

You can perform "partial amount" confirmation multiple times.

After confirmation, the system will return the corresponding amount of credit to your customer account.

Confirm Current Month's Bill and Return Credit Amount to Customer Account ✕

Account

It supports confirming all or partial amount of the bill of the current month. You can perform multiple "partial amount" confirmations. After confirmation, the system will refund the corresponding amount of credit to your customer account.

Total amount to be confirmed Partial amount

Batch Confirmation

1. Select the bill to be confirmed on the left list.

2. Click **Batch Confirm**.

Note:

"Batch confirm" does not support partial amount confirmation.

Tencent Cloud Overview Products + Ticket Billing Center English

Partner Center

- Overview
- Company Information
- Customer Business
 - Customer Management
 - Customer Bills
 - Customer Orders
 - Sharing Saving Plan
 - Voucher Management

Bill Confirmation

2024-10 to 2025-01 Display bills of less than \$0.01 [Query](#) [Batch Confirm](#)

Info All or partial amounts of the current month's bill can be confirmed and "partial amounts" can be performed for multiple times. Partial amount return is not allowed after "batch confirmation". After confirmation, the system will return the corresponding credit amount to your customer account.
A negative value of "Amount to Be Confirmed" is generally caused by data supplementation in the bill. Please check the bill details.

| <input checked="" type="checkbox"/> | Account ID | Name | Bill Month | Total Cost | Amount to Be Confirmed | Status | Operation |
|-------------------------------------|------------|------------|------------|--------------|------------------------|--------|---|
| <input checked="" type="checkbox"/> | [REDACTED] | [REDACTED] | 2024-11 | 19.21586628 | 19.21586628 | - | Confirm Bill and Return Credit Amount |
| <input checked="" type="checkbox"/> | [REDACTED] | [REDACTED] | 2024-10 | 235.01298188 | 235.01298188 | - | Confirm Bill and Return Credit Amount |

Total items: 2 10 / page 1 / 1 page

Fields in Customer Bill Management

Last updated : 2025-01-20 13:38:19

Field in Bills

Note:

This document lists descriptions of all fields involved in bills. Bills in different scenarios contain different fields. Please refer to the actual bill.

| field | description | |
|---------------------|---|--|
| Bill Month | Annual and monthly bills. | |
| Instance ID | Instance ID, which can be viewed in the console. | |
| Instance Name | Resource alias, which can be customized and is null if not set. | |
| Product Name | Tencent Cloud product, such as CVM or TencentDB for MySQL. | |
| Payer Account ID | Account ID of the payer, which is a user's unique ID at Tencent Cloud and is a reseller ID here. | |
| Owner Account ID | Account ID of the resource owner, which is a customer ID here. | |
| Operator Account ID | Account ID of the operator or the user who purchases or activates a product, which is a customer ID here. | |
| Reseller Account ID | A reseller account ID is the ID of the reseller who directly manages the resource owner. This field can be used to distinguish different second-level reseller. | |
| Billing Mode | Resource billing mode, which can be monthly subscription or pay-as-you-go. | |
| Instance Type | The instance type of a product or service purchased, which can be resource package, RI, SP, or spot instance. Other instance types are not displayed by default. | |
| Project Name | The project to which a resource belongs, which is user-designated. If a resource has not been assigned to a project, it will automatically belong to the default project. | |
| Region | The region to which a resource belongs, such as South China (Guangzhou). | |
| Availability Zone | The availability zone to which a resource belongs, such as Guangzhou Zone 3. | |

| | |
|-------------------------------------|--|
| Subproduct Name | Tencent Cloud product subcategory, such as CVM - Standard S1. |
| Transaction Type | Transaction type, such as purchase, activation, renewal, and refund. For details, see " Enumerated values of key fields " below. |
| Transaction ID | Unique transaction ID. |
| Transaction Time | Resource cost deduction time. |
| Usage Start Time | Resource usage start time. |
| Usage End Time | Resource usage end time. |
| Component Type | Component type, such as CPU, memory, bandwidth, and system disk. |
| Component Name | Component name, such as Memory - Standard S2 and Premium Cloud Storage - Storage Space. |
| Component List Price | Published component price. |
| Customer Component Contracted Price | The discounted price of component applied to the customer. |
| Component Price Measurement Unit | Price unit of component |
| Component Usage | Component usage. |
| SUM of Component Usage | Usage summary of the component. |
| Component Usage Unit | Component usage unit. |
| Usage Duration | Resource usage duration. |
| SUM of Usage Duration | Usage duration summary of the resource. |
| Duration Unit | Resource usage duration unit. |
| Original Cost | Original resource cost, which is "published price × usage × usage duration". |
| RI Deduction (Duration) | The usage duration deducted by RI. The unit of measurement for deduction is the same as that for usage duration. |
| RI Deduction (Cost) | The amount deducted from the original cost by RI. |
| Customer Discount Rate | The discount rate applied to the customer. |
| Total Amount Before Voucher | The total resource cost after customer discount has been applied, which |

| | | |
|---|---|---|
| | is equal to (original cost - RI Deduction cost) × customer discount rate. | |
| Customer Voucher Deduction | The customer voucher deduction amount. | |
| Total Cost | The total cost after voucher deduction, which is Total Amount Before Voucher - Customer Voucher Deduction. | |
| Currency | The currency used for the settlement of a component. | |
| Payment Status | payment status | |
| SP Deduction | Partner Savings Plan Deduction Value of SP Package. | Its description and values are the same as the fields in the expense center bill. For details, see the billing-related bill field description . |
| SP Deduction Rate | Within the scope of the available balance of the Partner Savings Plan, the discount rate applied to this component by the Savings Plan. | |
| SP Deduction (Cost) | Partner Savings Plan Deduction of Original Price = Savings Plan Package Deduction Face Value / Savings Plan Deduction Rate. | |
| Reseller Discount Rate | Partner discount rate. | |
| Reseller Blended Discount Rate | Comprehensive Final Discount Rate After Partner Deductions Across Various Categories. | |
| Discount Object | Partner Benefits, such as User Discounts, Official Website Discounts, and Promotional Discounts. | |
| Discount Type | Partner discount types, such as discounts and contracted prices. | |
| Discount Source | Partner discounts originate from sources such as policy discounts and specially approved discounts. | |
| Total Amount After Discount (Excluding Tax) | Total price after partner discount (excluding tax). | |
| Reseller Voucher Deduction | The partner voucher deduction amount. | |
| Amount Before Tax | Pre-discount voucher amount for partners. | |

| | | |
|----------------------------|--|--|
| Tax Rate | Partner tax rate | |
| Tax Amount | Partner tax amount | |
| Total Cost (Including Tax) | Post-discount total price inclusive of tax for partners. | |

Enumerated values of key fields

| field | description |
|------------------|---|
| Transaction Type | Enumerated values : Purchase Renewa Modify Refund Deduction Hourly settlement Daily settlement Monthly settlement Offline project deduction Offline deduction adjust-CR adjust-DR One-off RI Fee Spot Hourly RI fee New monthly subscription Monthly subscription renewal Monthly subscription specification adjustment Monthly subscription specification adjustment Monthly subscription refund |

Sharing Saving Plan

Last updated : 2024-11-28 14:21:18

A Savings Plan (SP) is a discount entitlement plan that allows you to get larger pay-as-you-go discounts by committing to a minimum consumption amount over a certain period.

Description of Savings Plan

For details on the working principle, purchase method, and applicable scenarios of Tencent Cloud's Savings Plan, see the document [Savings Plan](#).

Description of Sharing Savings Plan

Business Rule Description

1. SP purchasing role:

Primary resellers and general resellers are allowed to purchase.

Secondary resellers and reseller customers are not allowed to purchase for the time being.

2. Resellers' SP deduction scope:

The self-consumption meeting the savings plan model conditions is deducted.

Reseller partners can share the specified savings plan with their designated customers, and deduct the consumption costs incurred by these customers that meet the corresponding savings plan model conditions (SP sharing policies need to be set for the customers).

Setting Shared Units

Reseller partners can set multiple savings plan shared unit policies. The steps are as follows:

1. Log in to [Partner Center](#), and click **Create Shared Unit**.

Partner Center

Sharing Saving Plan

Shared Unit

Create Shared Unit

Enter the shared unit ID/name

| ID/Name | Number of Shared Resources | Number of Shared Accounts | Operation |
|---------|----------------------------|---------------------------|-------------|
| | 0 | 0 | Edit Delete |
| | 1 | 3 | Edit Delete |
| | 1 | 3 | Edit Delete |
| | 1 | 11 | Edit Delete |
| | 1 | 18 | Edit Delete |
| | 1 | 10 | Edit Delete |
| | 0 | 0 | Edit Delete |
| | 0 | 0 | Edit Delete |
| | 0 | 0 | Edit Delete |
| | 0 | 0 | Edit Delete |

Total Items: 26

10 / page 1 / 3 pages

2. You need to fill in the name and description of the shared unit, and configure shared resources and shared customer accounts.

Each shared unit allows a maximum of 20 savings plan resources and 100 shared customer accounts. In case of exceedance, a new shared plan policy must be added separately.

Create Shared Unit

Basic Info

Name:

It supports only the combination of uppercase and lowercase letters, numbers, -, and _ with 3-128 characters.

Description:

Enter the shared unit description.

Shared Resource

Resource Type: Saving Plan

Shared Resource: Select shared resources/Total 0. Currently, up to 20 selections are supported.

| ID/Name | Type |
|---------------|------------|
| sp-3020-40000 | AllProduct |

Supports holding down the Shift key for multiple selection.

Selected (0)

| ID/Name | Type |
|---------|------|
|---------|------|

Account

Account ID: Select shared accounts/Total 0. Resellers and resellers' customer URNs can be added. Currently, up to 100 selections are supported.

| Account ID | Account Name |
|------------|--------------|
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

Supports holding down the Shift key for multiple selection.

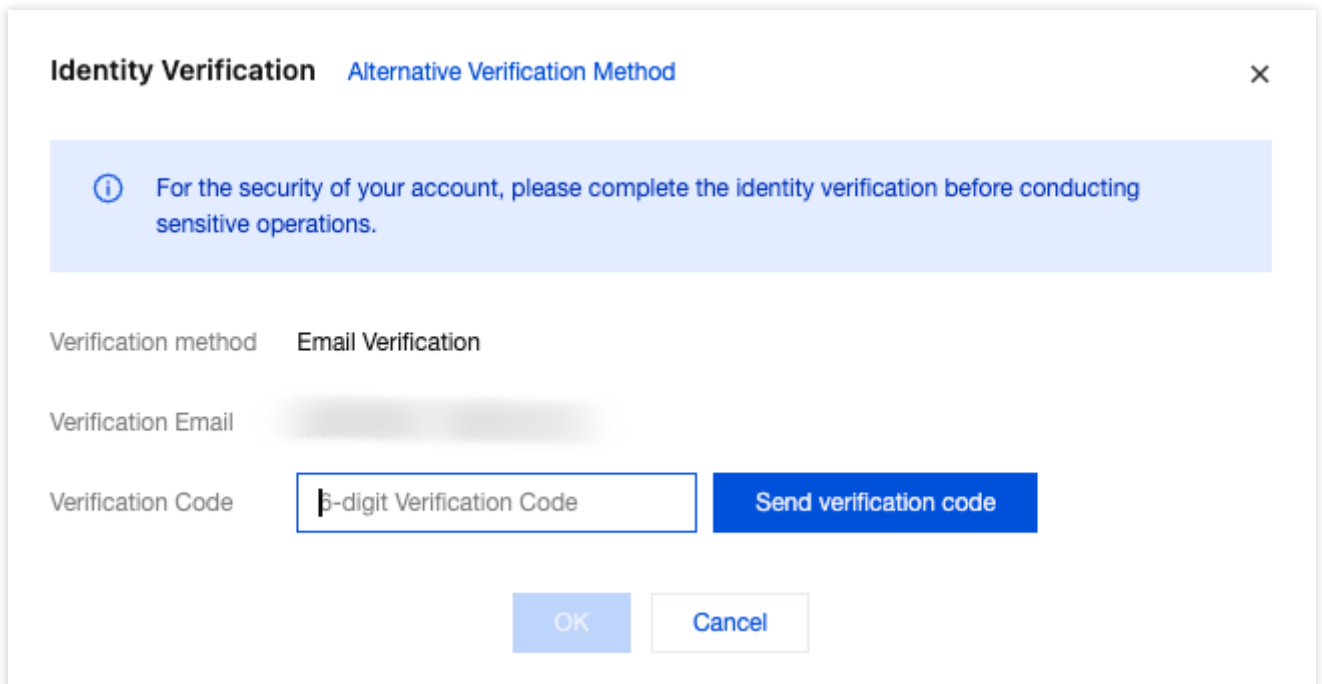
Selected (0)

| Account ID | Account Name |
|------------|--------------|
|------------|--------------|

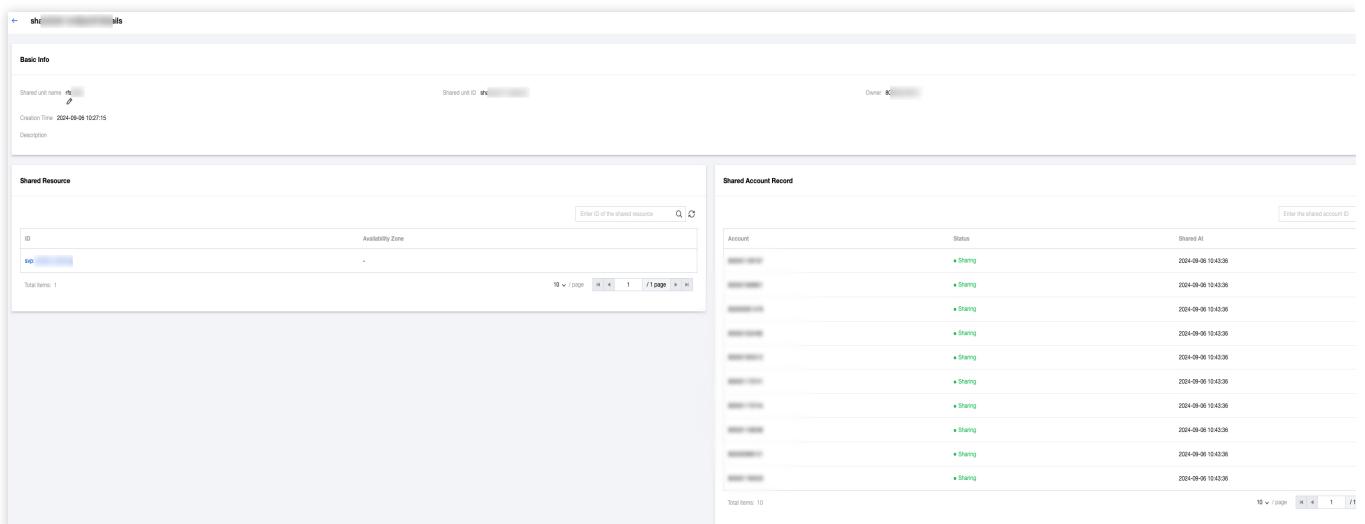
Done Cancel

Note:

If your account has the MFA verification feature enabled, identity verification will be performed when a shared unit is created. No shared record can be created normally until the verification is completed.



3. After confirmation, a shared record will be generated. Click the shared unit name or **Edit** in the action column to go to the shared unit details page.



Note:

If a customer has been included in the reseller's shared unit, changing the reseller relationship is not allowed for the customer account, that is, it is not allowed to transfer it to another reseller or unbind the current reseller relationship. The reseller must remove the customer account from the shared unit before transferring or unbinding it.

Finance Management

Discount Management

Last updated : 2022-07-08 17:00:46

Discount Management

Tencent Cloud resellers are eligible for the partner discount.

1. Apply for partner discounts

Negotiate your discounts offline with your Tencent Cloud sales rep, who will provide you with a complete quotation, including discounts, offers, and other information.

2. View partner discounts

You currently can't view discounts online. Contact your sales rep for help.

3. Adjust partner discounts

Contact your sales rep for negotiation and adjustment.

Account Information

Last updated : 2022-11-16 15:18:05

Account management

Account overview

A reseller account is a credit account. The credit is managed and adjusted by the channel manager and can be used by the reseller to pay for Tencent Cloud services used by their customers. If the reseller uses Tencent Cloud services, the credit will also be occupied.

Account top-up

You can top up your account by credit card or bank transfer.

Top up by bank transfer

1. Log in to the Tencent Cloud console with a reseller account.
2. Click **Billing Center > Payment Management > Payment > Bank Transfer**.
3. Query and enable the bank transfer beneficiary account.

Check whether **bank transfer** feature has been enabled for your account. If it is enabled, you will see the bank transfer beneficiary account information, including the beneficiary account name and number, beneficiary bank, and SWIFT code.

Credit Card **Bank Transfer**

Note: If your account has outstanding fees, the system will automatically make the payment for you once receiving your bank transfer.

If you are unable to pay online, you can apply for payment via bank transfer.

1 Transfer money to your Tencent Cloud beneficiary account

Tencent Cloud provides you with a beneficiary account. Once Tencent Cloud received the funds, the system will automatically make the payment for your Tencent Cloud account. The developer and collaborator will see the same beneficiary account.

| | |
|----------------------------|--|
| Transfer method | Online banking/Mobile banking/Wire transfer/Cheque/Over-the-counter cash deposit |
| Beneficiary name | ACEVILLE PTE.LTD. |
| Beneficiary Account Number | ██████████ |
| Beneficiary bank | HSBC, Singapore |
| SWIFT CODE | HSBCSGSG |

2 Bank transfer result feedback

It generally takes one business day to complete the bank transfer, which is subject to the bank system. We will send the result to you via SMS, email or internal message. You can also check the bank transfer status at the [Bank Transfer Query](#)

4. Use the bank transfer beneficiary account to pay Tencent Cloud offline.

You can directly transfer money into your bank transfer beneficiary account, and the system will automatically check for the transfer. Be sure to enter all the information correctly.

A bank transfer usually takes 3–5 business days to complete, subject to the specific bank's system.

5. Query the payment information and progress.

To query the information and progress of a payment, go to **Billing Center > Payment Management > Bank Transfer**.

Bank Transfer Query

1. You can pay by Credit Card or Bank Transfer to add your credit balance.

2. After the bank transfer is completed, you can go to the Bank Transfer Query page to check the process status.

3. Bank transfer may incur bank charges. All bank charges will be borne by customers. If you have any questions, please submit a ticket.

| Bank Account Name | Bank Account | Accounting Date ↓ | Transfer Amount (USD) | Status ▾ | Operation |
|-------------------|--------------|-------------------|-----------------------|----------|-----------|
| ██████████ | ██████ | ██████████ | 0.01 | Success | - |

Total items: 1 Records per page: 20 ▾

6. The bank transfer beneficiary account feature currently is supported only for reseller entities registered in North America and Singapore. If your entity is registered in Europe, make the payment to the following account, and then contact your channel manager to top up your account on your behalf.

Beneficiary name: TENCENT CLOUD EUROPE B.V.

Beneficiary account: NL49HSBC2031728156 (USD account)

Beneficiary bank: HSBC BANK PLC, Amsterdam z.o. The Netherlands

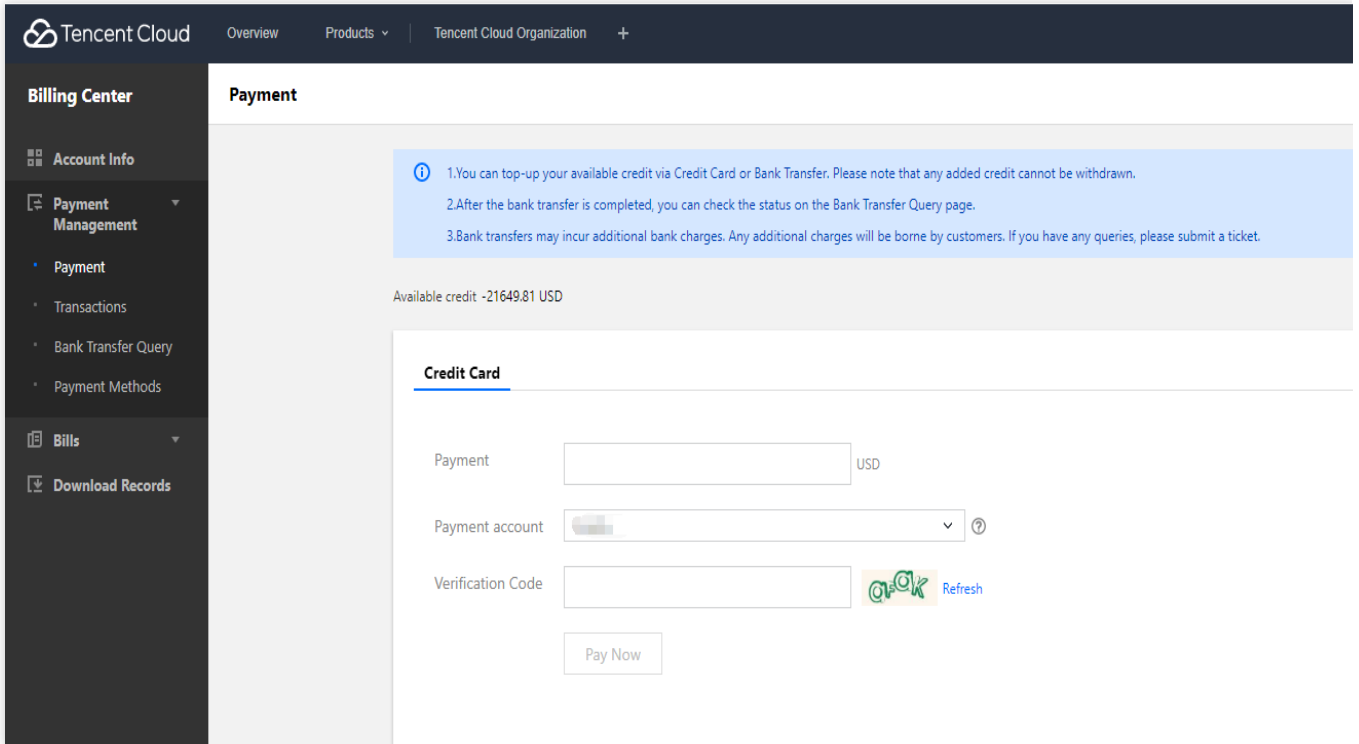
Address: De Entree 236, 1101 EE Amsterdam

SWIFT Code: HSBCNL2A

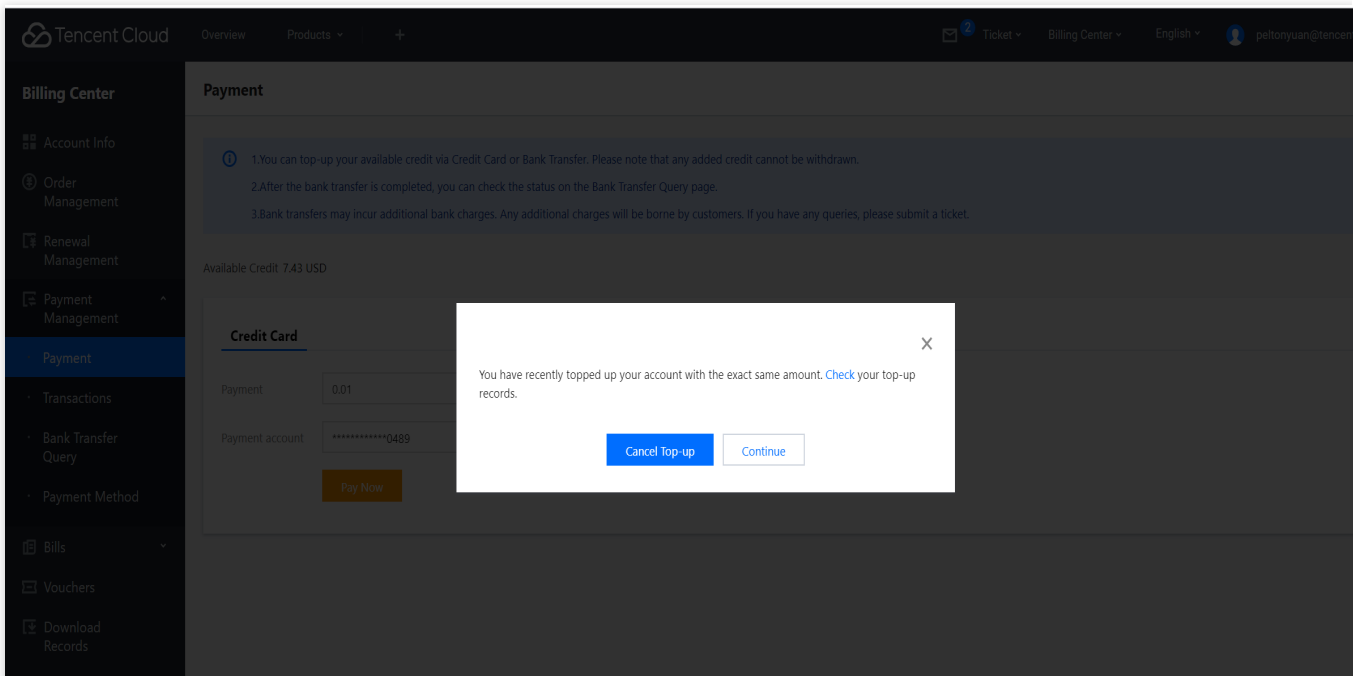
Remarks: Cloud service fee + developer account (unique ID)

Top up by credit card

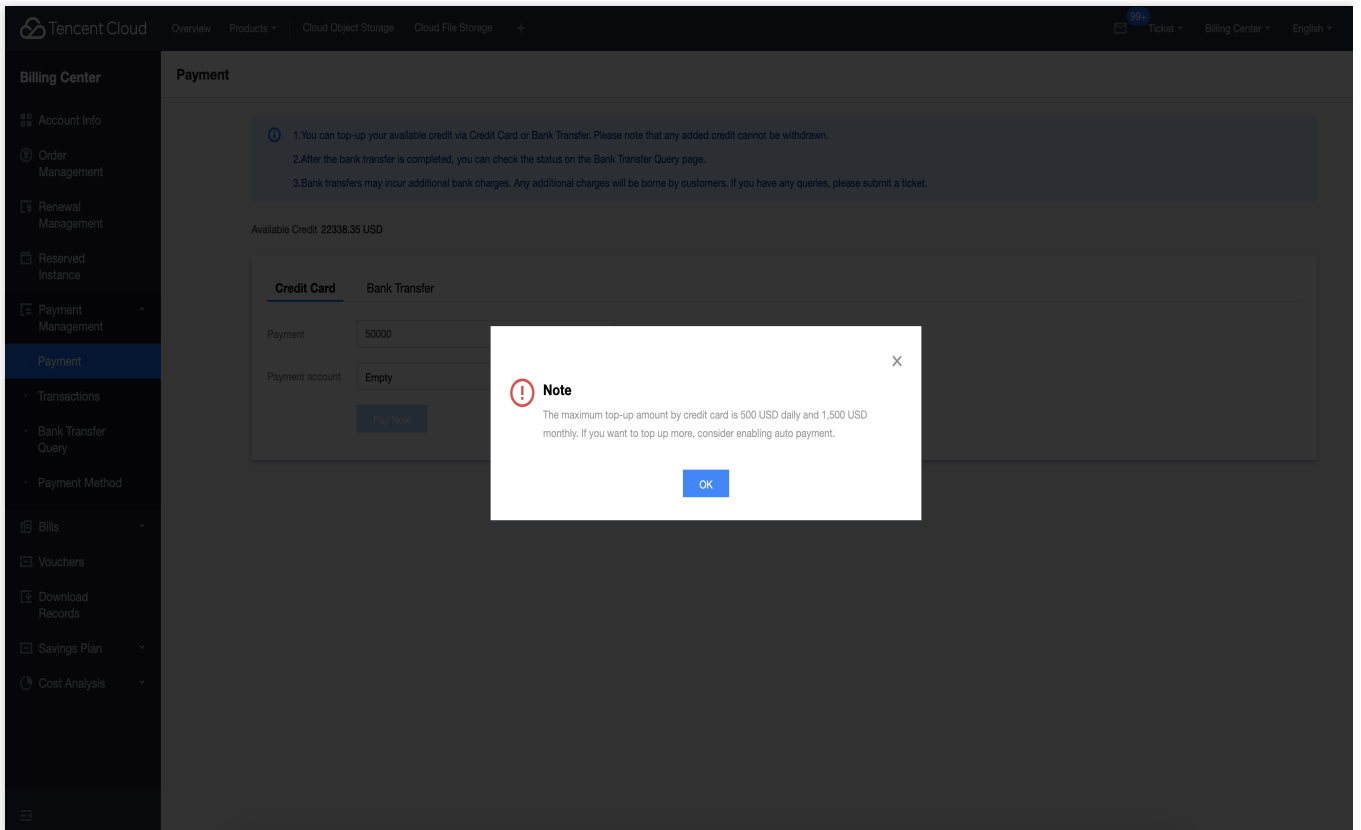
1. Log in to the console and go to **Billing Center > Payment Management > Payment**. Enter the top-up amount and payment account information and click **Pay Now**.



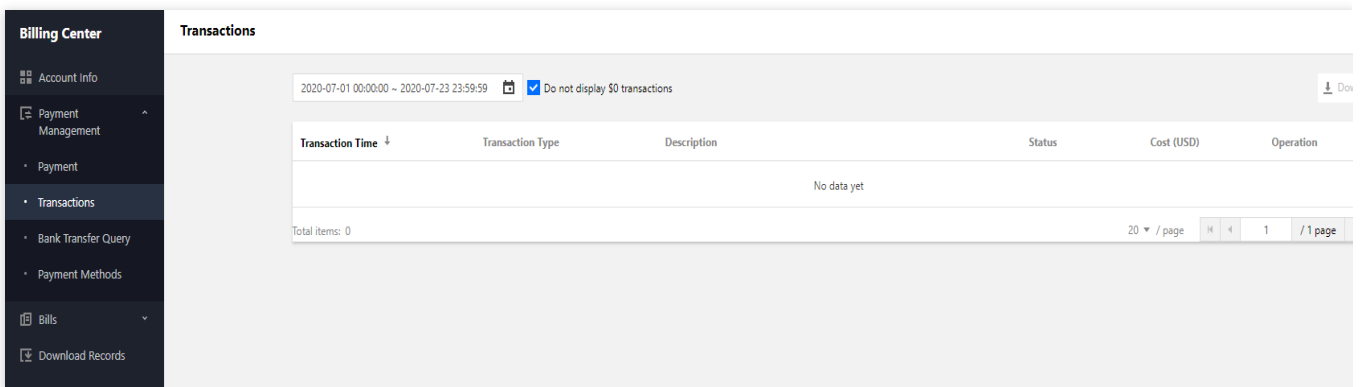
2. To avoid duplicate payments, if you top up the same amount twice within a minute, a confirmation window will pop up asking you to check.



3. The maximum top-up amount by credit card is 500 USD per day and 1,500 USD per month. If your spending is high, the automatic payment mechanism can help meet your needs.



4. After making the payment, you can go to the [Transactions](#) page to view the payment details.



Order Management

Last updated : 2022-11-22 18:39:33

Finance Management

Order management

A customer order is an order generated after a customer purchases or activates a Tencent Cloud service. If the reseller uses a Tencent Cloud service, a reseller order will be generated.

View customer orders

1. Log in to the Tencent Cloud console with a reseller account.
2. Click **Customer Business > Order Management**.
3. Customer orders include monthly subscription orders and pay-as-you-go orders.
4. Customer monthly subscription orders: You can view the order details and pay or cancel orders in **Pending payment** status.
5. Customer pay-as-you-go orders: You can view the order details.

| Prepaid Order | | Postpaid Order | | | | | | | | |
|--|-------------|---|---------------|--------------|---------------------|--|-----------------------|----------------|---|--|
| ⓘ This page only shows orders you pay on behalf of others after July 1, 2022. To view your own orders, go to Order Management . | | | | | | | | | | |
| 2022-07-04 ~ 2022-07-04 📅 | | Reseller customer ID/Order ID/Instance ID | | | | | | | | |
| Reseller c... | Customer... | Order No. | Product | Subproduct | Type ⌵ | Creation Date(UTC... 🕒 | Status ⌵ | Order A... | Operation | |
| 200022170... | zroozhang | 202207040... | cloud bloc... | Premium c... | Purchase | 2022-07-04 15:01:33 | Finished | 0.00000 000 | Details | |
| 200022170... | zroozhang | 202207040... | cloud bloc... | Premium c... | Purchase | 2022-07-04 11:22:37 2022-07-19 11:22:37 (Expiry) | Pending payment | 0.59500 000 | Pay on beh Cancel Details | |

Order Details

Finished Amount Paid: 0.59500000 USD

| | |
|-----------------------------------|---|
| Order No. 20220625974000018562431 | Order Type Purchase |
| Order Creator 200018967974 | Creation Date(UTC+ 8) 2022-06-25 17:05:03 |
| Order Payer 200018967974 | Payment Date(UTC+ 8) 2022-06-25 17:05:09 |

Order Information

| Sub-order No. | Product | Specification | Unit Price | Quantity | Payment Mode | Order Amount |
|-------------------------|---|---|----------------------|----------|-------------------|----------------|
| 20220625974000018562... | cloud block storage Instance ID: disk-qp6lveek | Disk Usage: Data Disk Disk Size: 10 GB Disk Type: Premium Cloud Disk Disk Name: Unnamed Disk Backup Quota: 0 Availability Zone: ap-guangzhou-3 | 0.70000000 USD/month | x1 | By month: 1 month | 0.59500000 USD |

| | | | | |
|----------------|---|----------------|----------------|----------------|
| Tax | = (Total Amount - Voucher Deduction) x Tax | | | |
| 0.00000000 USD | = (0.59500000 USD - 0.00000000 USD) x 0% | 0.00000000 USD | 0.00000000 USD | 0.00000000 USD |

Amount Paid: Order(0.59500000 USD)+Tax(0.00000000 USD)

View reseller orders

1. Log in to the Tencent Cloud console with a reseller account.
2. Click **Billing Center > Order Management**.
3. Reseller orders include monthly subscription orders and pay-as-you-go orders.
4. Monthly subscription orders: You can view the order details and pay or cancel orders in **Pending payment** status.
5. Pay-as-you-go orders: You can view the order details.

Order Management

Prepaid Order Postpaid Order

For orders purchased with a promo voucher, the voucher value will not be refunded if you request a refund.

Consolidated Payment Cancel 2022-04-04 ~ 2022-07-04 Order no./instance ID/creator ID

| Order No. | Product | Subproduct | Type | Creation Date(UTC...) | Status | Order Amo... | Operation |
|-------------------------|--------------|-----------------------|----------|-----------------------|----------|-------------------|-----------|
| 20220625974000018581621 | Message ... | ckafka-profession | Return | 2022-06-25 18:38:17 | Finished | -340.26678 400 | Details |
| 20220625974000018551381 | Message ... | ckafka-profession | Purchase | 2022-06-25 18:24:07 | Finished | 352.000000 00 | Details |
| 20220625974000018562431 | cloud blo... | Premium cloud bloc... | Purchase | 2022-06-25 17:05:03 | Finished | 0.59500000 | Details |
| 20220625974000018562201 | cloud blo... | Premium cloud bloc... | Purchase | 2022-06-25 16:58:25 | Finished | 0.59500000 | Details |

Total items: 4 20 / page 1 / 1 page

Order Management

Prepaid Order Postpaid Order

2022-06-26 ~ 2022-06-30 Order no./instance ID/creator ID

| Order No. | Product | Subproduct | Type | Creation Date(UTC...) | Status | Operation |
|-----------------|---|--|----------|-----------------------|-------------------------|-----------|
| 202206271115483 | Cloud Virtual Machine(CVM) cloud block storage | CVM Standard S5 Premium cloud block storage | Purchase | 2022-06-27 15:38:26 | Processing succeeded | Details |

Total items: 1 10 / page 1 / 1 page

Bill Management

Reseller Bill

Last updated : 2025-01-20 13:38:19

Note:

The bill includes the bill data generated by using cloud services by the reseller itself and its customers, which can be filtered and distinguished by **Owner Account ID** field.

The bill is the settlement bill between the reseller and Tencent Cloud. The reseller can pay Tencent Cloud and request invoices based on this bill.

For relevant guidelines, please refer to [About Billing > Bill Management](#).

For bill-related Querying instructions, see [Bill Management](#) and [Viewing Bills](#).

For bill fields description, see [Bill Fields Description](#).

For bill download operations, see [Bill Download Center](#).

For saving bills to COS bucket, see [Saving Bills to COS Bucket](#).

Get bill files from COS bucket via API:

For getting the name of the bill compressed package via COS API, see [GET Bucket \(List Objects\)](#).

For downloading compressed packages via COS API, see [GET Object](#).

Bill Fields Description

Last updated : 2022-12-26 11:51:06

Bill Fields Description

| Field | Description |
|----------------------|--|
| Payer Account ID | Payer account, which is the reseller account. |
| Owner Account ID | Resource owner account, which is customer account. |
| Operator Account ID | Operator account, which can be customer account, customer's CAM sub-user, or customer's collaborator. |
| ProductName | Product name |
| BillingMode | Billing mode. Valid values: Monthly subscription (monthly subscription), Pay-as-You-Go resources (pay-as-you-go billing), Standard RI (reserved instances) |
| ProjectName | Project name |
| Region | Resource region |
| Availability Zone | Resource availability zone |
| InstanceID | Instance ID |
| InstanceName | Instance name |
| SubproductName | Subproduct name |
| TransactionType | Transaction type |
| TransactionID | Transaction ID |
| TransactionTime | Transaction time |
| Usage Start Time | Resource usage start time |
| Usage End Time | Resource usage end time |
| ComponentType | Component |
| ComponentName | Component name |
| Component List Price | Published component price |
| Component | Contracted component price (Component Contracted Price = Component List Price *) |

| | |
|---|---|
| Contracted Price | DiscountRate) |
| Component Price Measurement Unit | Price unit |
| Component Usage | Component usage |
| Component Usage Unit | Component usage unit |
| Usage Duration | Resource usage duration |
| Duration Unit | Duration unit |
| Reserved Instances | Reserved instances |
| OriginalCost | Original cost (= Component List Price * Component Usage * Usage Duration) |
| DiscountRate | Partner discount |
| Currency | Currency |
| Total Amount After Discount (Excluding Tax) | Discounted amount (pretax) (= OriginalCost * DiscountRate) |
| Voucher Deduction | Voucher deduction |
| Amount Before Tax | Pretax amount after voucher deduction (= Total Amount After Discount (Excluding Tax) - Voucher Deduction) |
| TaxRate | Tax rate in partner's country/region |
| TaxAmount | Tax amount (Amount Before Tax * TaxRate) |
| Total Cost (Including Tax) | Total cost (tax inclusive) (= Amount Before Tax + TaxAmount) |

Storing Bill to COS Bucket

Last updated : 2022-07-14 18:12:32

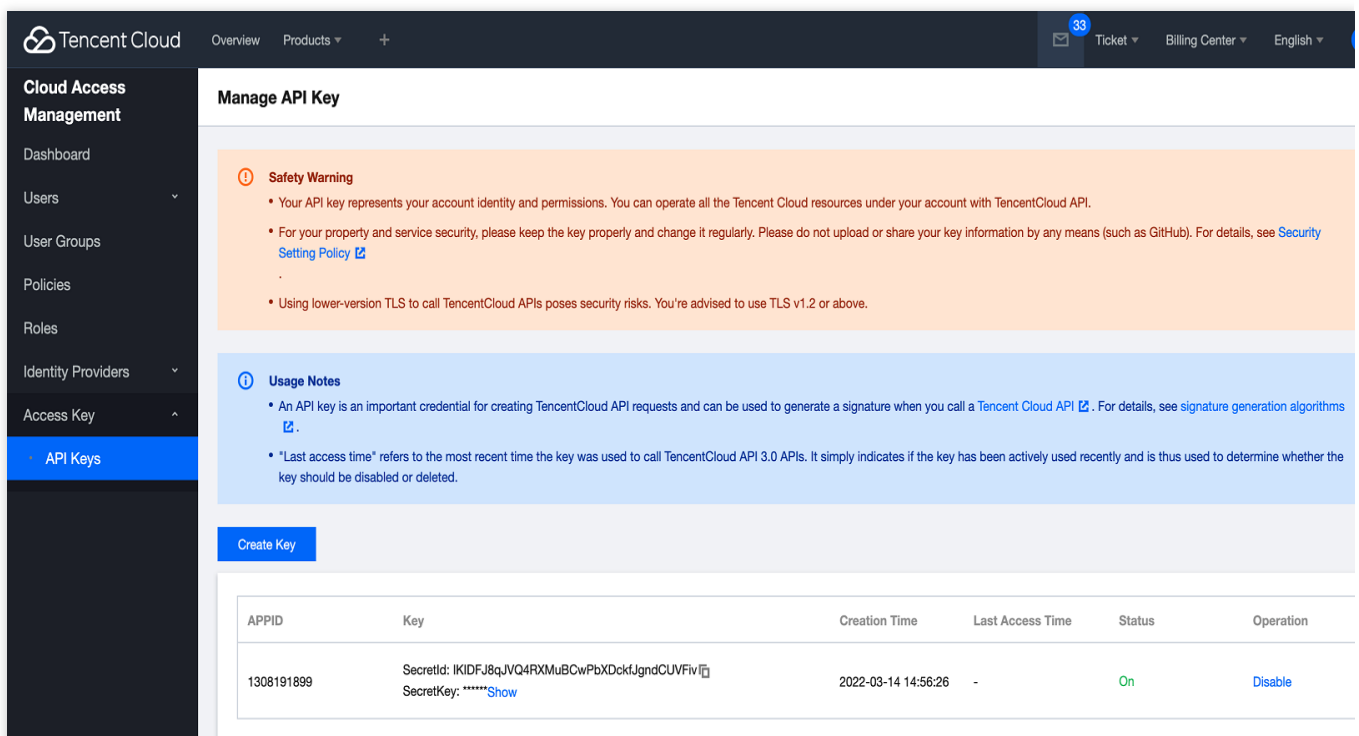
Please view this [document](#).

Getting Bills with COS Bucket APIs

Last updated : 2022-07-11 14:23:03

Getting a Bill with COS Bucket APIs

1. Create and authorize a bucket as instructed in [Storing Bill to COS Bucket](#).
2. Apply for a key for accessing Tencent Cloud through the API.
Log in [here](#). Click **Create Key** and enter the SMS verification code to create a key.



3. Get the name of the compressed bill package through the API.

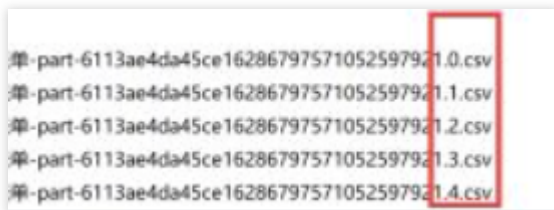
Note:

For the following two steps, see the sample code.

- 3.1 See [GET Bucket \(List Objects\)](#).
- 3.2 Use the above API for listing files. Prefix filtering and path filtering are supported.
- 3.3 Extract the list of files to be downloaded based on the file list and the agreed naming convention as described in the sample.

| Bucket File Type | Filename | File Format | Upload Time | Remarks |
|----------------------|---------------|-------------|-------------|--|
| Daily detailed bills | 200020475883- | ZIP | 2021-08- | Bill details for a day will be stored in |

| | | | | |
|--|---|-----|----------------------------|---|
| (including reseller bills and customer bills) | 20210810- bill_details.zip | | 11 15:45:00 | the COS bucket at 3 AM on the next day (or 8 PM if the next day is the first day of a month). The decompressed package contains one CSV file. If the number of bill details exceeds the maximum number of rows allowed in Excel, the bill will be split into multiple CSV files as shown below. |
| Monthly detailed bills (including reseller bills and customer bills) | 200018967974- 202201- by_used_time- bill_details.zip | ZIP | 2021-08- 11 15:45:00 | All bill details in a month will be updated on the second day of the next month. The decompressed package contains one CSV file. If the number of bill details exceeds the maximum number of rows allowed in Excel, the bill will be split into multiple CSV files as shown below. |



4. Download the compressed package.

4.1 See [GET Object](#).

4.2 Call the above download API and pass in parameters (the names of the files to be downloaded and local path) to download the files.

4.3 Write the code for decompressing and reading the CSV files.

Note:

1. For descriptions of bill fields in the bucket, see [Billing Details](#).
2. The bills displayed in the current month are not finalized yet and are for reference only. We recommend you call the API on the third day of the next month to get the detailed bills of the current month.
3. Fees on detailed bills can be accurate to eight decimal places, while fees shown on bills by instance are rounded off to two decimal places. The actual amount is deducted by two decimal places.
4. To distinguish between reseller and customer bills, filter bills by UIN.

Settlement Management

Invoice Management

Last updated : 2022-11-16 15:19:14

Invoice management

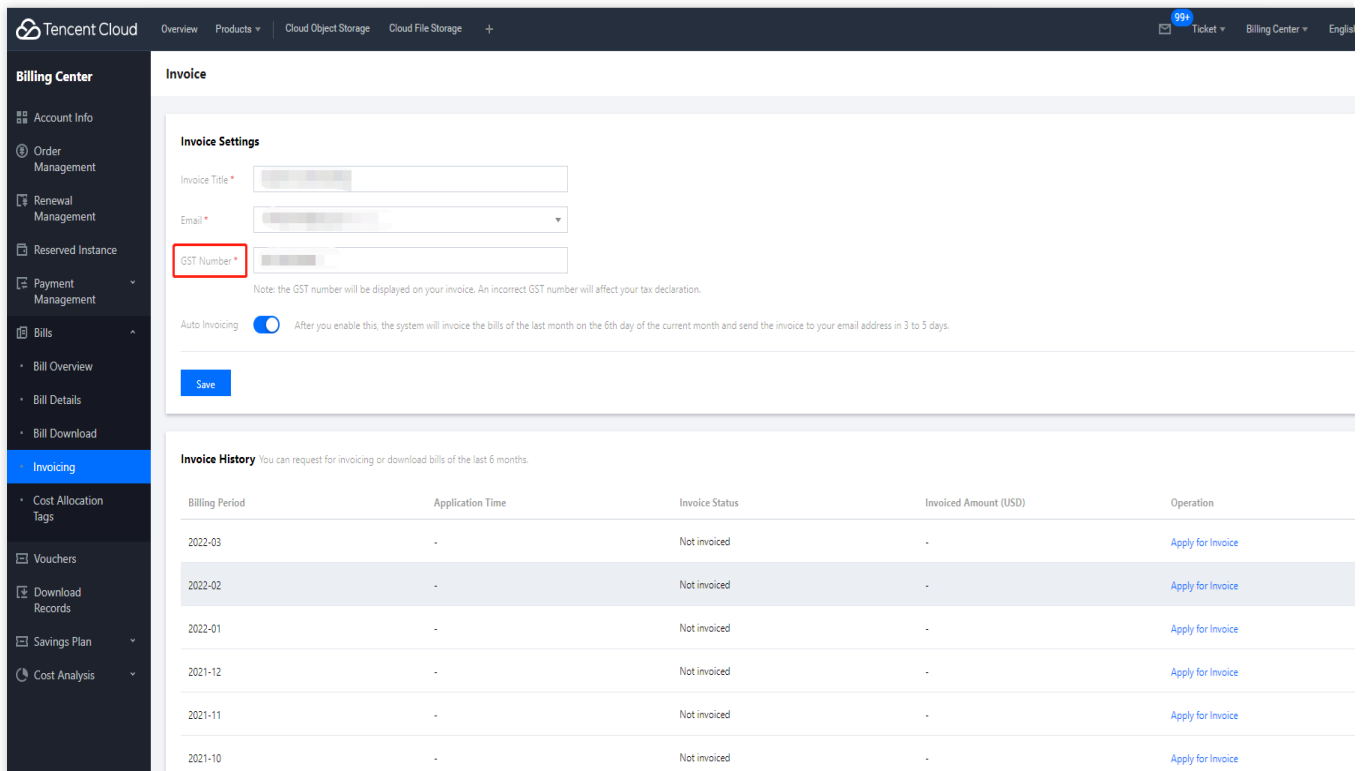
Resellers can request invoices from Tencent Cloud by bills.

Directions

1. Log in to the Tencent Cloud console with a reseller account and go to **Billing Center > Bills > Invoicing**.
2. Verify your identity: You need to [complete identity verification](#) before you submit your first invoice request.
3. Enter the information: Go to **Billing Center > Bills > Invoicing** and enter your invoice information in the **Invoice Settings** section.

Note:

If the entity who registered your account is located in Europe (VAT) or Singapore (GST), you also need to enter the entity's tax ID in the console. Be sure to enter the correct tax ID; otherwise, you may not be able to submit your tax returns.



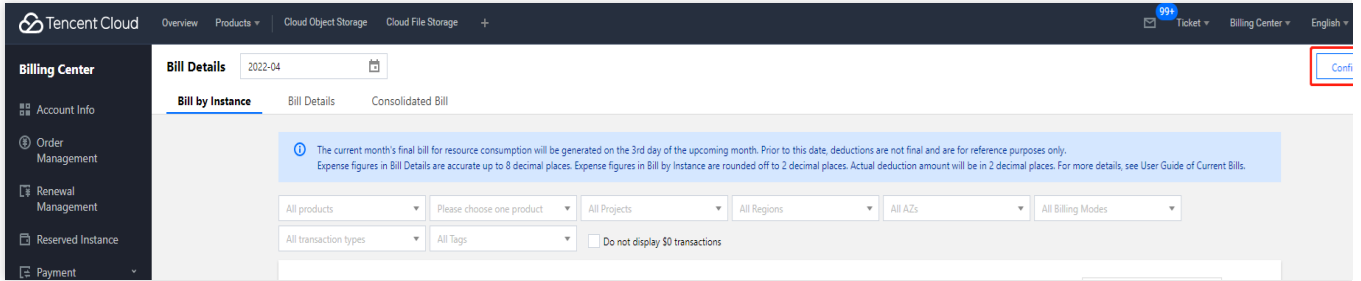
The screenshot displays the Tencent Cloud Billing Center interface. The left sidebar shows the navigation menu with 'Invoicing' selected. The main content area is titled 'Invoice' and contains the 'Invoice Settings' form. The 'GST Number' field is highlighted with a red box. Below the settings is an 'Auto Invoicing' toggle and a 'Save' button. The 'Invoice History' section shows a table of past invoices.

| Billing Period | Application Time | Invoice Status | Invoiced Amount (USD) | Operation |
|----------------|------------------|----------------|-----------------------|-----------------------------------|
| 2022-03 | - | Not invoiced | - | Apply for Invoice |
| 2022-02 | - | Not invoiced | - | Apply for Invoice |
| 2022-01 | - | Not invoiced | - | Apply for Invoice |
| 2021-12 | - | Not invoiced | - | Apply for Invoice |
| 2021-11 | - | Not invoiced | - | Apply for Invoice |
| 2021-10 | - | Not invoiced | - | Apply for Invoice |

4. Check your monthly bill: Bills are generated on the second or third day of each month. Be sure to [check your bills](#) timely.

Note:

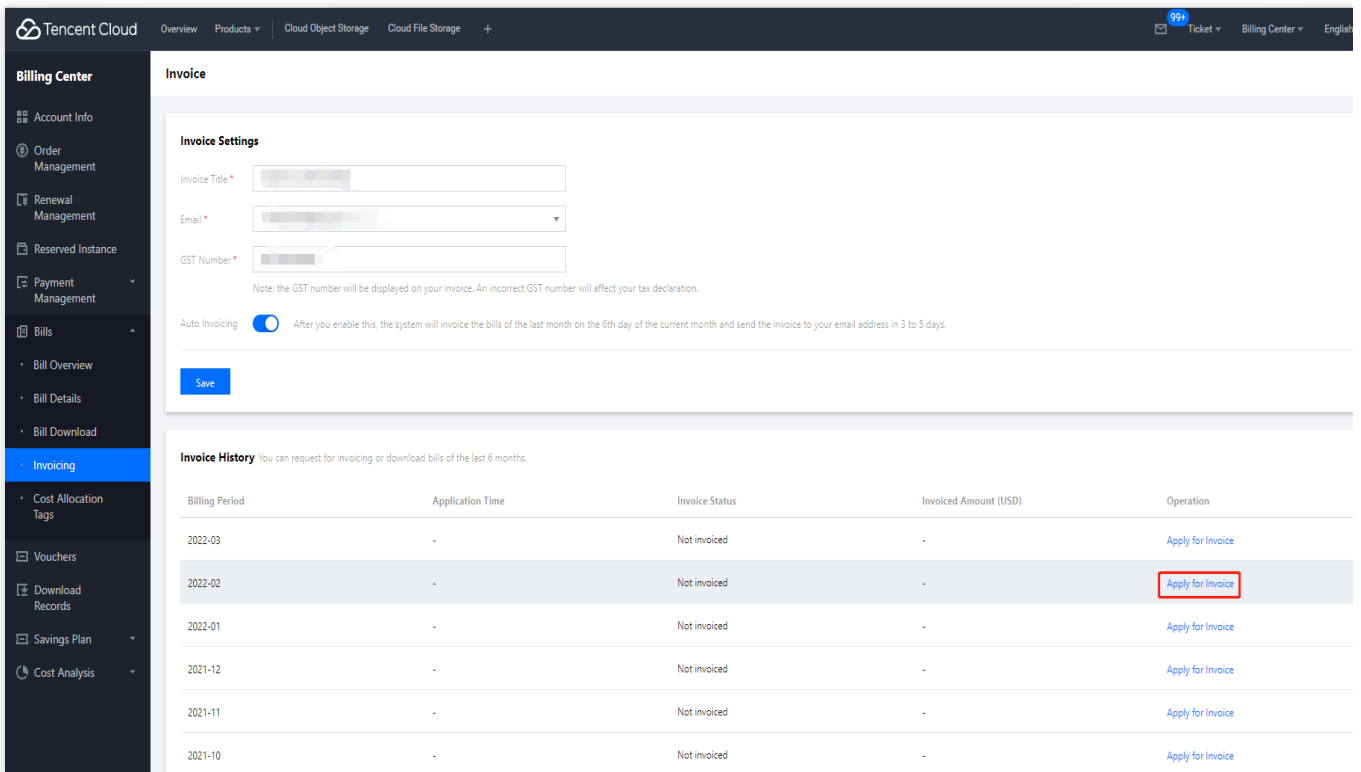
If you cannot find a button to confirm your bill information, proceed to the next step.



5. Request an invoice: Find the month for which you want to request an invoice and click **Apply for Invoice**.

Note:

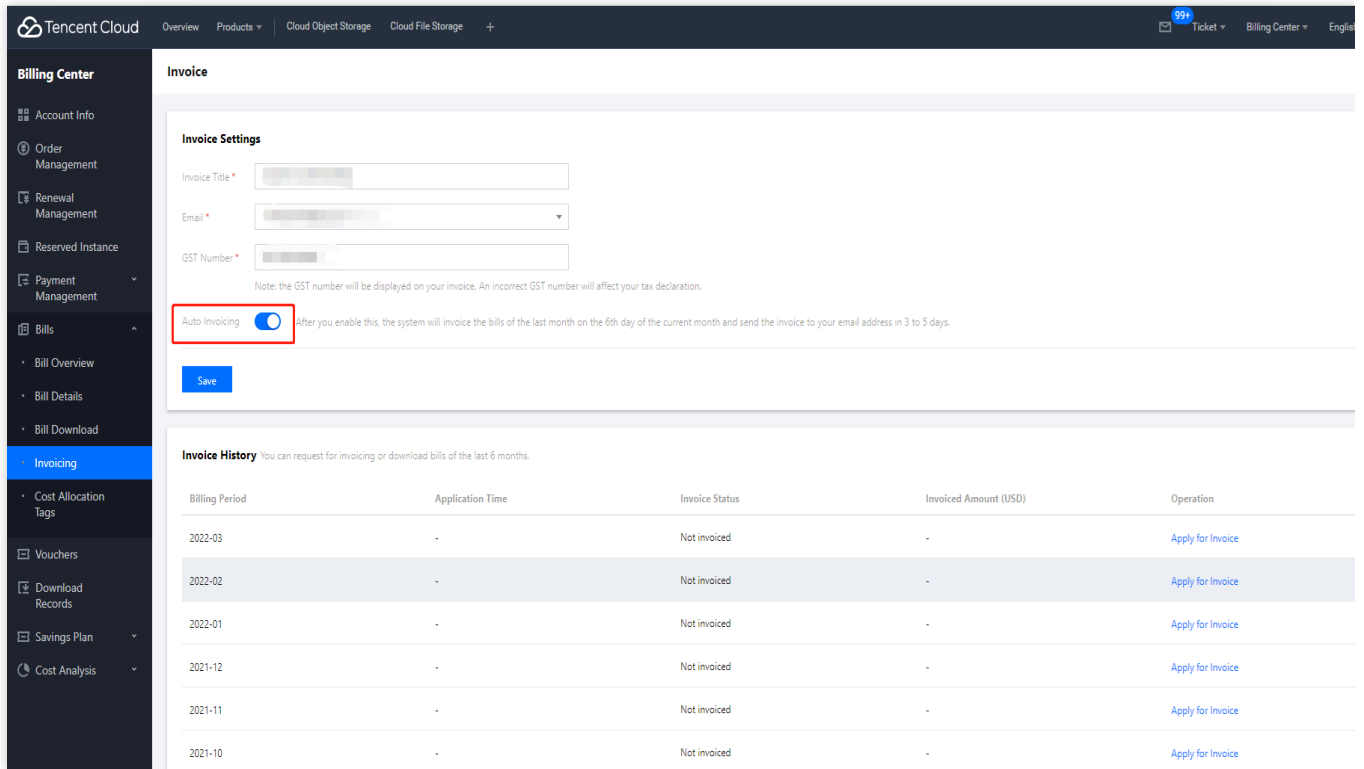
You can only request invoices for the last six months. After you submit a request, the invoice will be emailed to you in 2-3 hours.



6. View/Download your invoice: Check your inbox to download the invoice. You can also download it in the console.

Automatic invoicing

The **Auto Invoicing** checkbox is unselected by default. If you select it, on the sixth day of each month, the system will automatically issue an invoice (PDF) for your transactions in the previous month and email a copy to you in 1-3 business days.



Invoice Settings

Invoice Title *

Email *

GST Number *

Note: the GST number will be displayed on your invoice. An incorrect GST number will affect your tax declaration.

Auto Invoicing After you enable this, the system will invoice the bills of the last month on the 6th day of the current month and send the invoice to your email address in 3 to 5 days.

[Save](#)

Invoice History You can request for invoicing or download bills of the last 6 months.

| Billing Period | Application Time | Invoice Status | Invoiced Amount (USD) | Operation |
|----------------|------------------|----------------|-----------------------|-----------------------------------|
| 2022-03 | - | Not invoiced | - | Apply for Invoice |
| 2022-02 | - | Not invoiced | - | Apply for Invoice |
| 2022-01 | - | Not invoiced | - | Apply for Invoice |
| 2021-12 | - | Not invoiced | - | Apply for Invoice |
| 2021-11 | - | Not invoiced | - | Apply for Invoice |
| 2021-10 | - | Not invoiced | - | Apply for Invoice |

Requesting invoices for previous months

Go to the **Billing Center** and select **Bills > Invoicing**. Find the month for which you want to request an invoice and click **Apply for Invoice**. You can only request invoices for the last six months. After you submit a request, the invoice will be emailed to you in 2–3 hours. If you cannot find the invoice in your inbox, you can download it from the **Invoicing** page in the console.

Tencent Cloud Overview Products Cloud Object Storage Cloud File Storage + 99+ Ticket Billing Center English

Billing Center

- Account Info
- Order Management
- Renewal Management
- Reserved Instance
- Payment Management
- Bills
 - Bill Overview
 - Bill Details
 - Bill Download
 - Invoicing**
 - Cost Allocation Tags
- Vouchers
- Download Records
- Savings Plan
- Cost Analysis

Invoice

Invoice Settings

Invoice Title *

Email *

GST Number *

Note: the GST number will be displayed on your invoice. An incorrect GST number will affect your tax declaration.

Auto Invoicing After you enable this, the system will invoice the bills of the last month on the 6th day of the current month and send the invoice to your email address in 3 to 5 days.

[Save](#)

Invoice History You can request for invoicing or download bills of the last 6 months.

| Billing Period | Application Time | Invoice Status | Invoiced Amount (USD) | Operation |
|----------------|------------------|----------------|-----------------------|-----------------------------------|
| 2022-03 | - | Not invoiced | - | Apply for Invoice |
| 2022-02 | - | Not invoiced | - | Apply for Invoice |
| 2022-01 | - | Not invoiced | - | Apply for Invoice |
| 2021-12 | - | Not invoiced | - | Apply for Invoice |
| 2021-11 | - | Not invoiced | - | Apply for Invoice |
| 2021-10 | - | Not invoiced | - | Apply for Invoice |

Commission Management

Statement Management

Last updated : 2022-09-23 11:24:02

Statement Management

Overview

A commission statement complies with Tencent's commission incentive policies. Reseller can download it for confirmation.

Note:

The data on the commission statement is consistent with that in the statement details.

An overdue bill indicates that the customer hasn't paid the bill. We will issue a commission statement after the bill is paid.

An unarchived contract indicates the contract process hasn't been completed. We will issue a commission statement after the contract process is completed.

If you have any questions about commission statements, contact us at the email address:
intl_cloudpartner@tencent.com.

Directions

1. Log in to the Tencent Cloud console with a reseller account.
2. Go to **Partner Center > Commission Management > Statement**
3. Perform operations on a statement as needed.

Note

- The data on the statement download page is consistent with that on the statement details page.
- An overdue bill indicates that the customer hasn't paid the bill. We will issue a commission statement after the bill is paid.
- An unarchived contract indicates the contract process hasn't been completed. We will issue a commission statement after the contract process is completed.
- If you have any questions about commission statements, contact us at the email address intl_cloudpartner@tencent.com.

| Commission Month | Statement Amount | Adjustment Amount | Reason for Adjustment | Actual Commission Amount | Creation Time | Confirmation Status | Confirmation Time | Operation |
|------------------|------------------|-------------------|-----------------------|--------------------------|---------------------|---------------------|-------------------|--|
| 2022-01 | | | | | 2022-07-12 08:07:00 | To be confirmed | | Details Download Confirm |

Total Items: 1

10 / page 1 / 1 page

View details: Click to view the commission details.

Download: Click to download the Excel statement file for the specified month.

Confirm: Confirm the statement after checking it. You must confirm or reject the statement in 15 days after it is issued; otherwise, it will be confirmed by default.

Commission Management / Statement

Note

- The data on the statement download page is consistent with that on the statement details page.
- An overdue bill indicates that the customer hasn't paid the bill. We will issue a commission statement after the bill is paid.
- An unexpired contract indicates the contract process hasn't been completed. We will issue a commission statement after the contract process is completed.
- If you have any questions about commission statements, contact us at the email address cloudpartner@tencent.com.

| Commission Month | Statement Amount | Adjustment Amount | Reason for Adjustment | Actual Commission Amount | Creation Time | Confirmation Status | Confirmation Time | Operation |
|------------------|------------------|-------------------|-----------------------|--------------------------|---------------------|---------------------|-------------------|--|
| 2022-01 | 2164.08 | 0.00 | | 2164.08 | 2022-07-12 06:07:00 | To be confirmed | | Details Download Confirm |

Please click "Confirm" if the statement is correct. If you need to adjust the statement, click "Reject" and contact us via email as soon as possible. You must confirm or reject the statement in 15 days after it is issued; otherwise, it will be confirmed by default.

[Confirm](#) [Reject](#)

Total Rows: 1

10 • Page 1 / 1 page

Commission Details

Last updated : 2022-09-21 16:03:31

Commission Details

Overview

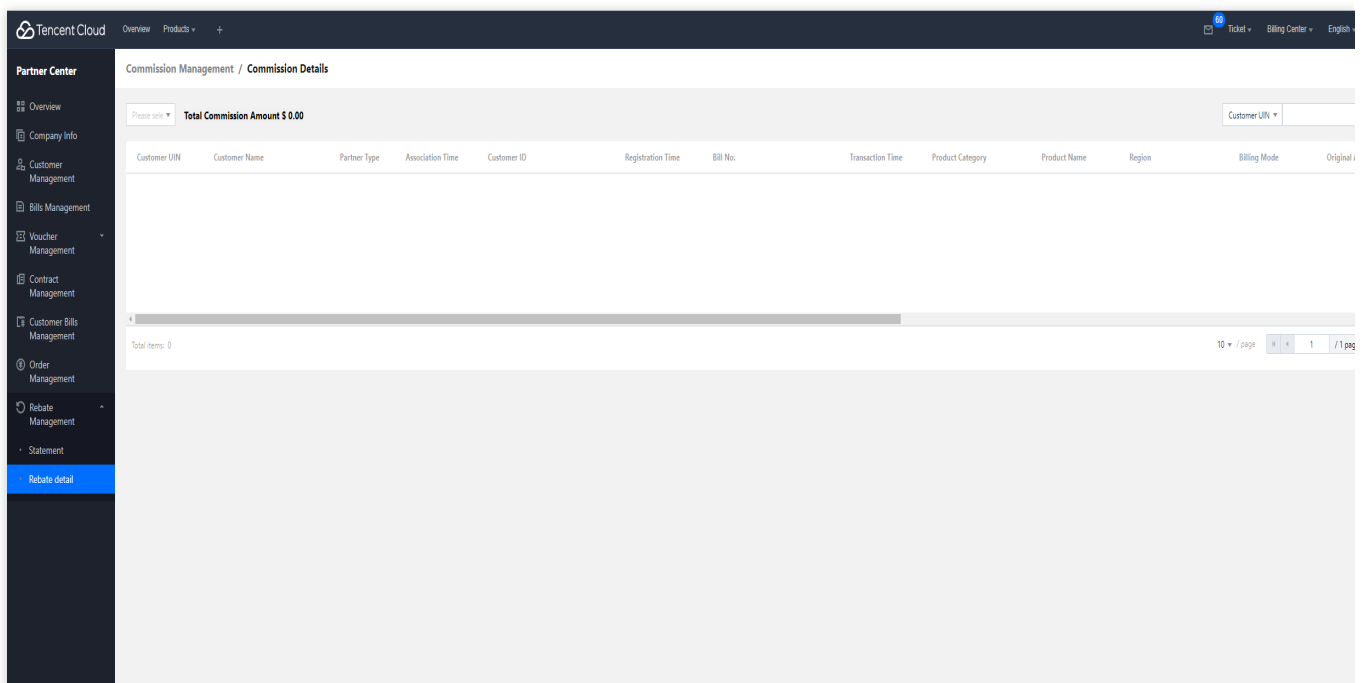
The commission details comply with Tencent's commission incentive policies. A reseller can check the details data, which is consistent with the statement data.

Directions

1. Log in to the Tencent Cloud console with a reseller account.
2. Go to **Partner Center > Commission Management > Commission Details**
3. Perform operations on commission details as needed.

View details: Click to view the commission details by month. The commission amount showed in commission details is the same as the total amount of multiple commission statements.

Download: Click to download the commission details data for the specified month.



Agreement Management

Business

Tencent Cloud Partner Program Terms and Conditions

Last updated : 2024-02-20 14:48:47

We welcome your participation in Tencent Cloud Partner Program!

PLEASE READ THESE TERMS CAREFULLY

YOUR PARTICIPATION IN THE TENCENT CLOUD PARTNER PROGRAM AND YOUR ACCESS AND USE OF THE TENCENT CLOUD PARTNER CONSOLE IS SUBJECT TO THESE TERMS AND CONDITIONS (THESE “**TERMS**”). DO NOT PARTICIPATE IN TENCENT CLOUD PARTNER PROGRAM OR ACCESS TENCENT CLOUD PARTNER CONSOLE IF YOU DO NOT AGREE TO THESE TERMS IN FULL.

BY CLICKING “AGREE” BUTTON BELOW, YOU REPRESENT AND WARRANT THAT YOU HAVE READ AND UNDERSTOOD THESE TERMS AND YOU ARE DULY AUTHORISED TO ACT ON BEHALF OF THE ENTITY APPLYING TO PARTICIPATE IN THE TENCENT CLOUD PARTNER PROGRAM AND TO ENTER INTO THESE TERMS AND LEGALLY BIND SUCH ENTITY (“**PARTNER**”) TO THESE TERMS. IF YOU ARE NOT AUTHORISED TO BIND THE PARTNER OR DO NOT AGREE TO THESE TERMS IN FULL, DO NOT CLICK THE “AGREE” BUTTON BELOW AND DO NOT ACCESS THE PARTNER PORTAL.

WHO WE ARE AND WHAT THESE TERMS DO

DEPENDING ON WHERE PARTNER IS DOMICILED, “WE”, “US” OR “TENCENT” IN THESE TERMS MEANS THE FOLLOWING TENCENT ENTITY:

WHO WE ARE

DEPENDING ON WHERE PARTNER IS DOMICILED, “WE”, “US” OR “TENCENT” IN THESE TERMS MEANS THE FOLLOWING TENCENT ENTITY:

| DOMICILE | TENCENT ENTITY |
|---|---|
| If Partner is domiciled in European Economic Area, UK and Switzerland | Tencent Cloud Europe B.V. , a Dutch registered company located at Buitenveldertselaan 1-5, 1082 VA, Amsterdam, the Netherlands |
| If Partner is domiciled in North America | Tencent Cloud LLC , a Delaware corporation registered company located at Claremont2747 Park Blvd, Palo Alto, CA 94306., if Partner is located in North America |
| If Partner is domiciled in South Korea | Tencent Korea Yuhan Hoesa , 152, Taeheran-ro, Gangnam-gu (Gangnam Finance Center, Yeoksam-dong), Seoul, South Korea, if Partner is located in South Korea |

If Partner is domiciled in rest of the world except the People's Republic of China

Tencent Cloud International Pte Ltd, a Singapore-registered company located at 10 Anson Road, #21-07, International Plaza, Singapore079903

THESE TERMS GOVERN YOUR ACCESS AND USE OF TENCENT CLOUD PARTNER CONSOLE AND YOUR PARTICIPATION IN THE TENCENT CLOUD PARTNER PROGRAM. YOU ACKNOWLEDGE AND AGREE THAT TENCENT MAY AMEND THESE TERMS AT ANY TIME BY POSTING THE UPDATED TERMS ON THE PARTNER CONSOLE AND WILL BE EFFECTIVE IMMEDIATELY UPON POSTING.

ADDITIONAL TERMS AND POLICIES

We offer a diverse range of benefits and training through the Partner Program, and depending on the Partner Type in which you participate in, there may be additional terms and policies that are applicable to your use of such benefits and training, and Partner Type activities ("**Additional Terms**"). You agree to comply with these Terms and all additional terms that are applicable to your Partner Benefits, Partner Type and training through your participation in the Partner Program and all relevant Additional Terms are incorporated by reference into these Terms.

Additional Terms may include additional agreements and policies that apply to your participation in Partner Program, depending on your Partner Type as follows:

- Tencent Cloud Distributor Agreement
- Tencent Cloud Referral Agreement
- Tencent Cloud Reseller Agreement
- Tencent Cloud International Partner Academy Terms of Service
- Tencent Cloud Voucher Terms and Conditions
- Tencent Cloud International Data Processing Agreement (with Resellers)

1.DEFINITIONS

(a) "**Applicable Data Protection Laws**" means, in respect of a Party, any law, statute, declaration, decree, directive, legislative enactment, order, ordinance, regulation, rule or other binding instrument relating to the protection of Personal Data, in each case as amended, consolidated, re-enacted or replaced from time to time, including but not limited to, as applicable, the General Data Protection Regulation (EU) 2016/679 ("**GDPR**"), the UK Data Protection Act 2018 ("**UKDPA**"), the UK General Data Protection Regulation as defined by the UK DPA as amended by the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019, and the Privacy and Electronic Communications Regulations 2003, the California Consumer Privacy Act ("**CCPA**").

(b) "**Console Documentation**" means the information relating to the user guides, pricing, operation, support, functions of Tencent Services, Partner Program and the Partner Console that are made available via the Partner Console.

(c) "**Customer**" means a customer of Partner who purchases Tencent Services through Partner or referred to Tencent by Partner, as part of the Partner Program where Partner is one of the Partner Type under the Partner Program.

- (d) **“European Economic Area”** means the member countries of the European Union specified in the official website of the European Union (https://europa.eu/european-union/about-eu/countries_en).
- (e) **“Intellectual Property Rights”** means all intellectual property rights including, without limitation, rights with respect to trademarks, copyrights, patents, trade secrets, know-how, databases, registered designs, moral rights and trade dress, whether registered, registrable or unregistered, under all applicable laws worldwide.
- (f) **“North America”** means Canada and the United States of America.
- (g) **“Partner Account”** means the Partner’s own login account for accessing the Partner Console to administer and manage partner activities in connection with the Partner Program.
- (h) **“Partner Benefits”** means the benefits made available to Partner specified in the Partner Program Policies or otherwise provided to Partner, based on the relevant Partner Type and Partner Tier.
- (i) **“Partner Console”** means the area designated as Console in the Tencent Cloud portal at <https://intl.cloud.tencent.com>. The Partner Console will provide Partner with Console Documentation, updates, and online tools to administer and manage Partner’s activities relating to the Partner Program.
- (j) **“Partner Program”** means the partner program described in these Terms and any applicable Additional Terms, including the Partner Benefits and rights and obligations of Partner that are conferred based on the relevant Partner Type and Partner Tier Program.
- (k) **“Partner Program Policies”** means the documentation and terms describing in greater details the Partner Program, Partner Benefits, Partner Tier Program, Partner Tier, Partner Type and other policies relating to and governing Partner’s participation in the Partner Program, which are set out under these Terms, provided to Partner separately and/or made available to Partner through the Partner Console.
- (l) **“Partner Tier Program”** means the various partner tier qualifying requirements applicable to Partner based on certain performance results including minimum Tencent Cloud yearly revenue achieved by Partner. Depending on the Partner Tier achieved, Partner will be entitled to different Partner Benefits based on the Partner Tier achieved.
- (m) **“Partner Tier”** means the Partner’s level in the Partner Tier Program relevant to the Partner Type applicable to the Partner.
- (n) **“Partner Type”** means (a) distributor partner; (b) reseller partner; (c) referral partner; or (d) any other partner type designated and added by Tencent.
- (o) **“Personal Data”** and **“Processed”** shall have the meaning as set out in the Applicable Data Protection Laws, and where such term is not defined in Applicable Data Protection Laws such term shall be defined by reference to the materially analogous term in the Applicable Data Protection Laws, and in respect of Data Subjects located in the state of California, “Data Subject” shall have the meaning given to the term “*Consumer*” in the CCPA and “Personal Data” shall have the meaning given to the term “*Personal Information*” in the CCPA.
- (p) **“Tencent Cloud Data Processing Agreement”** means any additional data processing agreement between Tencent and Partner if required by Tencent for the relevant Partner Program.
- (q) **“Tencent Services”** means software, content, digital materials and other items and services as made available by Tencent to Partner under the terms of this Agreement, including, without limitation, those software, content, digital materials, items or services made available to Partner to conduct Partner Type related activities through the Tencent Cloud international portal at intl.cloud.tencent.com.

2.REQUIREMENTS FOR PARTICIPATION IN TENCENT CLOUD PARTNER PROGRAM

- (a) Enrollment. Partner shall enroll in a Partner Type in order to participate in the Partner Program. Certain participation requirements will apply to Partner and they will be designated by Tencent through the Partner Program Policies which Partner must meet before Partner will be accepted to participate in the Partner Program, and is subject to Tencent at its sole discretion. Partner must disclose and provide all relevant information to Tencent in order to process the Partner enrollment to participate in the Partner Program, and Partner warrants that it has the full legal authority and power to provide such information to Tencent to process Partner's enrollment to the Partner Program under these Terms.
- (b) Program Benefits. The Partner Program Policies will specify certain benefits entitlements available to a Partner, based on the applicable Partner Type, Partner Tier in the Partner Tier Program.
- (c) Partner Type and Fees. Depending on the Partner Type, Partner shall enter into the relevant agreements applicable to the Partner Type. All applicable fees payable by Partner under each Partner Type are described in the relevant Additional Terms relevant to the Partner Type.
- (d) Account Managers. Each party will designate and notify the other party of such designation in writing a single point of contact within its organization to manage the relationship between the parties as established by these Terms ("**Account Manager**"). The Account Managers will meet as necessary to discuss the business relationship and manage the activities contemplated by these Terms. Disputes that cannot be resolved by the Account Managers will be escalated to more senior executives for resolution.

3.PARTNER CONSOLE ACCESS AND USE

- (a) Partner Console. Depending on the Partner Type, Tencent will grant a limited, revocable, non-exclusive, license to Partner to access and use Partner Console to administer various Partner Type related activities and other related functions relevant to the Partner Type. However, Tencent may suspend or terminate Partner's access to the Partner Console if Partner is in breach of these Terms or to comply with any applicable law or court orders.
- (b) Partner Console Admin. Partner shall designate a trusted individual within the Partner's organization to have primary access to use the Partner Console ("**Partner Console Admin**"). Partner is at all times responsible for all actions carried out through the Partner Console by Partner Console Admin or anyone to whom Partner Console Admin provided access to Partner Console, and/or any unauthorized use of Partner Console due to an employee and/or agent of Partner. Partner is solely responsible to ensure that only the Partner Console Admin should have secured access to the Partner Console and Partner shall not share any login passwords to any other person or entity or permit any other person or entity to access or use the Partner Console.
- (c) Marketing. From time to time, Partner may receive marketing communications relating to Tencent Services through the Partner Console. Partner acknowledges and agrees that it has obtained all necessary rights and consents from Partner's customers to send and receive the Tencent Services marketing information that may be made available through the Partner Console.
- (d) Data Collection. The Partner Console may collect various data from Partner's use of the Partner Console in order to improve the Partner Console and marketability of Tencent Services. The collection and use of such information relating to Partner's use of the Partner Console is subject to the Tencent Cloud Privacy Policy.

4.PARTNER OBLIGATIONS AND RESTRICTIONS

- (a) Business Conduct. Partner will use its best efforts to market and promote Tencent Services in the Territory and to conduct its business in such manner as will reflect favorably on Tencent and the Tencent Services, and Partner will not engage in any deceptive, misleading, illegal or unethical business practice.
- (b) Partner Professionalism. Partner shall ensure that its employees who are engaged in Partner Type activities under these Terms will act in a professional manner and shall be generally knowledgeable about Tencent Services before engaging any potential customers.
- (c) Partner Marketing. Partner will use commercially reasonable efforts to either independently or work together with Tencent to identify, pursue and/or carry out promotional opportunities designed to enhance the Partner activities contemplated by these Terms. These efforts may include: (i) the promotion of Partner Type activities in relation to Tencent Services; (ii) website promotion; (iii) trade show collaboration; (iv) EDMs and newsletter highlights; (v) participation in public relations activities; (vi) use of each other's trademarks on specific targeted creative advertising executions; and (vii) press releases. Each party shall be responsible for complying with all applicable personal data and privacy laws when carrying out marketing activities.
- (d) Non-exclusivity. Partner acknowledges and agrees that this is a non-exclusive arrangement and neither party is prevented from pursuing other opportunities, including competitive opportunities during or after the Term, provided always that in do so the party shall not breach any of these Terms in undertaking such opportunities.
- (e) No false marketing or misrepresentations. Partner shall not make any false marketing statements relating to or misrepresents the capabilities or functionalities of any Tencent Services, and all marketing and representations relating to Tencent Services by Partner must adhere in substance to the marketing information that are supplied by Tencent.
- (f) Compliance with applicable laws. Partner shall comply with all applicable laws and regulations when performing Partner activities contemplated under these Terms.
- (g) Support. Partner and Tencent will provide support services to customers in accordance with the relevant agreement applicable to the Partner Type.
- (h) Market Intelligence. Partner will use commercially reasonable efforts to keep Tencent informed of market developments concerning the Tencent Services in the territories where Partner operate.
- (i) Training
- (i) Partner will ensure that all of their respective sales representatives, technical support personnel, and agents will receive appropriate and adequate training relating to the Tencent Services. Partner will inform and educate its sales representatives, technical support personnel, and agents about the nature of the business relationship between the parties and Tencent Services.
 - (ii) Tencent, at its discretion, may provide Partner's sales and technical support personnel training, which may include: (1) demonstrations of the Tencent Services; (2) summaries of market and competitive positioning; (3) materials regarding key features, benefits, and value of Tencent Services to customers; (4) marketing materials; (5) common technical and support issues; and (6) any other information that may be beneficial for the provision of sales and technical support. Such training may be provided at additional fees and expenses, in which case such additional fees and expenses will be subject to separate agreement between Tencent and Partner.

(j) Consents and Permits. Partner is solely responsible (at its sole expense) for obtaining all licenses, consents, and approvals that are necessary to its performance of these Terms (including those that are required for the resale of Tencent Services in the Territory).

(k) Demonstration Versions or Accounts. Tencent, at its sole discretion, may provide Partner with demonstration versions or accounts of the Tencent Services for Partner to use in its marketing and promotion of the Tencent Services. Partner's use of such demonstration versions may be subject to additional terms and restrictions.

5. INTELLECTUAL PROPERTY

(a) Intellectual Property. All Intellectual Property Rights in Partner Console, Tencent Services, related documentation and any derivative work thereof are and will remain exclusively with Tencent. Except as expressly licensed to Partner to access and use Partner Console under these Terms, nothing in these Terms grants Partner any license, rights or interest in or to any of Tencent's Intellectual Property Rights.

(b) Proprietary Rights Notices. Partner may not remove or alter any trademark, trade name, copyright, patent, patent pending, or other proprietary notices, legends, symbols, or labels appearing on or with the Tencent Services, Partner Console or related documentation provided by Tencent.

(c) Tencent Trademarks. Tencent hereby grants to Partner a non-exclusive, non-transferable, and non-sublicensable license in the Territory to use Tencent's trademarks, trade names, service marks, and logos of Tencent ("**Tencent Trademarks**"), during the Term and solely in connection with Partner's marketing and promotional activities of the Tencent Services in accordance with the terms of these Terms. Partner will ensure that its use of any Tencent Trademark complies with Tencent's then-current trademark use guidelines as may be changed by Tencent from time to time. Any use of Tencent's Trademarks by Partner will first be submitted to Tencent for approval. Partner will not alter or remove any Tencent Trademarks provided with or embedded in the Tencent Services or Partner Console. Other than otherwise expressly provided herein, nothing contained in these Terms will grant or will be deemed to grant to Partner any right, title, or interest in or to Tencent's Trademarks. All uses of Tencent's Trademarks and related goodwill will inure solely to Tencent. Partner may not register or attempt to register, directly or indirectly, within the Territory or elsewhere, any trademarks, service marks, or URLs that utilize, or that are confusingly similar to, a Tencent Trademark.

(d) Partner Trademarks. Partner hereby grants to Tencent a non-exclusive, non-transferable, and non-sublicensable license in the Territory to use Tencent's trademarks, trade names, service marks, and logos of Partner ("**Partner Trademarks**") that are provided by Partner and/or uploaded by Partner to the Partner Console, during the Term and solely in connection with Tencent's marketing and promotion of the Tencent Services involving Partner's participation as a reseller of Tencent Services in accordance with the terms of these Terms. Tencent will ensure that its use of any Partner Trademark complies with Partner's then-current trademark use guidelines as may be changed by Partner from time to time. Other than otherwise expressly provided herein, nothing contained in these Terms will grant or will be deemed to grant to Tencent any right, title, or interest in or to Partner's Trademarks. All uses of Partner's Trademarks and related goodwill will inure solely to Partner. Tencent may not register or attempt to register, directly or indirectly, within the Territory or elsewhere, any trademarks, service marks, or URLs that utilize, or that are confusingly similar to, a Partner Trademark. For the avoidance of doubt, Tencent may identify Partner as a

partner/reseller/referral (as applicable) of the Tencent Services on its website and marketing and promotional materials.

6. TERM AND TERMINATION

(a) Term. These Terms commence upon the Effective Date and except for earlier termination in accordance with this Section 6, shall remain in effect for 12 months (“**Initial Term**”). These Terms will automatically renew for additional successive 12-month terms (each, a “**Renewal Term**,” and collectively with the Initial Term, “**Term**”) unless at least 30 days before the end of the then-current Term either party notifies the other party in writing of its election not to renew the Term.

(b) Termination for Convenience. Either party may terminate these Terms without cause upon 60 days prior written notice to the other party. If Tencent considers, at its sole discretion, the participation of the Partner in the Partner Program will adversely damage the reputation of Tencent and/or Tencent Services, Tencent may terminate these Terms upon 30 days prior written notice to Partner.

(c) Suspension by Tencent. Tencent may immediately suspend Partner’s access to Partner Console if Partner breaches any of these Terms.

(d) Termination for Cause. Either party may terminate these Terms if the other party commits a material breach of these Terms and fails to cure that material breach within 30 days following its receipt of notice regarding that material breach from the non-breaching party.

(e) Effects of Termination. Upon termination of these Terms, unless provided otherwise under an agreement in Additional Terms:

- (i) All licenses granted to Partner under these Terms will terminate automatically and Partner’s access to Partner Console will terminate with immediate effect;
- (ii) Partner will promptly return, or at Tencent’s direction, destroy all Tencent-provided materials relating to the Partner Program except where such materials are required to enable Partner to continue support for its Customers, as applicable, under the relevant agreement in the Additional Terms;
- (iii) Partner will forthwith cease using Tencent Trademarks and discontinue to represent that it is an authorized Partner of Tencent Cloud Services; and
- (iv) Partner will pay Tencent all amounts, if any, which remain outstanding and unpaid under an agreement in the Additional Terms prior to the effect date of termination.

(f) Survival. Sections 1, 5(a), 5(b), 6(e), 6(f), 7, 8, 9, 10, 11 and 12. The termination or expiration of these Terms will not relieve Partner of: (i) the obligation to pay any fees that are due to Tencent under these Terms; or (ii) Partner’s obligation to indemnify Tencent as specified in these Terms.

7. WARRANTIES; DISCLAIMER

(a) Warranties. Each party represents and warrants to the other party that: (i) these Terms have been duly and validly executed and delivered and constitutes a valid and binding agreement enforceable against such party in accordance with its terms; (ii) no authorization or approval from any third party is required in connection with such party’s execution, delivery, or performance of these Terms; (iii) the performance of the parties’ obligations under these Terms will not violate the applicable laws of any jurisdiction; and (iv) there are no pre-existing obligations or commitments

under any other agreements that would conflict with or be inconsistent with or that would hinder such party's performance of its obligations under these Terms.

(b) Disclaimer. EXCEPT FOR THE WARRANTIES SET FORTH IN SECTION 7(a), TENCENT DISCLAIMS ALL WARRANTIES WITH REGARD TO THE TENCENT SERVICES. ALL TENCENT SERVICES AND PARTNER CONSOLE ARE PROVIDED "AS IS". TENCENT MAKES NO ADDITIONAL REPRESENTATIONS OR WARRANTIES OF ANY KIND WHETHER EXPRESS, IMPLIED (EITHER IN FACT OR BY OPERATION OF LAW), OR STATUTORY, AS TO ANY MATTER WHATSOEVER. TENCENT EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, QUALITY, ACCURACY, INFRINGEMENT AND TITLE. TENCENT DOES NOT WARRANT AGAINST INTERFERENCE WITH THE ENJOYMENT OF THE TENCENT SERVICES / PARTNER CONSOLE OR AGAINST INFRINGEMENT. TENCENT DOES NOT WARRANT THAT THE Tencent Services / PARTNER CONSOLE ARE ERROR-FREE OR THAT OPERATION OF THE Tencent Services / PARTNER CONSOLE WILL BE SECURE OR UNINTERRUPTED. PARTNER WILL NOT HAVE THE RIGHT TO MAKE OR PASS ON ANY REPRESENTATION OR WARRANTIES ON BEHALF OF TENCENT TO ANY OTHER THIRD PARTY. USE OF ANY INFORMATION OR DATA OBTAINED THROUGH THE TENCENT SERVICES / PARTNER CONSOLE IS AT PARTNER'S AND CUSTOMER'S SOLE RISK. THE PARTIES AGREE THAT TENCENT WILL BEAR NO RESPONSIBILITY FOR THE ACCURACY OR QUALITY OF INFORMATION OR DATA OBTAINED THROUGH THE TENCENT SERVICES AND/OR PARTNER CONSOLE.

8. INDEMNIFICATION

(a) Indemnification by Partner. Partner hereby indemnifies, defends, and holds harmless of Tencent and its affiliates and their respective employees, directors, agents, and representatives ("**Tencent Indemnified Parties**") from and against any and all third party claims, demands, suits, actions, judgments, damages, costs, losses, expenses (including attorneys' fees) and other liabilities (each, a "**Claim**") arising or relating to (i) any actual or alleged breach of any of the representations, warranties, or covenants made by Partner under these Terms; (ii) any actual or alleged breach of any Terms or unauthorized use of the Partner Console; (iii) any claims of unfair or deceptive business practices by Partner; (iv) any infringement of Tencent's Intellectual Property Rights; (v) any violation of or non-compliance with any applicable law; or (vi) Partner's negligence or willful misconduct.

(b) Indemnification Procedures Tencent will promptly give Partner written notice of the Claim and will grant to Partner control over the defense and settlement of the Claim. Upon reasonable request by Partner, Tencent will provide assistance in connection with the defense and settlement of the Claim. However, Tencent's failure to comply with one or more of the obligations in the preceding sentence will not relieve Partner of its obligations under this Section 8 except and solely to the extent that such failure materially prejudices Partner's defense of the Claim. Partner may not settle any Claim without Tencent's prior written consent.

9. DATA PRIVACY

(a) Partner acknowledges and agrees that to the extent any Personal Data is Processed in connection with its participation in the Partner Program, such Processing is undertaken in accordance with, and Partner shall comply with the Tencent Cloud Partner Data Processing Agreement.

(b) To the extent Partner provides any Personal Data in connection with the Partner Program, Partner represents, warrants and undertakes that: (i) it has a lawful basis for Processing such Personal Data; (ii) it has complied with and shall comply with Applicable Data Protection Laws in connection with the collection, Processing, and transfer of such Personal Data; and (iii) it has obtained all necessary consents and provided all disclosures required to ensure the lawful transfer and Processing of such Personal Data by Tencent or relevant third parties.

10. CONFIDENTIAL INFORMATION

(a) Definition. “**Confidential Information**” means any proprietary information of a party to these Terms disclosed by one party to the other that is in written, graphic, machine readable, or other tangible form and is marked “Confidential” or “Proprietary” or in some other manner to indicate its confidential nature. The Tencent Cloud Partner Program offers, benefits, policies, rules, operational, management, financial, non-public roadmaps and related information will be the Confidential Information of Tencent. Confidential Information also includes oral disclosures provided that such information is designated as confidential at the time of disclosure and reduced to a written summary by the disclosing party within 30 days after its oral disclosure, which is marked in a manner to indicate its confidential nature and delivered to the receiving party.

(b) Exceptions. Confidential Information will not include any information that: (i) was publicly known and made generally available prior to the time of disclosure by the disclosing party; (ii) becomes publicly known and made generally available after disclosure by the disclosing party to the receiving party through no action or inaction of the receiving party; (iii) is already in the possession of the receiving party at the time of disclosure; or (iv) is obtained by the receiving party from a third party without a breach of such third party’s obligations of confidentiality.

(c) Non-Use and Non-Disclosure. During the Term and thereafter, each party will: (i) treat as confidential all Confidential Information of the other party; (ii) not disclose such Confidential Information to any third party, except on a “need to know” basis to third parties that have signed a non-disclosure agreement containing provisions substantially as protective as the terms of this Section provided that the disclosing party has obtained the written consent to such disclosure from the other party; and (iii) will not use such Confidential Information except in connection with performing its obligations or exercising its rights under these Terms. Each party is permitted to disclose the other party’s Confidential Information if required by law so long as the other party is given prompt written notice of such requirement prior to disclosure and assistance in obtaining an order protecting such information from public disclosure.

(d) Confidentiality. Neither party may disclose the existence or terms of these Terms to any third party without the consent of the other party, except that each party may disclose the terms of these Terms: (i) in connection with the requirements of a public offering or securities filing; (ii) in confidence, to accountants, banks, and financing sources and their advisors; (iii) in confidence, in connection with the enforcement of these Terms or rights under these Terms; or (iv) in confidence, in connection with a merger or acquisition or proposed merger or acquisition, or the like.

(e) Return of Materials. Upon the termination or expiration of these Terms, or upon earlier request, each party will deliver to the other all Confidential Information that it may have in its possession or control. Notwithstanding the foregoing, neither party will be required to return materials that it must retain in order to receive the benefits of these Terms or properly perform in accordance with these Terms.

11. LIMITATION OF LIABILITY

(a) Disclaimer of Damages. EXCEPT WITH REGARD TO PARTNER'S INFRINGEMENT OF TENCENT'S INTELLECTUAL PROPERTY RIGHTS OR PARTNER'S BREACH OF APPLICABLE DATA PROTECTION LAWS, EITHER PARTY WILL NOT, UNDER ANY CIRCUMSTANCES, BE LIABLE TO THE OTHER PARTY FOR CONSEQUENTIAL, INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, OR EXEMPLARY DAMAGES ARISING OUT OF OR RELATED TO THE TRANSACTION CONTEMPLATED UNDER THESE TERMS, INCLUDING LOST PROFITS AND LOSS OF BUSINESS, EVEN IF THE OTHER PARTY IS APPRISED OF THE LIKELIHOOD OF SUCH DAMAGES OCCURRING.

(b) Cap on Liability. UNDER NO CIRCUMSTANCES WILL TENCENT'S TOTAL LIABILITY OF ALL KINDS ARISING OUT OF OR RELATED TO THESE TERMS (INCLUDING WARRANTY CLAIMS), REGARDLESS OF THE FORUM AND REGARDLESS OF WHETHER ANY ACTION OR CLAIM IS BASED ON CONTRACT, TORT, OR OTHERWISE, EXCEED FIVE HUNDRED US DOLLARS (USD500).

(c) Risk Mitigation. EACH PARTY SHALL TAKE ALL REASONABLE STEPS TO MITIGATE ANY LOSS AND DAMAGE IT INCURS IN RELATION TO ANY CLAIM OR ACTION, BREACH OF STATUTORY DUTY, UNDER AN INDEMNITY OR OTHERWISE, WHICH IT BRINGS AGAINST THE OTHER PARTY.

12.GENERAL

(a) Independent Contractors. The relationship of the parties established by these Terms is that of independent contractors, and nothing contained in these Terms should be construed to give either party the power to (i) act as an agent or (ii) direct or control the day-to-day activities of the other. Financial and other obligations associated with each party's business are the sole responsibility of that party.

(b) Non-Assignability and Binding Effect. Neither party will assign its rights and obligations under these Terms without the written consent of the other party, except: (i) that either party may assign these Terms to a successor to its business (including a successor by way of merger, acquisition, sale of all or substantially all of its assets, or operation of law); and (ii) Tencent may freely assign these Terms to its affiliates. Subject to the foregoing, these Terms will be binding upon and inure to the benefit of the parties and their successors and assigns.

(c) Non-solicitation. During the Term and for a period of one year thereafter, Partner may not, directly or indirectly, employ or solicit the employment or services of a Tencent employee or independent contractor without the prior written consent of Tencent.

(d) Notices. Except for provisions that expressly allow for email notice, any notice required or permitted to be given under these Terms will be effective if it is in writing and sent by certified or registered mail, or insured courier, return receipt requested, to the appropriate party at the address as the party may specify. For any notice sent to Tencent, copies of the notice will also need to be sent to Tengyun Building, Tower A, No. 397 Tianlin Road, Xuhui District, Shanghai, 200233, China (Attn: International Business Legal Center) and by email to IBLCLegalnotice@tencent.com.

(e) Force Majeure. Nonperformance of either party will be excused to the extent that performance is rendered impossible by strike, fire, flood, governmental acts, orders or restrictions, or any other reason where failure to perform is beyond the control and not caused by the negligence of the non-performing party.

(f) Export Restrictions. Partner acknowledge that certain equipment, encryption products, software, and Confidential Information provided under these Terms may be subject to export laws and regulations of the United States, the European Union, the People's Republic of China and other countries (cumulatively, "**Export Laws**"). Partner agrees

that it will not use, distribute, export, re-export, transfer, or transmit such equipment, encryption products, software, or Confidential Information (even if incorporated into other items) in violation of applicable Export Laws.

(g) Governing Law and Resolution of Disputes. These Terms shall be governed by and interpreted in accordance with the laws as follows:

If Partner is located in Europe Economic Area, UK and Switzerland, these Terms are governed by and interpreted in accordance with English laws. Any claims for equitable relief may be brought in any court of competent jurisdiction even if the parties have chosen an exclusive venue below. Any dispute or difference between the parties arising out of or in connection with this Agreement, its interpretation or subject-matter, shall be referred to and finally resolved by arbitration under the London Court of International Arbitration (LCIA) Rules, which rules are deemed to be incorporated by reference into this clause. The seat of arbitration shall be London, the United Kingdom. The language to be used in the arbitral proceedings shall be English;

If Partner is located in North America, these Terms are governed by and interpreted in accordance with the laws of the state of California, USA. Any claims for equitable relief may be brought in any court of competent jurisdiction and for all claims arising out of or relating to this Agreement or the Services. Any dispute or difference between the parties arising out of or in connection with this Agreement will be settled by binding arbitration in Santa Clara County, California under the auspices of the American Arbitration Association (the “**Association**”) and under the rules of the Association in force at the commencement of such arbitration proceedings. Judgment upon the award rendered by the arbitrators may be entered in any court of competent jurisdiction; and

If Partner is located in the rest of the world except People’s Republic of China, these Terms are governed by and interpreted in accordance with the laws of Singapore. Except for the right of either party to apply to any court of competent jurisdiction for a temporary restraining order, a preliminary injunction, or other equitable relief to preserve the status quo or prevent irreparable harm, any dispute as to the interpretation, enforcement, breach, or termination of these Terms will be settled by binding arbitration under the Rules of Singapore International Arbitration Center (“**SIAC Rules**”) by three arbitrators appointed in accordance with the SIAC Rules. The place of arbitration shall be Singapore. The language of proceedings shall be English. Judgment upon the award rendered by the arbitrators may be entered in any court of competent jurisdiction. The prevailing party will be entitled to receive from the other party its reasonable attorneys’ fees and costs incurred in connection with any arbitration or litigation instituted in connection with these Terms.

(h) Remedies Cumulative. The remedies provided to the parties under these Terms are cumulative and will not exclude any other remedies to which a party may be lawfully entitled.

(i) Waiver and Severability. The waiver by either party of any breach of these Terms does not waive any other breach. The failure of any party to insist on strict performance of any covenant or obligation under these Terms will not be a waiver of such party’s right to demand strict compliance in the future, nor will the same be construed as a novation of these Terms. If any part of these Terms is unenforceable, the remaining portions of these Terms will remain in full force and effect.

(j) Entire Agreement. These Terms and any applicable Additional Terms, policies and rules constitute the entire agreement between you and Tencent with respect to your participation in the Tencent Cloud Partner Program, and supersedes all previous oral and written agreements regarding these matters.

(k) No Third Party Rights. No one other than a party to these Terms, their successors and permitted assignees, will have any right to enforce any of its terms.

TENCENT CLOUD VOUCHER TERMS AND CONDITIONS

Last updated : 2024-03-04 09:52:11

Last updated: 2024-02-06

PLEASE READ THESE TERMS CAREFULLY

BY USING TENCENT CLOUD VOUCHER (“**TENCENT CLOUD VOUCHER**”) PROVIDED BY THE TENCENT CONTRACTING ENTITY THAT ENTERED INTO A TENCENT CLOUD RESELLER AGREEMENT (“**TENCENT**”) WITH PARTNER (“YOU”), YOU AGREE TO THESE TENCENT CLOUD VOUCHER TERMS AND CONDITIONS (THESE “**TERMS**”). BY YOUR ACCEPTANCE OF THESE TERMS, A LEGALLY BINDING CONTRACT AND AGREEMENT IS ENTERED INTO BETWEEN YOU AND TENCENT GOVERNING YOUR USE OF TENCENT CLOUD VOUCHER. TENCENT MAY UPDATE OR REVISE THESE TERMS FROM TIME TO TIME. YOU AGREE THAT YOU WILL REVIEW THESE TERMS PERIODICALLY AND YOUR USE OF TENCENT CLOUD VOUCHER WILL CONSTITUTE YOUR ACCEPTANCE OF THESE TERMS AS UPDATED OR REVISED. IF YOU USE TENCENT CLOUD VOUCHER ON BEHALF OF A ENTITY, THEN (1) “YOU” SHALL INCLUDE YOU AND THE ENTITY, (2) YOU REPRESENT AND WARRANT THAT YOU ARE AUTHORIZED TO BIND THE ENTITY TO THESE TERMS, AND THAT YOU AGREE TO THESE TERMS ON THE ENTITY’S BEHALF, AND (3) YOUR ENTITY IS RESPONSIBLE FOR YOUR USE OF TENCENT CLOUD VOUCHER. IF YOU DO NOT AGREE TO THESE TERMS OR THE UPDATED OR REVISED TERMS, YOU ARE NOT PERMITTED TO, AND SHOULD NOT, USE TENCENT CLOUD VOUCHER.

Please print or save a copy of these Terms for future reference.

1. DEFINITIONS

1.1 Unless otherwise defined in these Terms, all capitalized terms shall have the same meaning as defined in the Tencent Cloud Reseller Agreement.

2. TENCENT CONTRACTING ENTITY

2.1 Depending on the territory where Partner is located, Tencent means the following:

Tencent Cloud Europe B.V., a Dutch registered company located at Buitenveldertselaan 1-5, 1082 VA, Amsterdam, the Netherlands, if Partner is located in European Economic Area, UK and Switzerland;

Tencent Cloud LLC, a Delaware corporation registered company located at Claremont2747 Park Blvd, Palo Alto, CA 94306, if Partner is located in North America;

Tencent Korea Yuhan Hoesa, a South Korean registered company located at 152, Taeheran-ro, Gangnam-gu (Gangnam Finance Center, Yeoksam-dong), Seoul, Korea;

Aceville Tencent Cloud International Pte Ltd, a Singapore registered company located at 10 Anson Road, #21-07, International Plaza, Singapore 079903, if Partner is located in the rest of the world except People's Republic of China.

3. PURPOSE OF TENCENT CLOUD VOUCHER

3.1 In order to help our Tencent Cloud Partners promote Tencent Cloud Products, Tencent may periodically issue online vouchers via the Console to Tencent Cloud Partners for distribution to Partner's customers' accounts in the Console. Tencent Cloud Voucher is non-redeemable for cash and cannot be exchanged for cash in part or full and is only entitled for purchase of Tencent Services by Partner's customers during its validity period.

4. ISSUANCE OF TENCENT CLOUD VOUCHER

4.1 The issuance, distribution and use of the Tencent Cloud Voucher will be provisioned through the Console only.

4.2 The total quota amount of Tencent Cloud Vouchers issued to Partner and remaining available amount of Tencent Cloud Vouchers available for distribution by Partner will be shown in the Tencent Cloud Voucher information menu in the Console. If a Partner distributes Tencent Cloud Voucher to its customer, the Tencent Cloud Voucher amount distributed will be deducted from the Partner's Tencent Cloud Voucher balance and added to the Partner's customer's Tencent Voucher balance in the Console. All distribution and use of the Tencent Cloud Voucher will be made via the Console only.

4.3 Partner may apply to Tencent for issuance of Tencent Cloud Voucher, all application requests will be reviewed by Tencent and are subject to approval by Tencent in its sole discretion. Tencent may impose applicable conditions on the issuance and/or distribution of Tencent Cloud Voucher, which shall be communicated to you separately via your BD contact.

5. DISTRIBUTION AND USE OF TENCENT CLOUD VOUCHER

5.1 Partner may check the Tencent Cloud Voucher balance, distribute Tencent Cloud Voucher to its customers and check on usage of Tencent Cloud voucher by its customers via the Voucher system features and tools in the Console. The distribution of Tencent Cloud Voucher to Partner's customer may be subject to prior approval by Tencent. Where

such Tencent approval is required, it will be processed by the sales and operation team and the approval status will be shown in the Console.

5.2 Tencent Cloud Voucher can only be used to apply to the purchase of Tencent Services by Partner's customer. Partner cannot use Tencent Cloud Voucher to purchase Tencent Services.

5.3 The Tencent Cloud Voucher amount available for distribution by Partner to its customer will be shown in the Partner's balance for Tencent Cloud Voucher in the Console.

5.4 The Tencent Cloud Voucher amount available for purchase of Tencent Services will be shown in the Partner's customer balance for Tencent Cloud Voucher.

5.5 If the value of the purchased Tencent Services exceeds the amount stated in the Tencent Cloud Voucher, the remaining Fees (after deduction of the Tencent Cloud Voucher amount) shall be paid by the Partner's customer.

6. PARTNER OBLIGATIONS

6.1 By using Tencent Cloud Voucher, you agree to the following:

- (a) you have the legal capacity and authority and you are not prohibited by law from accessing or using Tencent Cloud Voucher;
- (b) you shall not resell or make available for sale or auction any Tencent Cloud Voucher issued to you;
- (c) you shall not use Tencent Cloud Voucher for any illegal purposes;
- (d) you shall not take any acts which are out of the ordinary course (including, without limitation, damaging, or attacking the servers) that may affect the use of Tencent Cloud Voucher;
- (e) you shall not attack or attempt to attack the servers, routers, switches and other devices provisioning Tencent Cloud Voucher in any manner;
- (f) you shall not use any technical defects or bugs in the systems provisioning Tencent Cloud Voucher to benefit yourself and/or others in any manner or engage in any other misconduct;
- (g) you shall not take any acts that may interfere with the use of Tencent Cloud Voucher in an ordinary manner;
- (h) you shall not upload or introduce any viruses, Trojan horses, malicious code, worms, logic bombs or other material which is malicious or technologically harmful into our systems facilitating Tencent Cloud Voucher.

7. TERM AND TERMINATION

7.1 Term. These Terms will become effective upon your agreement to these Terms and will continue in effect unless earlier terminated in accordance with the provisions of these Terms.

7.2 Termination by Tencent. Tencent may terminate these Terms and Tencent Cloud Voucher issued to Partner and/or distributed by Partner to its customer at any time in its sole discretion for any or no reason upon five (5) days' written notice provided to you.

7.3 Expiry of Tencent Cloud Voucher. Tencent may set an expiry date for use of Tencent Cloud Voucher upon issuance. Unless renewed in accordance with these Terms, any unused Tencent Cloud Voucher after the expiry will be void and deducted from the Partner's and the Partner's customer's Tencent Cloud Voucher balance (as applicable).

7.4 Renewal of Tencent Cloud Voucher. Before expiry of Tencent Cloud Voucher, you may apply to renew Tencent Cloud Voucher in the Partner Console. All renewal requests are subject to approval by Tencent in its sole discretion. You will be notified if the renewal request is approved. If you do not receive any approval notification within 10 business days, your renewal request is deemed to be denied.

8. DISCLAIMER OF WARRANTIES

8.1 TO THE EXTENT PERMITTED BY APPLICABLE LAWS, TENCENT CLOUD VOUCHER IS PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS AND NEITHER TENCENT NOR ANY OF TENCENT'S AFFILIATE COMPANIES, NOR ITS LICENSORS, MAKE ANY REPRESENTATION OR WARRANTY IN RELATION TO TENCENT CLOUD VOUCHER PROVISIONED BY TENCENT, INCLUDING ANY REPRESENTATION OR WARRANTY THAT DISTRIBUTION AND/OR USE OF TENCENT CLOUD VOUCHER WILL BE UNINTERRUPTED, SECURE, ERROR-FREE OR FREE FROM VIRUSES OR FROM LATENT/HIDDEN DEFECTS. TENCENT, ON BEHALF OF ITS AFFILIATE COMPANIES AND LICENSORS, HEREBY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY AND NON-INFRINGEMENT.

9. LIMITATION OF LIABILITY

9.1 Cap on Liability. TO THE MAXIMUM EXTENT PERMISSIBLE UNDER APPLICABLE LAW, THE TOTAL AGGREGATE LIABILITY OF TENCENT AND TENCENT'S AFFILIATES FOR ALL CLAIMS IN CONNECTION WITH THESE TERMS OR TENCENT CLOUD VOUCHER, ARISING OUT OF ANY CIRCUMSTANCES WHETHER FROM BREACH OF CONTRACT, NEGLIGENCE, HIDDEN/LATENT DEFECTS OR ANY OTHER CAUSE, WILL BE LIMITED TO USD10.

9.2 Disclaimer of Damages. NOTWITHSTANDING ANYTHING TO THE CONTRARY CONTAINED IN THESE TERMS, EXCEPT FOR LIABILITIES THAT CANNOT BE WAIVED, LIMITED OR EXCLUDED DUE TO APPLICABLE LAW, IN NO EVENT WILL TENCENT (OR ANY OF TENCENT'S AFFILIATES) BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES OR LOSSES, INCLUDING, WITHOUT LIMITATION ANY LOSS OF DATA, LOSS OF USE, LOSS OR INTERRUPTION OF BUSINESS, REVENUES, PROFITS, ANTICIPATED SAVINGS, GOODWILL, CONTENT OR DATA, ANY THIRD PARTY'S CLAIMS OR ANY OTHER DAMAGE OF ANY KIND ARISING OUT OF THESE TERMS OR BINARY AI, WHETHER ALLEGED AS A BREACH OF CONTRACT OR TORTIOUS CONDUCT, NON-CONTRACTUAL FAULT OR

NEGLIGENCE, HIDDEN OR LATENT DEFECTS, EVEN IF TENCENT HAD BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

9.3 NOTHING IN THESE TERMS SHALL OPERATE OR HAVE EFFECT SO AS TO LIMIT OR EXCLUDE THE LIABILITY OF A PARTY FOR DEATH OR PERSONAL INJURY CAUSED BY NEGLIGENCE OR FOR FRAUD INCLUDING FRAUDULENT MISREPRESENTATION OR FOR ANY LIABILITY THAT MAY NOT BE LAWFULLY EXCLUDED UNDER APPLICABLE LAW.

10. INDEMNIFICATION

You agree to defend, indemnify and hold harmless Tencent, its directors, employees, agents, partners, affiliates and subsidiaries, from and against any claims, damages, costs, liabilities and expenses (including, but not limited to, reasonable attorneys' fees) arising out of or related to your violations of these Terms, including without limitation, any unauthorized and/or misuse of Tencent Cloud Voucher.

11. GOVERNING LAWS AND DISPUTE RESOLUTION

11.1 These Terms shall be governed by and interpreted in accordance with the laws as follows:

If Partner is located in Europe Economic Area, UK and Switzerland, these Terms are governed by and interpreted in accordance with English laws. Any claims for equitable relief may be brought any court of competent jurisdiction even if the parties have chosen an exclusive venue below. The parties submit to the jurisdiction of the English courts in relation to any dispute or difference between the parties arising out of or in connection with these Terms, its interpretation or subject-matter, but Tencent is also entitled to apply to any court worldwide for injunctive or other remedies in order to protect or enforce its intellectual property rights and/or confidential information;

If Partner is located in North America, these Terms are governed by and interpreted in accordance with the laws of the state of California, USA. Any claims for equitable relief may be brought any court of competent jurisdiction and for all claims arising out of or relating to these Terms. The parties submit to the exclusive jurisdiction of the state and federal courts located in Los Angeles County, California in relation to any dispute or difference between the parties arising out of or in connection with these Terms, its interpretation or subject-matter, but Tencent is also entitled to apply to any court worldwide for injunctive or other remedies in order to protect or enforce its intellectual property rights and/or confidential information;

If Partner is located in the rest of the world except People's Republic of China, these Terms are governed by and interpreted in accordance with the laws of Singapore. Except for the right of either party to apply to any court of competent jurisdiction for a temporary restraining order, a preliminary injunction, or other equitable relief to preserve the status quo or prevent irreparable harm, any dispute as to the interpretation, enforcement, breach, or termination of these Terms will be settled by binding arbitration under the Rules of Singapore International Arbitration Center ("SIAC Rules") by three arbitrators appointed in accordance with the SIAC Rules. The place of arbitration shall be Singapore.

The language of proceedings shall be English. Judgment upon the award rendered by the arbitrators may be entered in any court of competent jurisdiction. The prevailing party will be entitled to receive from the other party its reasonable attorneys' fees and costs incurred in connection with any arbitration or litigation instituted in connection with these Terms.

12. CONFIDENTIAL INFORMATION

12.1 Neither party (the "Recipient") will disclose the other party's (the "Discloser") Confidential Information except to those of the Recipient's affiliates, employees, and contractors who need to know the Confidential Information for the purposes of exercising Recipient's rights and performing Recipient's obligations under these Terms, and who have agreed in writing to confidentiality obligations that are at least as protective as these Terms. The Recipient will, and will take appropriate measures to ensure that its affiliates, employees, and contractors do: (a) take at least reasonable care to protect the confidentiality of the Discloser's Confidential Information; and (b) not use the Discloser's Confidential Information for any purpose other than to exercise the Recipient's rights and perform the Recipient's obligations under these Terms. However, the Recipient may also disclose Confidential Information to the extent required by applicable laws, regulations, or government orders; provided that the Recipient uses commercially reasonable efforts, if legally permitted, to: (i) promptly notify the Discloser of those disclosure requirements before disclosing the Discloser's Confidential Information; and (ii) provide to Discloser any information reasonably requested to assist Discloser in seeking a protective order or other confidential treatment for that Confidential Information. "Confidential Information" means information that one party (or an affiliate) discloses to the other party under these Terms, and that is marked as confidential or should reasonably be considered confidential based on the nature of the information and the circumstances of its disclosure. Confidential Information does not include information that: (a) is independently developed by the Recipient without use of the Confidential Information of the Discloser; (b) is, at the time of disclosure by the Discloser, already known to the Recipient without confidentiality obligations; (c) is rightfully given to the Recipient by a third party without confidentiality obligations; or (d) becomes publicly known through no fault of the Recipient. This Section will survive for a term of three (3) years following termination or expiration of these Terms for whatever reason.

13. WAIVER AND SEVERABILITY

13.1 The waiver by either party of any breach of these Terms does not waive any other breach. Neither party will be treated as having waived any rights by not exercising (or delaying the exercise of) any rights under these Terms. If any part of these Terms is unenforceable, the remaining portions of these Terms will remain in full force and effect.

14. FORCE MAJEURE

14.1 If the performance of these Terms is delayed or either party breaches these Terms due to an event of force majeure, including but not limited to natural disasters, acts of government, promulgation or change of policies, promulgation or change of laws and regulations, strikes and unrest, neither party will be liable for the breach, provided that the affected party will notify the other party as soon as practicable. If an event of force majeure prevents the performance of these Terms for more than 30 calendar days, either party may terminate these Terms, without assuming any liability, by giving 15 days' advance written notice to the other party.

15. ENTIRE AGREEMENT

15.1 These Terms are the final and complete expression of all agreements between you and Tencent regarding their subject matter and supersede all prior oral and written agreements regarding these matters.

16. MODIFICATION OF THESE TERMS

16.1 Tencent may amend these Terms from time to time by posting updated versions to the Tencent Cloud Partner Console. Updated versions will be effective no earlier than the date of posting. Tencent will use reasonable efforts to notify you of the changes, but you are responsible for periodically checking these Terms for any modifications. Your continued use of the Tencent Cloud Voucher constitutes your acceptance of any amended Terms. Amended Terms are not applicable retroactively.

Tencent Cloud International Data Processing Agreement (with Resellers)

Last updated : 2024-03-04 16:49:15

Tencent Cloud International Data Processing Agreement (with Resellers)

If you have (a) registered as a Partner under the Tencent Cloud Partner Program Terms and Conditions and (b) entered into a reseller arrangement (whether or not involving integration services) with us under a Reseller Agreement, this Data Processing Agreement (“**DPA**”) applies to any processing of Personal Data in connection with such Reseller Agreement. In the event of any conflict between this DPA, the Reseller Agreement, or the Additional Terms, this DPA shall prevail to the extent of the inconsistency. References to “Partner” and “Tencent” in this DPA have the same meaning as set out in the Reseller Agreement.

Now it is hereby agreed as follows:

1. Definitions

1.1 Capitalised terms shall have the meaning given to them in the Reseller Agreement, unless otherwise defined below:

“**Personal Data**”, “**Special Categories of Data/Sensitive Data**”, “**Process/Processing**”, “**Controller**”, “**Processor**”, and “**Data Subject**” shall have the same meaning as in the relevant Applicable Data Protection Laws. “**Additional Terms**” means, collectively, the then-current additional terms posted online at <https://www.tencentcloud.com/partner>, including the Privacy Policy and the Data Processing and Security Agreement. The Additional Terms do not include the online Terms of Service.

“**Applicable Data Protection Law**” shall mean:

- a. the General Data Protection Regulation 2016/679 (the “**GDPR**”);
- b. the Privacy and Electronic Communications Directive 2002/58/EC;
- c. the UK Data Protection Act 2018 (“**DPA**”), the UK General Data Protection Regulation as defined by the DPA as amended by the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019 (“**UK GDPR**”), and the Privacy and Electronic Communications Regulations 2003;
- d. the California Consumer Privacy Act of 2018, Cal. Civil Code § 1798.100 et seq. as amended by the California Privacy Rights Act of 2020, Cal. Civil Code § 1798.100 et seq. (collectively, “**CCPA**”), the Virginia Consumer Data Protection Act (“**VCDPA**”), the Colorado Privacy Act (“**CPA**”), Connecticut Data Privacy Act (“**CDPA**”), Utah Consumer Privacy Act (“**UCPA**”), Iowa Consumer Data Protection Act (“**ICDPA**”), Indiana Consumer Data Protection Act (“**INCDPA**”), Montana Consumer Data Privacy Act (“**MCDPA**”), Tennessee Information Protection Act (“**TIPA**”), Texas Data Privacy and Security Act (“**TDPSA**”), Oregon Consumer Privacy Act (“**OCPA**”), Florida Digital Bill of Rights (“**FDBR**”) (collectively, “**Applicable US Data Protection Law**”);
- e. any relevant law, statute, declaration, decree, directive, legislative enactment, order, ordinance, regulation, rule or other binding instrument which implements any of the above or which otherwise relates to data protection, privacy or

the use of Personal Data, in each case, as applicable and in force from time to time, and as amended, consolidated, re-enacted or replaced from time to time.

“**Data Discloser**” means the Party who transfers Personal Data to the other Party.

“**Data Receiver**” means the Party who receives Personal Data from the Data Discloser for Processing in accordance with the terms of this Agreement.

“**Lawful Export Measure**” means a method allowing for the lawful transfer of Personal Data from a data exporter to a data importer, as may be stipulated by Applicable Data Protection Law or a Regulator from time to time, which may include (depending upon the Applicable Data Protection Laws) model transfer terms prescribed by Applicable Data Protection Laws; or prior registration, licensing or permission from a Regulator.

“**Party**” means a party to this DPA.

“**Partner Console**” means the area designated as console in the Tencent Cloud portal at <http://intl.cloud.tencent.com>.

“**Personal Data Breach**” means any improper, unauthorised or unlawful access to, use of, or disclosure of, or any other compromise which affects the availability, integrity or confidentiality of Personal Data.

“**Reseller Agreement**” means the reseller agreement in place between Tencent and the Partner. “**Member State**” means the member states of the European Union from time to time.

“**Regulator**” means the data protection supervisory authority which has jurisdiction over a Party’s Processing of Personal Data.

“**Relevant Data Export**” means:

- a. a transfer of Personal Data:
 - i. from a Party which is subject to Applicable Data Protection Law in respect of that Personal Data;
 - ii. to another Party that is in a Third Country or a territory which otherwise (but for the operation of this DPA) does not offer an adequate level of protection as required by Applicable Data Protection Law; and
 - iii. which is not subject to any of the permitted derogations or conditions contained in Applicable Data Protection Law;and
- b. the onward transfer of Personal Data pursuant to (a) to a Third Country or a territory which otherwise (but for the operation of this DPA) does not offer an adequate level of protection as required by Applicable Data Protection Law and which is not subject to any of the permitted derogations or conditions contained in Applicable Data Protection Law.

“**Security Standards**” shall mean the technical and organisational security measures set out in Schedule C.

“**Standard Contractual Clauses**” means:

- a. in the case of transfers of Personal Data relating to Data Subjects in the European Economic Area (“**EEA**”), the standard contractual clauses for the transfer of Personal Data to data processors established in third countries set out in the Commission Decision of 4 June 2021 (C(2021) 3972), as amended and restated from time to time;
- b. in relation to transfers of Personal Data from the UK, the International Data Transfer Addendum to the EU Commission Standard Contractual Clauses (version B.1.0) issued by the UK Information Commissioner; and in each case, as amended, updated or replaced from time to time, as attached to and incorporated into this DPA to cover Personal Data transfers to Controllers or Processors, as applicable, established in Third Countries which do not

ensure an adequate level of data protection.

“**Third Country**” means (i) in relation to Personal Data transfers from the EEA, any country outside of the scope of the data protection laws of the EEA, excluding countries approved as providing adequate protection for Personal Data by the European Commission from time to time; (ii) in relation to Personal Data transfers from the UK, any country outside of the scope of the data protection laws of the UK, excluding countries approved as providing adequate protection for Personal Data by the relevant competent authority of the UK from time to time; and (iii) in relation to Personal Data transfers from any other jurisdiction, any country other than those approved as providing adequate protection for Personal Data by the relevant competent authority of such country from time to time.

1.2 References to a statutory provision include any subordinate legislation made from time to time under that provision.

1.3 References to this DPA include the Schedules.

1.4 Headings shall be ignored in construing this DPA.

1.5 If a word or phrase is defined, its other grammatical forms have a corresponding meaning.

1.6 The words “include”, “includes” and “including”, and any succeeding words shall be construed without limitation to the generality of any preceding words or concepts.

1.7 If there is any inconsistency between the Clauses and Schedules to this DPA the Clauses shall take precedence.

SCOPE OF THIS AGREEMENT

2. General

2.1 This DPA governs the transfer of Personal Data between Tencent and Partner. This DPA is divided into the following sections:

- a. Module A (Transfers between Controllers) sets forth the terms governing any transfer (including a Relevant Data Export) between the Parties, each acting as an independent Data Controller;
- b. Module B (Transfers from a Data Controller to a Data Processor) sets forth the terms governing any transfer (including a Relevant Data Export) from Partner (acting as a Data Controller) to Tencent (acting as a Data Processor); and
- c. Module C (Transfers from a Data Processor to a Data Controller) sets forth the terms governing any transfer (including a Relevant Data Export) from Partner (acting as a Data Processor) to Tencent (acting as a Data Controller).

MODULE A – TRANSFERS BETWEEN DATA CONTROLLERS

3. APPLICATION OF THIS MODULE A

3.1 The Parties agree that this Module A applies in each case and only where Personal Data is transferred from Data Discloser to Data Receiver, in circumstances where each Party is acting as an independent Data Controller.

3.2 The details of the transfers covered by this Module A are specified in Schedule B which forms an integral part of this Module A.

3.3 In the case of a Relevant Data Export to a Third Country, clause 7 shall govern the terms of the transfer and clauses 4, 5 and 6 shall not apply.

4. OBLIGATIONS OF BOTH PARTIES

4.1 Each Party shall:

- a. Process Personal Data fairly and lawfully;
- b. ensure that Personal Data is accurate and up to date, and inform the other without undue delay if it becomes aware that any of the Personal Data is inaccurate or out of date;
- c. provide reasonable assistance as necessary to the other to enable them to comply with subject access requests and to respond to any other queries or complaints from Data Subjects;
- d. carry out any reasonable request from the other to amend, transfer or delete any Personal Data (to the extent applicable); and
- e. notify the other promptly about any enquiries from a Regulator in relation to Personal Data and cooperate promptly and thoroughly with such Regulator, to the extent required under Applicable Data Protection Law.

5. OBLIGATIONS OF DATA DISCLOSER

5.1 The Data Discloser warrants and undertakes that:

- a. Personal Data have been collected, Processed, and transferred in accordance with Applicable Data Protection Laws, as applicable to the Data Discloser;
- b. it has obtained all consents, authorizations, approvals and rights and provided all notices necessary, including as required by Applicable Data Protection Law, to provide the Personal Data to the Data Receiver and permit the Data Receiver to use the Personal Data in accordance with this DPA;
- c. it has used reasonable efforts to determine that the Data Receiver is able, through the implementation of appropriate technical and organisational measures, to satisfy its legal obligations under this Module A;
- d. it has taken all steps required by Applicable Data Protection Law to avoid “selling” Personal Data to Data Receiver under this Module A (as defined in such laws), including transferring Personal Data at the direction of the relevant individual, or otherwise taken all steps required to comply with obligations relating to “selling” under such Applicable Data Protection Law; and

e. the Data Discloser shall provide a copy of this Module A and associated Schedules to the Regulator where required.

6. OBLIGATIONS OF DATA RECEIVER

6.1 Data Receiver warrants and undertakes that:

- a. it will comply with all relevant obligations of Applicable Data Protection Law, including by providing the same level of privacy protections required of controllers and businesses by Applicable Data Protection Law;
- b. it will have in place appropriate technical and organisational security measures to protect Personal Data against accidental or unlawful destruction or accidental loss, alteration, unauthorised disclosure or access, and which provide a level of security appropriate to the risk represented by the Processing and the nature of the data to be protected including those in the Security Standards, and shall ensure that those measures continue to provide an appropriate level of security;
- c. in the event of a Personal Data Breach, it shall take appropriate measures to address the Personal Data Breach, and shall (if the breach is likely to result in a risk to individuals) notify the Data Discloser and cooperate with the Data Discloser in relation to any required notifications to the Regulator and/ or to relevant Data Subjects.
- d. it will have in place procedures so that any third party it authorises to have access to Personal Data, including Data Processors, will respect and maintain the confidentiality and security of Personal Data. Any person acting under the authority of the Data Receiver, including a Data Processor, shall be obligated to Process Personal Data only on instructions from the Data Receiver. This provision does not apply to persons authorised or required by law or regulation to have access to Personal Data;
- e. it shall notify the Data Receiver promptly if it receives any legally binding request for disclosure of Personal Data by a public authority, or it becomes aware of any direct access to Personal Data by public authorities, unless otherwise prohibited, such as a prohibition under criminal law to preserve the confidentiality of a law enforcement investigation. The Data Receiver shall review the legality of any such request for disclosure and shall challenge the request if it considers there are reasonable grounds to do so; it shall provide the minimum amount of information permissible when responding to such a request. The Data Receiver will provide relevant information about disclosure requests to the Data Discloser, including in relation to its legality review and any challenges to the request;
- f. it will inform the Data Discloser if it becomes aware of any applicable local laws that prevent it from fulfilling its obligations under this Module A;
- g. it will Process Personal Data for purposes described in Schedule B (*Description of Transfer*), and has the legal authority to give the warranties and fulfil the undertakings set out in this Module A;
- h. it shall put in place appropriate technical or organisational measures in order to retain Personal Data for no longer than necessary for the purposes for which it is processed; and
- i. it will keep appropriate documentation of the Processing it carries out under this Module A, and shall make such documentation available to the relevant Regulator(s).

7. EXPORT OF PERSONAL DATA

7.1 In the case of a Relevant Data Export from the EEA, the Relevant Data Export shall be carried out in accordance with, and will be subject to, the Standard Contractual Clauses – Module 1: Controller to Controller, set out in Schedule D-1, which incorporate the provisions of Schedule B and Schedule C, and which together will form contractual terms between that Data Discloser, who shall comply with the data exporter’s obligations set out in Schedule D-1, and the applicable Data Receiver, who shall comply with the data importer’s obligations set out in Schedule D-1, for that particular transfer of Personal Data for that particular transfer of Personal Data. In relation to any onward transfer of such Personal Data by that Data Receiver to another Data Receiver, the receiving Data Receiver shall comply with the Data Receiver obligations set out in, as applicable: (i) the Standard Contractual Clauses – Module 1: Controller to Controller set out in Schedule D-1; or (ii) the Standard Contractual Clauses – Module 2: Controller to Processor set out in Schedule E, in respect of that Personal Data.

7.2 In the case of a Relevant Data Export from the UK, the Relevant Data Export shall be carried out in accordance with, and will be subject to, the International Data Transfer Addendum to the EU Commission Standard Contractual Clauses, set out in Schedule D-2, which incorporates the provisions of Schedule B and Schedule C, and which together will form contractual terms between that Data Discloser. In relation to any onward transfer of such Personal Data by the Data Receiver to another Data Receiver, the receiving Data Receiver shall comply with the obligations set out in the International Data Transfer Addendum to the EU Commission Standard Contractual Clauses set out in Schedule D-2, in respect of that Personal Data.

7.3 In the case of a Relevant Data Export other than from the EEA or UK, the Parties shall ensure that such transfer is carried out, to the extent required by Applicable Data Protection Laws, using a Lawful Export Measure,. To the extent such Lawful Export Measure requires (a) a contract imposing appropriate safeguards on the transfer and processing of such Personal Data (which is not otherwise satisfied by this DPA); (b) a description of the Processing of Personal Data contemplated under this DPA; and (c) a description of technical and organisational measures to be implemented by the data importer, the Parties agree that the Standard Contractual Clauses, the description of processing activities set out in Schedule B, and the description of technical and organisational measures set out in Schedule C, shall apply mutatis mutandis for the benefit of such transfer, and in relation to any onward transfer of the Personal Data by that data importer to another data importer, the receiving data importer shall comply with the same data importer obligations.

MODULE B – TRANSFERS FROM DATA CONTROLLER TO DATA PROCESSOR

8. APPLICATION OF THIS MODULE B

- 8.1** The Parties agree that this Module B applies in each case and only where Personal Data is transferred from Partner (acting as a Data Controller) to Tencent (acting as a Data Processor).
- 8.2** The details of the transfers (as well as the Personal Data) covered by this Module B are specified in Schedule B which form an integral part of this Module B.
- 8.3** In the case of a Relevant Data Export to a Third Country outside of the EEA or the UK, as relevant, clause 12 shall govern the terms of the transfer and clauses 9, 10 and 11 shall not apply.
- 8.4** Nothing in this DPA shall relieve Partner or Tencent of liabilities imposed by virtue of their roles in the Processing relationship.

9. OBLIGATIONS OF RESELLER

9.1 Partner agrees and warrants that:

- a. it has used reasonable efforts to determine that Tencent is able, through the implementation of appropriate technical and organisational measures, to satisfy its legal obligations under this Module B;
- b. it has obtained all consents, authorizations, approvals and rights and provided all notices necessary, including as required by Applicable US Data Protection Law, to provide the Personal Data to Tencent and permit Tencent to use the Personal Data in accordance with this DPA;
- c. it has disclosed the Personal Data to Tencent for the limited purposes set forth in Schedule B; and
- d. the Processing, including the transfer itself, of Personal Data has been and will continue to be carried out in accordance with the relevant provisions of Applicable Data Protection Law (and, where applicable, has been notified to the relevant authorities of the country in which Partner is established).

9.2 Partner warrants that it has no reason to believe that any applicable local laws, including any requirements to disclose Personal Data or measures authorising access by public authorities, prevent Tencent from fulfilling its obligations under this Module B.

10. OBLIGATIONS OF TENCENT

10.1 Tencent agrees and warrants that it will:

- a. Process Personal Data only on documented instructions of Partner and this DPA for the limited purposes set forth in Schedule B and in compliance with Applicable US Data Protection Law;
- b. not retain, use or disclose Personal Data (i) outside of the direct business relationship between Partner and Tencent or as otherwise permitted by Applicable Data Protection Law, or (ii) for any purpose other than for the limited purposes set forth in Schedule B;
- c. not combine Personal Data received from or on behalf of Partner with any Personal Data that may be collected from Tencent's separate interactions with the individual(s) to whom the Personal Data relates or from any other sources, except to perform a business purpose or as otherwise permitted by Applicable Data Protection Law;

- d. ensure that persons authorised to Process Personal Data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality;
- e. take all technical and organisational security measures required by Applicable Data Protection Law relating to data security, and shall ensure that those measures continue to provide an appropriate level of security;
- f. taking into account the nature of the Processing, assist Partner by implementing appropriate technical and organisational measures, insofar as this is practicable, for the fulfilment of Partner's obligation to respond to requests for exercising the Data Subject's rights laid down in Applicable Data Protection Law;
- g. notify (as applicable) and assist Partner in ensuring compliance with data security, Personal Data Breach, data protection impact assessments, and engaging in other consultations, pursuant to Applicable Data Protection Law, taking into account the nature of Processing and the information available to Tencent;
- h. inform Partner if it becomes aware that any of Personal Data is inaccurate or out of date, and cooperate with Partner to erase or rectify the relevant Personal Data;
- i. notify Partner promptly if Tencent makes a determination that it can no longer meet its obligations under Applicable US Data Protection Law;
- j. permit Partner to take reasonable and appropriate steps to help ensure that Tencent uses Personal Data in a manner consistent with Partner's obligations under Applicable US Data Protection Law and to stop and remediate any unauthorized use of Personal Data;
- k. notify Partner promptly if it receives any legally binding request for disclosure of Personal Data by a public authority, or it becomes aware of any direct access to Personal Data by public authorities, unless otherwise prohibited, such as a prohibition under criminal law to preserve the confidentiality of a law enforcement investigation. Tencent shall review the legality of any such request for disclosure and shall challenge the request if it considers there are reasonable grounds to do so; it shall provide the minimum amount of information permissible when responding to such a request. Tencent will provide relevant information about disclosure requests to Partner, including in relation to its legality review and any challenges to the request;
- l. inform Partner if it becomes aware of any applicable local laws that prevent it from fulfilling its obligations under this Module B; and
- m. keep appropriate documentation of the Processing it carries out under this Module B, and make available to Partner (and any relevant Regulator) information sufficient to demonstrate compliance with Applicable Data Protection Law and allow for and contribute to audits, including inspections, conducted by Partner.

11. SUB-CONTRACTING

11.1 Tencent may authorize any sub-processor to Process the Personal Data on its behalf provided that, where (and to the extent) required by Applicable Data Protection Laws, Tencent enters into a written agreement with the sub-processor containing terms which are substantially the same as those contained in this DPA. Partner hereby grants Tencent general written authorisation to engage sub-processors listed at <https://intl.cloud.tencent.com/services/thirdParties>. Tencent shall, to the extent required by Applicable Data Protection

Laws, inform Partner of any intended changes concerning the addition or replacement of the sub-processors. In such a case, Partner will have fourteen (14) days from the date of receipt of the notice to approve or reject the change. In the event of no response from Partner, the sub-processor will be deemed accepted. If Partner rejects the replacement sub-processor, Tencent may terminate the DPA with immediate effect on written notice to Partner. Tencent shall remain fully responsible to Partner for the performance of any sub-processor's obligations under its contract with the Partner.

12. EXPORT OF PERSONAL DATA

12.1 In the case of a Relevant Data Export from the EEA, the Relevant Data Export shall be carried out in accordance with, and will be subject to, the Standard Contractual Clauses – Module 2: Controller to Processor set out in Schedule E, which incorporate the provisions of Schedule B and Schedule C, and which together will form contractual terms between Partner and Tencent for that particular transfer of Personal Data.

12.2 In the case of a Relevant Data Export from the UK, the Relevant Data Export shall be carried out in accordance with, and will be subject to, the International Data Transfer Addendum to the EU Commission Standard Contractual Clauses, set out in Schedule D-2, which incorporates the provisions of Schedule B and Schedule C, and which together will form contractual terms between Partner and Tencent for that particular transfer of Personal Data.

12.3 In relation to any onward transfer of the Personal Data by Tencent to another party, Tencent shall comply with the relevant obligations set out in, as applicable: (i) the Standard Contractual Clauses – Module 2: Controller to Processor set out in Schedule E; or (ii) the International Data Transfer Addendum to the EU Commission Standard Contractual Clauses, set out in Schedule D-2.

12.4 In the case of a Relevant Data Export other than from the EEA or UK, the Parties shall ensure that such transfer is carried out, to the extent required by Applicable Data Protection Laws, using a Lawful Export Measure. To the extent such Lawful Export Measure requires (a) a contract imposing appropriate safeguards on the transfer and processing of such Personal Data (which is not otherwise satisfied by this DPA); (b) a description of the Processing of Personal Data contemplated under this DPA; and (c) a description of technical and organisational measures to be implemented by the data importer, the Parties agree that the Standard Contractual Clauses, the description of processing activities set out in Schedule B, and the description of technical and organisational measures set out in Schedule C, shall apply *mutatis mutandis* for the benefit of such transfer, and in relation to any onward transfer of the Personal Data by that data importer to another person, the other person shall comply with the same importer obligations.

MODULE C – TRANSFERS FROM A DATA PROCESSOR TO A DATA CONTROLLER

13. APPLICATION OF THIS MODULE C

13.1 The Parties agree that this Module C applies in each case and only where Personal Data is transferred from Partner (acting as a Data Processor) to Tencent (acting as a Data Controller).

13.2 The details of the transfers (as well as Personal Data) covered by this Module C are specified in Schedule B which form an integral part of this Module C.

13.3 In the case of a Relevant Data Export to a Third Country outside of the EEA or the UK, clause 15 shall govern the terms of the transfer and clause 14 shall not apply.

14. OBLIGATIONS OF PARTNER

14.1 Partner shall comply with the terms of clause 10 of Module B, and references to “Tencent” shall be read as a reference to “Partner”, and references to “Partner” shall be read as references to “Tencent”, for such purposes, in relation to any such Processing.

14.2 Before Processing Personal Data, Partner shall implement, and ensure that its authorised personnel comply with, appropriate technical and organisational measures to ensure a level of security appropriate to the risk, as well as ensuring that those measures continue to provide an appropriate level of security, taking into account the state of the art, the costs of implementation and the nature, scope, context and purpose of the Processing as set out in Schedule C, or otherwise agreed and documented between Tencent and Partner from time to time, and shall continue to comply with them during the term of this DPA. Such measures shall include, as appropriate to the risk:

- a. the pseudonymisation and encryption of Personal Data;
- b. the ability to ensure the ongoing confidentiality, integrity, availability and resilience of Processing systems and services;
- c. the ability to restore the availability and access to Personal Data in a timely manner in the event of a physical or technical incident; and
- d. a process for regularly testing, assessing and evaluating the effectiveness of technical and organisational measures for ensuring the security of the Processing.

14.3 In the event that Partner directly receives a request from a Data Subject regarding Data Subject’s Personal Data, or for the rectification or erasure of such Personal Data, or any other request or query from a Data Subject relating to its own Personal Data (including Data Subjects’ exercising rights under Applicable Data Protection Laws, such as rights of objection, restriction of processing, data portability or the right not to be subject to automated decision making) (a “**Data Subject Request**”), Partner will:

- a. notify Tencent immediately of the Data Subject Request (without responding to that Data Subject Request, unless it has been otherwise authorised by Tencent to do so);
- b. provide details of the Data Subject Request (and any other relevant information Tencent may reasonably request) to Tencent within 3 business days of receipt of the Data Subject Request; and

c. provide such assistance to Tencent as Tencent may require for the purposes of responding to the Data Subject Request and to enable Tencent to comply with all obligations which arise as a result thereof.

14.4 In the event there is, or Partner reasonably believes that there is, any Personal Data Breach in respect of Personal Data which is Processed by Partner under or in connection with this DPA, then upon becoming aware of such Personal Data Breach, Partner shall:

a. immediately notify Tencent in writing of all known details of the Personal Data Breach relating to the Personal Data, including:

i. a description of the nature of the Personal Data Breach including, where possible, the categories and approximate number of Data Subjects and records concerned;

ii. the name and contact details of the data protection officer or other contact point where more information can be obtained;

iii. a description of the likely consequences of the Personal Data Breach; and

iv. a description of the measures taken or proposed to be taken to address the Personal Data Breach, including, where appropriate, measures to mitigate its possible adverse effects;

b. provide Tencent with regular status updates on any Personal Data Breach (including actions taken to resolve the incident) and share additional information related to the breach as soon as more details become available;

c. mitigate any harmful effect that is known to Partner of a use or disclosure of the Personal Data in violation of this DPA or in connection with a Personal Data Breach;

d. assist Tencent in remediating or mitigating any potential damage from a Personal Data Breach.

e. within 4 weeks of closure of the incident, provide Tencent a written report describing the Personal Data Breach, the root cause analysis, actions taken by Partner during its response and Partner's plans for future actions to prevent a similar Personal Data Breach from occurring;

f. not disclose to third parties (including Regulators) any information about a Personal Data Breach involving the Personal Data without prior written and express permission from Tencent for such disclosure; and

g. assist Tencent with notifying the Personal Data Breach to any Regulator or the Data Subject in accordance with, and in the timeframe required by, the Applicable Data Protection Laws.

14.5 Partner shall not subcontract to any third party any of its obligations to Process Personal Data under this Module C unless all of the following provisions of this clause have first been complied with:

a. Partner has supplied to Tencent such information as Tencent may require to ascertain that such subcontractor has the ability to comply with Partner's obligations set out in this DPA and with Tencent's instructions;

b. Partner has obtained the prior written consent of Tencent; and

c. the proposed subcontractor has entered into a contract with Partner which requires the subcontractor to take adequate technical and organisational measures to safeguard the security and integrity of the relevant Personal Data and only Process data in accordance with the documented instructions of Tencent (including as set out in such contract with the proposed subcontractor), and which contains obligations on the relevant subcontractor which are no less onerous than the obligations on the Partner in, and which is no less protective of the Personal Data than, the terms of this DPA. The Partner shall provide, at Tencent's request, a copy of such subcontractor contract, and subsequent amendments, to Tencent.

14.6 In the event that Tencent consents to subcontracting the Processing of Personal Data, Partner remains liable for the Processing under the terms of this DPA. The Partner shall notify Tencent of any failure by a subcontractor to fulfil its obligations under the relevant subcontractor contract.

14.7 Partner will not, without the consent of Tencent, either:

- a. Process Personal Data in any Third Country; or
- b. permit any third party including its subcontractors to Process Personal Data in any Third Country.

14.8 Partner shall permit Tencent at any time upon seven (7) days' notice, to be given in writing, to have access to the appropriate part of Partner's premises, systems, equipment, and other materials and data Processing facilities to enable Tencent (or its designated representative) to inspect or audit the same for the purposes of monitoring compliance with Partner's obligations under this DPA. Such inspection shall:

- a. be carried out by Tencent or an inspection body composed of independent members and in possession of the required professional qualifications and bound by a duty of confidentiality, selected by Tencent, where applicable, in agreement with the Regulator; and
- b. not relieve Partner of any of its obligations under this DPA.

15. EXPORT OF PERSONAL DATA

15.1 In the case of a Relevant Data Export from the EEA, the Relevant Data Export shall be carried out in accordance with, and will be subject to, the Standard Contractual Clauses – Module 4 : Processor to Controller set out in Schedule F, which incorporate the provisions of Schedule B, and which together will form contractual terms between Tencent and Partner for that particular transfer of Personal Data.

15.2 In the case of a Relevant Data Export from the UK, the Relevant Data Export shall be carried out in accordance with, and will be subject to, the International Data Transfer Addendum to the EU Commission Standard Contractual Clauses, set out in Schedule D-2, which incorporates the provisions of Schedule B and Schedule C, and which together will form contractual terms between Partner and Tencent for that particular transfer of Personal Data.

15.3 In the case of a Relevant Data Export other than from the EEA or UK, the Parties shall ensure that such transfer is carried out, to the extent required by Applicable Data Protection Laws, using a Lawful Export Measure. To the extent such Lawful Export Measure requires (a) a contract imposing appropriate safeguards on the transfer and processing of such Personal Data (which is not otherwise satisfied by this DPA); (b) a description of the Processing of Personal Data contemplated under this DPA; and (c) a description of technical and organisational measures to be implemented by the data importer, the Parties agree that the Standard Contractual Clauses, the description of processing activities set out in Schedule B, and the description of technical and organisational measures set out in Schedule C, shall apply *mutatis mutandis* for the benefit of such transfer, and in relation to any onward transfer of the Personal Data by that data importer to another person, the other person shall comply with the same importer obligations.

MISCELLANEOUS (APPLICABLE TO ALL MODULES)

16. COOPERATION WITH REGULATORS

16.1 The Parties agree that they shall and, where applicable, shall procure that their representatives shall cooperate, on request, with any relevant Regulator in the performance of its tasks pursuant to Applicable Data Protection Law.

17. RESOLUTION OF DISPUTES WITH DATA SUBJECTS OR A REGULATOR

In respect of any action or omission under this DPA:

- a. in the event of a dispute or claim brought by a Data Subject or a Regulator concerning the Processing of Personal Data against Tencent, Partner will inform Tencent about any such disputes or claims, and will cooperate with a view to settling them amicably in a timely fashion;
- b. Partner agrees to respond to any generally available non-binding mediation procedure initiated by a Data Subject or by a Regulator. If they do participate in the proceedings, Partner may elect to do so remotely (such as by telephone or other electronic means); and
- c. each Party shall abide by a decision, as applicable, of a competent court of Tencent's country of establishment; of a competent court of the relevant Data Subject's country of habitual residence; or of the Regulator which is final and against which no further appeal is possible.

18. LIABILITY

18.1 Without prejudice to any other rights or remedies that Tencent may have, Partner hereby acknowledges and agrees that a person with rights under this DPA may be irreparably harmed by any breach of its terms and that damages alone may not be an adequate remedy. Accordingly, a person bringing a claim under this DPA shall be entitled to the remedies of injunction, specific performance or other equitable relief for any threatened or actual breach of the terms of this DPA.

18.2 Partner agrees that it will (in addition to, and without affecting, any other rights or remedies that Tencent may have whether under statute, common law or otherwise) indemnify, defend and hold harmless Tencent, its affiliates, and their respective employees, officers and directors (the "Tencent Parties") on demand from and against all claims, liabilities, costs, expenses, loss or damage incurred by a Tencent Party (including consequential losses, loss of profit

and loss of reputation and all interest, penalties and legal and other professional costs and expenses) arising directly or indirectly from a breach of Applicable Data Protection Law or this DPA by Partner or enforcement of any rights under it.

19. TERMINATION

19.1 Termination of this DPA shall be governed by the applicable provisions in the relevant provisions in the Reseller Agreement.

19.2 Upon termination of this DPA:

- a. each Party shall, except to the extent it acts as a Data Controller of such Personal Data, at the other Party's option, either forthwith:
 - i. return all of the Personal Data and any copies thereof which it is Processing or has Processed upon behalf of that Party. The return of the Personal Data shall result in the full deletion of the Personal Data existent in the IT equipment and systems used by the Party; or
 - ii. destroy all of the Personal Data and any copies thereof which it has Processed on behalf of that Party promptly and in any case within 14 days of being requested to do so by that Party. The Party shall certify the deletion of such data in writing to the other Party; and
 - iii. cease Processing Personal Data on behalf of the other Party under this DPA.

20. MISCELLANEOUS

Applicable clauses in relation to Assignment, Variation, Further Assurance, Invalidity, Waiver and Notices of the applicable Reseller Agreement shall apply *mutatis mutandis* to this DPA.

21. SERVICE-SPECIFIC TERMS

The Parties agree that certain Additional Terms may apply to certain services provided by or on behalf of Tencent from time to time in connection with the Partner program, and that such Additional Terms shall be deemed to be incorporated into this DPA.

22. ENTIRE AGREEMENT

These terms are the final and complete expression of all agreements between Partner and Tencent regarding Processing of Personal Data and supersede all prior oral and written agreements regarding these matter. In the event of any conflict between this DPA, the Reseller Agreement, or the Additional Terms, this DPA shall prevail to the extent

of the inconsistency solely to the extent such inconsistency relates to the Processing of Personal Data or any Applicable Data Protection Law.

23. COUNTERPARTS

This DPA may be entered into in any number of counterparts, all of which taken together shall constitute one and the same instrument.

24. GOVERNING LAW

24.1 Subject to clause 24.2, this DPA shall be governed by Singapore law.

24.2 The law governing Module A (Transfers between Data Controllers), 2 (Transfers from a Data Controller to a Data Processor), in respect of each transfer, be the law of the country in which the Data Discloser is established. The law governing Section 3 (Transfers from a Processor to a Controller) of this DPA shall, in respect of each transfer, be the law of the country in which the Data Receiver is established.

24.3 Any dispute shall be referred to, and finally resolved by, arbitration administered by the Singapore International Arbitration Centre in accordance with the Arbitration Rules of the Singapore International Arbitration Centre for the time being in force when the notice of arbitration is submitted. The tribunal shall consist of one arbitrator. The seat of arbitration shall be Singapore and the language to be used in the arbitral proceedings shall be English.

SCHEDULE A: LIST OF PARTIES

Module A (Transfers between Controllers)

Data Exporter and Importer(s) - Tencent:

Tencent Cloud Europe B.V., a Dutch registered company located at Buitenveldertselaan 1-5, 1082 VA, Amsterdam, the Netherlands., if Partner is located in European Economic Area, UK and Switzerland

Tencent Cloud LLC, a Delaware corporation registered company located at Claremont 2747 Park Blvd, Palo Alto, CA 94306., if Partner is located in North America

Tencent Korea Yuhan Hoesa, 152, Taeheran-ro, Gangnam-gu (Gangnam Finance Center, Yeoksam-dong), Seoul, South Korea, if Partner is located in South Korea

Aceville Pte Ltd, a Singapore-registered company located at 30 Raffles Place, #12-01, Oxley @ Raffles, Singapore 048622., if Partner is located in the rest of the world except People's Republic of China

Contact: cloudlegalnotices@tencent.com

Activities relevant to the data transferred under these Clauses: Cloud service provider Role (controller/processor):
Controller

Data Exporter and Importer(s) – Partner:

Name: The relevant entity that entered into the Tencent Cloud Partner Program Terms and Conditions and the relevant Reseller Agreement with Tencent, who acting as Data Controller, agrees to receive Personal Data from the Partner disclosing the data.

Address: The address provided to Tencent when signing up to act as a reseller of Tencent cloud services. Contact person's name, position and contact details: The details provided to Tencent when signing up to act as a reseller of Tencent cloud services.

Activities relevant to the data transferred under these Clauses: Reseller of Tencent Role (controller/processor): Controller

Module B (Transfers from a Data Controller (Partner) to a Data Processor (Tencent))**Data exporter(s) –Partner:**

Name: The relevant Party that entered into the Tencent Cloud Partner Program Terms and Conditions and the relevant Partner Agreement with Tencent, who acting as Data Controller transfers Personal Data to Tencent. Address: The address provided to Tencent when signing up to act as a reseller of Tencent cloud services.

Contact person's name, position and contact details: The details provided to Tencent when signing up to act as a reseller of Tencent cloud services.

Activities relevant to the data transferred under these Clauses: Partner of Tencent Role (controller/processor): Controller

Data importer(s) –Tencent:

Tencent Cloud Europe B.V., a Dutch registered company located at Buitenveldertselaan 1-5, 1082 VA, Amsterdam, the Netherlands., if Partner is located in European Economic Area, UK and Switzerland

Tencent Cloud LLC, a Delaware corporation registered company located at Claremont 2747 Park Blvd, Palo Alto, CA 94306., if Partner is located in North America

Tencent Korea Yuhan Hoesa, 152, Taeheran-ro, Gangnam-gu (Gangnam Finance Center, Yeoksam-dong), Seoul, South Korea, if Partner is located in South Korea

Aceville Pte Ltd, a Singapore-registered company located at 30 Raffles Place, #12-01, Oxley @ Raffles, Singapore 048622., if Partner is located in the rest of the world except People's Republic of China

Contact: cloudlegalnotices@tencent.com

Activities relevant to the data transferred under these Clauses: Cloud service provider Role (controller/processor): Processor

Module C (Transfers from a Data Processor (Partner) to a Data Controller (Tencent))**Data exporter(s) –Partner:**

Name: The relevant Party that entered into the Tencent Cloud Partner Program Terms and Conditions and the relevant Partner Agreement with Tencent, who acting as Data Processor transfers Personal Data to Tencent.

Address: The address provided to Tencent when signing up to act as a reseller of Tencent cloud services.

Contact person's name, position and contact details: The details provided to Tencent when signing up to act as a reseller of Tencent cloud services.

Activities relevant to the data transferred under these Clauses: Partner of Tencent Role (controller/processor):
Processor

Data importer(s) –Tencent:

Tencent Cloud Europe B.V., a Dutch registered company located at Buitenveldertselaan 1-5, 1082 VA, Amsterdam, the Netherlands., if Partner is located in European Economic Area, UK and Switzerland

Tencent Cloud LLC, a Delaware corporation registered company located at Claremont 2747 Park Blvd, Palo Alto, CA 94306., if Partner is located in North America

Tencent Korea Yuhan Hoesa, 152, Taeheran-ro, Gangnam-gu (Gangnam Finance Center, Yeoksam-dong), Seoul, South Korea, if Partner is located in South Korea

Aceville Pte Ltd, a Singapore-registered company located at 30 Raffles Place, #12-01, Oxley @ Raffles, Singapore 048622., if Partner is located in the rest of the world except People's Republic of China

Activities relevant to the data transferred under these Clauses: Cloud service provider Role (controller/processor):
Controller

SCHEDULE B: DESCRIPTION OF TRANSFERS

Categories of data subjects whose personal data is transferred

Individuals employed by or representing the Partner Partner's customer(s)

Categories of personal data transferred

Name, Email address, address, business registration number (and photo), job title, mobile number, payment details (bank name, account name, bank account, swift code), invoice information (Payer Account ID, Owner Account ID, Operator Account ID), and any other personal data made available by or on behalf of Partner/Partner's customer(s), or otherwise accessible directly or indirectly via the Partner Console.

Sensitive data transferred (if applicable) and applied restrictions or safeguards that fully take into consideration the nature of the data and the risks involved, such as for instance strict purpose limitation, access restrictions (including access only for staff having followed specialised training), keeping a record of access to the data, restrictions for onward transfers or additional security measures.

No sensitive personal data transferred

The frequency of the transfer (e.g. whether the data is transferred on a one-off or continuous basis).

For the duration of the DPA

Nature of the processing

Partner will act as a reseller of Tencent cloud services for certain customers. Partner shall administer and manage resell activities relating to its end users through the functions and tools provided through Partner Console or via other

processes authorized or designated by Tencent and this will involve processing personal data.

Purpose(s) of the data transfer and further processing

To facilitate the reselling of Tencent Services by the Partner, including (without limitation and in each case to the extent the relevant services, features, support or functions are provided):

making available or accessible, directly or indirectly, Personal Data via the Partner Console

provision of integrated / value-added services by the Partner to its customers (if applicable)

customer account creation via email invite sent by Partner on the Tencent Cloud console

placement of orders / Purchase Orders for Tencent Services

fulfilment of orders / Purchase Orders (i.e. performance of Tencent Services)

billing (for Tencent to issue invoices to Partner)

payment by Partner to Tencent

for Tencent to respond to requests for and to provide after-sales customer support

access to online training materials and support from Tencent

access to dedicated online documents and support from Tencent

provision of certification training by Tencent

provision of certification vouchers by Tencent

assigning dedicated solution architect(s) for support

usage of Tencent's Partner Badge by Partner

Partner company listing in Tencent's Partner Directory

Usage of logo featured on Tencent's Partner Portal

participation in Tencent's marketing activities (details subject to Tencent's approval)

joint case study opportunities (details subject to Tencent's agreement)

joint press release development (details subject to Tencent's agreement)

opportunities for co-branding and co-marketing activities

marketing development fund (details subject to Tencent's agreement)

issuing of Premier Partner Award(s)

issuing of Partner voucher benefits (details subject to Tencent's agreement)

joint customer development with Tencent's sales team (details subject to Tencent's agreement)

rebate of order amount

assigning a dedicated partner manager for support

The period for which the personal data will be retained, or, if that is not possible, the criteria used to determine that period

The retention period will follow the data retention policy as set out in the Privacy Policy on the Tencent website.

For transfer to (sub-)processors, also specify subject matter, nature and duration of the processing

N/A

Identify the competent supervisory authority/ies in accordance with Clause 13 of Schedules D, E and F

The Netherlands

SCHEDULE C: TECHNICAL AND ORGANISATIONAL MEASURES INCLUDING TECHNICAL AND ORGANISATIONAL MEASURES TO ENSURE THE SECURITY OF THE DATA

Where applicable this Schedule C also forms part of the Standard Contractual Clauses.

Description of the technical and organisational measures implemented by the data importer(s) (including any relevant certifications) to ensure an appropriate level of security, taking into account the nature, scope, context and purpose of the processing, and the risks for the rights and freedoms of natural persons.

\1. **Data security.** The data importer shall design and implement the following measures to protect customer's data against unauthorized access:

standards for data categorisation and classification;

a set of authentication and access control capabilities at the physical, network, system and application levels; and
a mechanism for detecting big data-based abnormal behaviour.

\2. **Network security.** The data importer shall implement stringent rules on internal network isolation to achieve access control and border protection for internal networks (including office networks, development networks, testing networks and production networks) by way of physical and logical isolation.

\3. **Physical and environmental security.** Stringent infrastructure and environment access controls shall be implemented for data centers based on relevant regional security requirements. An access control matrix is established, based on the types of data center personnel and their respective access privileges, to ensure effective management and control of access and operations by data center personnel.

\4. **Incident management.** The data importer shall operate active and real-time service monitoring, combined with a rapid response and handling mechanism, that enables prompt detection and handling of security incidents.

\5. **Compliance with standards.** The data importer shall comply with the standards listed in Tencent's Compliance Center page, and as updated from time to time.

SCHEDULE D-1: STANDARD CONTRACTUAL CLAUSES

MODULE 1: CONTROLLER TO CONTROLLER TRANSFER

Section I

Clause 1: Purpose and scope

a. The purpose of these standard contractual clauses is to ensure compliance with the requirements of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation) for the transfer of personal data to a third country.

b. The Parties:

i. the natural or legal person(s), public authority/ies, agency/ies or other body/ies (hereinafter “entity/ies”) transferring the personal data, as listed in Annex I.A. (hereinafter each “data exporter”), and

ii. the entity/ies in a third country receiving the personal data from the data exporter, directly or indirectly via another entity also Party to these Clauses, as listed in Annex I.A. (hereinafter each “data importer”)

have agreed to these standard contractual clauses (hereinafter: “Clauses”).

c. These Clauses apply with respect to the transfer of personal data as specified in Annex I.B.

d. The Appendix to these Clauses containing the Annexes referred to therein forms an integral part of these Clauses.

Clause 2: Effect and invariability of the Clauses

a. These Clauses set out appropriate safeguards, including enforceable data subject rights and effective legal remedies, pursuant to Article 46(1) and Article 46 (2)(c) of Regulation (EU) 2016/679 and, with respect to data transfers from controllers to processors and/or processors to processors, standard contractual clauses pursuant to Article 28(7) of Regulation (EU) 2016/679, provided they are not modified, except to select the appropriate Module(s) or to add or update information in the Appendix. This does not prevent the Parties from including the standard contractual clauses laid down in these Clauses in a wider contract and/or to add other clauses or additional safeguards, provided that they do not contradict, directly or indirectly, these Clauses or prejudice the fundamental rights or freedoms of data subjects.

b. These Clauses are without prejudice to obligations to which the data exporter is subject by virtue of Regulation (EU) 2016/679.

Clause 3: Third-party beneficiaries

a. Data subjects may invoke and enforce these Clauses, as third-party beneficiaries, against the data exporter and/or data importer, with the following exceptions:

i. Clause 1, Clause 2, Clause 3, Clause 6, Clause 7;

ii. Clause 8 - Clause 8.5 (e) and Clause 8.9(b);

iii. Clause 12 - Clause 12(a) and (d);

iv. Clause 13;

v. Clause 15.1(c), (d) and (e);

vi. Clause 16(e);

vii. Clause 18 - Clause 18(a) and (b).

b. Paragraph (a) is without prejudice to rights of data subjects under Regulation (EU) 2016/679.

Clause 4: Interpretation

a. Where these Clauses use terms that are defined in Regulation (EU) 2016/679, those terms shall have the same meaning as in that Regulation.

b. These Clauses shall be read and interpreted in the light of the provisions of Regulation (EU) 2016/679.

c. These Clauses shall not be interpreted in a way that conflicts with rights and obligations provided for in Regulation (EU) 2016/679.

Clause 5: Hierarchy

In the event of a contradiction between these Clauses and the provisions of related agreements between the Parties, existing at the time these Clauses are agreed or entered into thereafter, these Clauses shall prevail.

Clause 6: Description of the transfer(s)

The details of the transfer(s), and in particular the categories of personal data that are transferred and the purpose(s) for which they are transferred, are specified in Annex I.B.

Clause 7: Docking clause

- a. An entity that is not a Party to these Clauses may, with the agreement of the Parties, accede to these Clauses at any time, either as a data exporter or as a data importer, by completing the Appendix and signing Annex I.A.
- b. Once it has completed the Appendix and signed Annex I.A, the acceding entity shall become a Party to these Clauses and have the rights and obligations of a data exporter or data importer in accordance with its designation in Annex I.A.
- c. The acceding entity shall have no rights or obligations arising under these Clauses from the period prior to becoming a Party.

Section II – OBLIGATIONS OF THE PARTIES**Clause 8: Data protection safeguards**

The data exporter warrants that it has used reasonable efforts to determine that the data importer is able, through the implementation of appropriate technical and organisational measures, to satisfy its obligations under these Clauses.

8.1 Purpose limitation

The data importer shall process the personal data only for the specific purpose(s) of the transfer, as set out in Annex I.B. It may only process the personal data for another purpose:

- i. where it has obtained the data subject's prior consent;
- ii. where necessary for the establishment, exercise or defence of legal claims in the context of specific administrative, regulatory or judicial proceedings; or
- iii. where necessary in order to protect the vital interests of the data subject or of another natural person.

8.2 Transparency

- a. In order to enable data subjects to effectively exercise their rights pursuant to Clause 10, the data importer shall inform them, either directly or through the data exporter:
 - i. of its identity and contact details;
 - ii. of the categories of personal data processed;
 - iii. of the right to obtain a copy of these Clauses;
 - iv. where it intends to onward transfer the personal data to any third party/ies, of the recipient or categories of recipients (as appropriate with a view to providing meaningful information), the purpose of such onward transfer and the ground therefore pursuant to Clause 8.7.
- b. Paragraph (a) shall not apply where the data subject already has the information, including when such information has already been provided by the data exporter, or providing the information proves impossible or would involve a

disproportionate effort for the data importer. In the latter case, the data importer shall, to the extent possible, make the information publicly available.

c. On request, the Parties shall make a copy of these Clauses, including the Appendix as completed by them, available to the data subject free of charge. To the extent necessary to protect business secrets or other confidential information, including personal data, the Parties may redact part of the text of the Appendix prior to sharing a copy, but shall provide a meaningful summary where the data subject would otherwise not be able to understand its content or exercise his/her rights. On request, the Parties shall provide the data subject with the reasons for the redactions, to the extent possible without revealing the redacted information.

d. Paragraphs (a) to (c) are without prejudice to the obligations of the data exporter under Articles 13 and 14 of Regulation (EU) 2016/679.

8.3 Accuracy and data minimisation

a. Each Party shall ensure that the personal data is accurate and, where necessary, kept up to date. The data importer shall take every reasonable step to ensure that personal data that is inaccurate, having regard to the purpose(s) of processing, is erased or rectified without delay.

b. If one of the Parties becomes aware that the personal data it has transferred or received is inaccurate, or has become outdated, it shall inform the other Party without undue delay.

c. The data importer shall ensure that the personal data is adequate, relevant and limited to what is necessary in relation to the purpose(s) of processing.

8.4 Storage limitation

The data importer shall retain the personal data for no longer than necessary for the purpose(s) for which it is processed. It shall put in place appropriate technical or organisational measures to ensure compliance with this obligation, including erasure or anonymisation of the data and all back-ups at the end of the retention period.

8.5 Security of processing

a. The data importer and, during transmission, also the data exporter shall implement appropriate technical and organisational measures to ensure the security of the personal data, including protection against a breach of security leading to accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access (hereinafter “personal data breach”). In assessing the appropriate level of security, they shall take due account of the state of the art, the costs of implementation, the nature, scope, context and purpose(s) of processing and the risks involved in the processing for the data subject. The Parties shall in particular consider having recourse to encryption or pseudonymisation, including during transmission, where the purpose of processing can be fulfilled in that manner.

b. The Parties have agreed on the technical and organisational measures set out in Annex II. The data importer shall carry out regular checks to ensure that these measures continue to provide an appropriate level of security.

c. The data importer shall ensure that persons authorised to process the personal data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality.

d. In the event of a personal data breach concerning personal data processed by the data importer under these Clauses, the data importer shall take appropriate measures to address the personal data breach, including measures

to mitigate its possible adverse effects.

e. In case of a personal data breach that is likely to result in a risk to the rights and freedoms of natural persons, the data importer shall without undue delay notify both the data exporter and the competent supervisory authority pursuant to Clause 13. Such notification shall contain i) a description of the nature of the breach (including, where possible, categories and approximate number of data subjects and personal data records concerned), ii) its likely consequences, iii) the measures taken or proposed to address the breach, and iv) the details of a contact point from whom more information can be obtained. To the extent it is not possible for the data importer to provide all the information at the same time, it may do so in phases without undue further delay.

f. In case of a personal data breach that is likely to result in a high risk to the rights and freedoms of natural persons, the data importer shall also notify without undue delay the data subjects concerned of the personal data breach and its nature, if necessary in cooperation with the data exporter, together with the information referred to in paragraph (e), points ii) to iv), unless the data importer has implemented measures to significantly reduce the risk to the rights or freedoms of natural persons, or notification would involve disproportionate efforts. In the latter case, the data importer shall instead issue a public communication or take a similar measure to inform the public of the personal data breach.

g. The data importer shall document all relevant facts relating to the personal data breach, including its effects and any remedial action taken, and keep a record thereof.

8.6 Sensitive data

Where the transfer involves personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, or biometric data for the purpose of uniquely identifying a natural person, data concerning health or a person's sex life or sexual orientation, or data relating to criminal convictions or offences (hereinafter "sensitive data"), the data importer shall apply specific restrictions and/or additional safeguards adapted to the specific nature of the data and the risks involved. This may include restricting the personnel permitted to access the personal data, additional security measures (such as pseudonymisation) and/or additional restrictions with respect to further disclosure.

8.7 Onward transfers

The data importer shall not disclose the personal data to a third party located outside the European Union (in the same country as the data importer or in another third country, hereinafter "onward transfer") unless the third party is or agrees to be bound by these Clauses, under the appropriate Module. Otherwise, an onward transfer by the data importer may only take place if:

- i. it is to a country benefitting from an adequacy decision pursuant to Article 45 of Regulation (EU) 2016/679 that covers the onward transfer;
- ii. the third party otherwise ensures appropriate safeguards pursuant to Articles 46 or 47 of Regulation (EU) 2016/679 with respect to the processing in question;
- iii. the third party enters into a binding instrument with the data importer ensuring the same level of data protection as under these Clauses, and the data importer provides a copy of these safeguards to the data exporter;

- iv. it is necessary for the establishment, exercise or defence of legal claims in the context of specific administrative, regulatory or judicial proceedings;
- v. it is necessary in order to protect the vital interests of the data subject or of another natural person; or
- vi. where none of the other conditions apply, the data importer has obtained the explicit consent of the data subject for an onward transfer in a specific situation, after having informed him/her of its purpose(s), the identity of the recipient and the possible risks of such transfer to him/her due to the lack of appropriate data protection safeguards. In this case, the data importer shall inform the data exporter and, at the request of the latter, shall transmit to it a copy of the information provided to the data subject.

Any onward transfer is subject to compliance by the data importer with all the other safeguards under these Clauses, in particular purpose limitation.

8.8 Processing under the authority of the data importer

The data importer shall ensure that any person acting under its authority, including a processor, processes the data only on its instructions.

8.9 Documentation and compliance

- a. Each Party shall be able to demonstrate compliance with its obligations under these Clauses. In particular, the data importer shall keep appropriate documentation of the processing activities carried out under its responsibility.
- b. The data importer shall make such documentation available to the competent supervisory authority on request.

Clause 9: Use of sub-processors Clause 10: Data subject rights

- a. The data importer, where relevant with the assistance of the data exporter, shall deal with any enquiries and requests it receives from a data subject relating to the processing of his/her personal data and the exercise of his/her rights under these Clauses without undue delay and at the latest within one month of the receipt of the enquiry or request. The data importer shall take appropriate measures to facilitate such enquiries, requests and the exercise of data subject rights. Any information provided to the data subject shall be in an intelligible and easily accessible form, using clear and plain language.
- b. In particular, upon request by the data subject the data importer shall, free of charge:
 - i. provide confirmation to the data subject as to whether personal data concerning him/her is being processed and, where this is the case, a copy of the data relating to him/her and the information in Annex I; if personal data has been or will be onward transferred, provide information on recipients or categories of recipients (as appropriate with a view to providing meaningful information) to which the personal data has been or will be onward transferred, the purpose of such onward transfers and their ground pursuant to Clause 8.7; and provide information on the right to lodge a complaint with a supervisory authority in accordance with Clause 12(c)(i);
 - ii. rectify inaccurate or incomplete data concerning the data subject;
 - iii. erase personal data concerning the data subject if such data is being or has been processed in violation of any of these Clauses ensuring third-party beneficiary rights, or if the data subject withdraws the consent on which the processing is based.

- c. Where the data importer processes the personal data for direct marketing purposes, it shall cease processing for such purposes if the data subject objects to it.
- d. The data importer shall not make a decision based solely on the automated processing of the personal data transferred (hereinafter “automated decision”), which would produce legal effects concerning the data subject or similarly significantly affect him / her, unless with the explicit consent of the data subject or if authorised to do so under the law of the country of destination, provided that such law lays down suitable measures to safeguard the data subject’s rights and legitimate interests. In this case, the data importer shall, where necessary in cooperation with the data exporter:
- i. inform the data subject about the envisaged automated decision, the envisaged consequences and the logic involved; and
 - ii. implement suitable safeguards, at least by enabling the data subject to contest the decision, express his/her point of view and obtain review by a human being.
- e. Where requests from a data subject are excessive, in particular because of their repetitive character, the data importer may either charge a reasonable fee taking into account the administrative costs of granting the request or refuse to act on the request.
- f. The data importer may refuse a data subject’s request if such refusal is allowed under the laws of the country of destination and is necessary and proportionate in a democratic society to protect one of the objectives listed in Article 23(1) of Regulation (EU) 2016/679.
- g. If the data importer intends to refuse a data subject’s request, it shall inform the data subject of the reasons for the refusal and the possibility of lodging a complaint with the competent supervisory authority and/or seeking judicial redress.

Clause 11: Redress

- a. The data importer shall inform data subjects in a transparent and easily accessible format, through individual notice or on its website, of a contact point authorised to handle complaints. It shall deal promptly with any complaints it receives from a data subject.
- b. In case of a dispute between a data subject and one of the Parties as regards compliance with these Clauses, that Party shall use its best efforts to resolve the issue amicably in a timely fashion. The Parties shall keep each other informed about such disputes and, where appropriate, cooperate in resolving them.
- c. Where the data subject invokes a third-party beneficiary right pursuant to Clause 3, the data importer shall accept the decision of the data subject to:
- i. lodge a complaint with the supervisory authority in the Member State of his/her habitual residence or place of work, or the competent supervisory authority pursuant to Clause 13;
 - ii. refer the dispute to the competent courts within the meaning of Clause 18.
- d. The Parties accept that the data subject may be represented by a not-for-profit body, organisation or association under the conditions set out in Article 80(1) of Regulation (EU) 2016/679.
- e. The data importer shall abide by a decision that is binding under the applicable EU or Member State law.
- f. The data importer agrees that the choice made by the data subject will not prejudice his/her substantive and procedural rights to seek remedies in accordance with applicable laws.

Clause 12: Liability

- a. Each Party shall be liable to the other Party/ies for any damages it causes the other Party/ies by any breach of these Clauses.
- b. Each Party shall be liable to the data subject, and the data subject shall be entitled to receive compensation, for any material or non-material damages that the Party causes the data subject by breaching the third-party beneficiary rights under these Clauses. This is without prejudice to the liability of the data exporter under Regulation (EU) 2016/679.
- c. Where more than one Party is responsible for any damage caused to the data subject as a result of a breach of these Clauses, all responsible Parties shall be jointly and severally liable and the data subject is entitled to bring an action in court against any of these Parties.
- d. The Parties agree that if one Party is held liable under paragraph (c), it shall be entitled to claim back from the other Party/ies that part of the compensation corresponding to its / their responsibility for the damage.
- e. The data importer may not invoke the conduct of a processor or sub-processor to avoid its own liability.

Clause 13: Supervision

- a. Where the data exporter is established in an EU Member State: The supervisory authority with responsibility for ensuring compliance by the data exporter with Regulation (EU) 2016/679 as regards the data transfer, as indicated in Annex I.C, shall act as competent supervisory authority.

Where the data exporter is not established in an EU Member State, but falls within the territorial scope of application of Regulation (EU) 2016/679 in accordance with its Article 3(2) and has appointed a representative pursuant to Article 27(1) of Regulation (EU) 2016/679: The supervisory authority of the Member State in which the representative within the meaning of Article 27(1) of Regulation (EU) 2016/679 is established, as indicated in Annex I.C, shall act as competent supervisory authority.

Where the data exporter is not established in an EU Member State, but falls within the territorial scope of application of Regulation (EU) 2016/679 in accordance with its Article 3(2) without however having to appoint a representative pursuant to Article 27(2) of Regulation (EU) 2016/679: The supervisory authority of one of the Member States in which the data subjects whose personal data is transferred under these Clauses in relation to the offering of goods or services to them, or whose behaviour is monitored, are located, as indicated in Annex I.C, shall act as competent supervisory authority.

The data importer agrees to submit itself to the jurisdiction of and cooperate with the competent supervisory authority in any procedures aimed at ensuring compliance with these Clauses. In particular, the data importer agrees to respond to enquiries, submit to audits and comply with the measures adopted by the supervisory authority, including remedial and compensatory measures. It shall provide the supervisory authority with written confirmation that the necessary actions have been taken.

Section III – LOCAL LAWS AND OBLIGATIONS IN CASE OF ACCESS BY PUBLIC AUTHORITIES**Clause 14: Local laws and practices affecting compliance with the Clauses**

- a. The Parties warrant that they have no reason to believe that the laws and practices in the third country of destination applicable to the processing of the personal data by the data importer, including any requirements to

disclose personal data or measures authorising access by public authorities, prevent the data importer from fulfilling its obligations under these Clauses. This is based on the understanding that laws and practices that respect the essence of the fundamental rights and freedoms and do not exceed what is necessary and proportionate in a democratic society to safeguard one of the objectives listed in Article 23(1) of Regulation (EU) 2016/679, are not in contradiction with these Clauses.

b. The Parties declare that in providing the warranty in paragraph (a), they have taken due account in particular of the following elements:

i. the specific circumstances of the transfer, including the length of the processing chain, the number of actors involved and the transmission channels used; intended onward transfers; the type of recipient; the purpose of processing; the categories and format of the transferred personal data; the economic sector in which the transfer occurs; the storage location of the data transferred;

ii. the laws and practices of the third country of destination– including those requiring the disclosure of data to public authorities or authorising access by such authorities – relevant in light of the specific circumstances of the transfer, and the applicable limitations and safeguards;

iii. any relevant contractual, technical or organisational safeguards put in place to supplement the safeguards under these Clauses, including measures applied during transmission and to the processing of the personal data in the country of destination.

c. The data importer warrants that, in carrying out the assessment under paragraph (b), it has made its best efforts to provide the data exporter with relevant information and agrees that it will continue to cooperate with the data exporter in ensuring compliance with these Clauses.

d. The Parties agree to document the assessment under paragraph (b) and make it available to the competent supervisory authority on request.

e. The data importer agrees to notify the data exporter promptly if, after having agreed to these Clauses and for the duration of the contract, it has reason to believe that it is or has become subject to laws or practices not in line with the requirements under paragraph (a), including following a change in the laws of the third country or a measure (such as a disclosure request) indicating an application of such laws in practice that is not in line with the requirements in paragraph (a).

f. Following a notification pursuant to paragraph (e), or if the data exporter otherwise has reason to believe that the data importer can no longer fulfil its obligations under these Clauses, the data exporter shall promptly identify appropriate measures (e.g. technical or organisational measures to ensure security and confidentiality) to be adopted by the data exporter and/or data importer to address the situation. The data exporter shall suspend the data transfer if it considers that no appropriate safeguards for such transfer can be ensured, or if instructed by the competent supervisory authority to do so. In this case, the data exporter shall be entitled to terminate the contract, insofar as it concerns the processing of personal data under these Clauses. If the contract involves more than two Parties, the data exporter may exercise this right to termination only with respect to the relevant Party, unless the Parties have agreed otherwise. Where the contract is terminated pursuant to this Clause, Clause 16(d) and (e) shall apply.

Clause 15: Obligations of the data importer in case of access by public authorities

15.1 Notification

- a. The data importer agrees to notify the data exporter and, where possible, the data subject promptly (if necessary with the help of the data exporter) if it:
- i. receives a legally binding request from a public authority, including judicial authorities, under the laws of the country of destination for the disclosure of personal data transferred pursuant to these Clauses; such notification shall include information about the personal data requested, the requesting authority, the legal basis for the request and the response provided; or
 - ii. becomes aware of any direct access by public authorities to personal data transferred pursuant to these Clauses in accordance with the laws of the country of destination; such notification shall include all information available to the importer.
- b. If the data importer is prohibited from notifying the data exporter and/or the data subject under the laws of the country of destination, the data importer agrees to use its best efforts to obtain a waiver of the prohibition, with a view to communicating as much information as possible, as soon as possible. The data importer agrees to document its best efforts in order to be able to demonstrate them on request of the data exporter.
- c. Where permissible under the laws of the country of destination, the data importer agrees to provide the data exporter, at regular intervals for the duration of the contract, with as much relevant information as possible on the requests received (in particular, number of requests, type of data requested, requesting authority/ies, whether requests have been challenged and the outcome of such challenges, etc.).
- d. The data importer agrees to preserve the information pursuant to paragraphs (a) to (c) for the duration of the contract and make it available to the competent supervisory authority on request.
- e. Paragraphs (a) to (c) are without prejudice to the obligation of the data importer pursuant to Clause 14(e) and Clause 16 to inform the data exporter promptly where it is unable to comply with these Clauses.

15.2 Review of legality and data minimisation

- a. The data importer agrees to review the legality of the request for disclosure, in particular whether it remains within the powers granted to the requesting public authority, and to challenge the request if, after careful assessment, it concludes that there are reasonable grounds to consider that the request is unlawful under the laws of the country of destination, applicable obligations under international law and principles of international comity. The data importer shall, under the same conditions, pursue possibilities of appeal. When challenging a request, the data importer shall seek interim measures with a view to suspending the effects of the request until the competent judicial authority has decided on its merits. It shall not disclose the personal data requested until required to do so under the applicable procedural rules. These requirements are without prejudice to the obligations of the data importer under Clause 14(e).
- b. The data importer agrees to document its legal assessment and any challenge to the request for disclosure and, to the extent permissible under the laws of the country of destination, make the documentation available to the data exporter. It shall also make it available to the competent supervisory authority on request.
- c. The data importer agrees to provide the minimum amount of information permissible when responding to a request for disclosure, based on a reasonable interpretation of the request.

Section IV – FINAL PROVISIONS

Clause 16: Non-compliance with the Clauses and termination

- a. The data importer shall promptly inform the data exporter if it is unable to comply with these Clauses, for whatever reason.
- b. In the event that the data importer is in breach of these Clauses or unable to comply with these Clauses, the data exporter shall suspend the transfer of personal data to the data importer until compliance is again ensured or the contract is terminated. This is without prejudice to Clause 14(f).
- c. The data exporter shall be entitled to terminate the contract, insofar as it concerns the processing of personal data under these Clauses, where:
- i. the data exporter has suspended the transfer of personal data to the data importer pursuant to paragraph (b) and compliance with these Clauses is not restored within a reasonable time and in any event within one month of suspension;
 - ii. the data importer is in substantial or persistent breach of these Clauses; or
 - iii. the data importer fails to comply with a binding decision of a competent court or supervisory authority regarding its obligations under these Clauses.

In these cases, it shall inform the competent supervisory authority of such non-compliance. Where the contract involves more than two Parties, the data exporter may exercise this right to termination only with respect to the relevant Party, unless the Parties have agreed otherwise.

- d. Personal data that has been transferred prior to the termination of the contract pursuant to paragraph (c) shall at the choice of the data exporter immediately be returned to the data exporter or deleted in its entirety. The same shall apply to any copies of the data. The data importer shall certify the deletion of the data to the data exporter. Until the data is deleted or returned, the data importer shall continue to ensure compliance with these Clauses. In case of local laws applicable to the data importer that prohibit the return or deletion of the transferred personal data, the data importer warrants that it will continue to ensure compliance with these Clauses and will only process the data to the extent and for as long as required under that local law.
- e. Either Party may revoke its agreement to be bound by these Clauses where (i) the European Commission adopts a decision pursuant to Article 45(3) of Regulation (EU) 2016/679 that covers the transfer of personal data to which these Clauses apply; or (ii) Regulation (EU) 2016/679 becomes part of the legal framework of the country to which the personal data is transferred. This is without prejudice to other obligations applying to the processing in question under Regulation (EU) 2016/679.

Clause 17: Governing law

These Clauses shall be governed by the law of one of the EU Member States, provided such law allows for third-party beneficiary rights. The Parties agree that this shall be the law of The Netherlands (*specify Member State*).

Clause 18: Choice of forum and jurisdiction

- a. Any dispute arising from these Clauses shall be resolved by the courts of an EU Member State.
- b. The Parties agree that those shall be the courts of The Netherlands (*specify Member State*).
- c. A data subject may also bring legal proceedings against the data exporter and/or data importer before the courts of the Member State in which he/she has his/her habitual residence.
- d. The Parties agree to submit themselves to the jurisdiction of such courts.

APPENDIX TO SCHEDULE D-1 (SCCS MODULE 1)**ANNEX I****A. LIST OF PARTIES**

See Schedule A to the DPA

B. DESCRIPTION OF TRANSFER

See Schedule B to the DPA

C. COMPETENT SUPERVISORY AUTHORITY

See Schedule B to the DPA

ANNEX II - TECHNICAL AND ORGANISATIONAL MEASURES INCLUDING TECHNICAL AND ORGANISATIONAL MEASURES TO ENSURE THE SECURITY OF THE DATA

See Schedule C to the DPA

SCHEDULE D-2:INTERNATIONAL DATA TRANSFER ADDENDUM TO THE EU COMMISSION STANDARD CONTRACTUAL CLAUSES

This Addendum has been issued by the UK Information Commissioner's Office for Parties making Restricted Transfers. The Information Commissioner considers that it provides Appropriate Safeguards for Restricted Transfers when it is entered into as a legally binding contract.

PART 1: TABLES**TABLE 1: PARTIES**

| | | |
|-------------------------|---|--|
| Start date | See effective date of the DPA | |
| The Parties | Exporter (who sends the Restricted Transfer) | Importer (who receives the Restricted Transfer) |
| Parties' details | See Schedule A of the DPA | |
| Key Contact | See Schedule A of the DPA | |

TABLE 2: SELECTED SCCS, MODULES AND SELECTED CLAUSES

| | |
|------------------------|--|
| AddendumEU SCCs | The Approved EU SCCs, including the Appendix Information, set out in Schedule D-1, Schedule E or Schedule F to the DPA, as applicable |
|------------------------|--|

TABLE 3: APPENDIX INFORMATION

“**Appendix Information**” means the information which must be provided for the selected modules as set out in the Appendix of the Approved EU SCCs (other than the Parties), and which for this Addendum is set out in:

| | |
|--|--|
| Annex 1A: List of Parties: See Schedule A to the DPA | |
| Annex 1B: Description of Transfer: See Schedule B to the DPA | |
| Annex II: Technical and organisational measures including technical and organisational measures to ensure the security of the data: See Schedule C to the DPA | |
| Annex III: List of Sub processors (Modules 2 and 3 only): N/A | |

TABLE 4: ENDING THIS ADDENDUM WHEN THE APPROVED ADDENDUM CHANGES

| | |
|--|---|
| Ending this Addendum when the Approved Addendum changes | Which Parties may end this Addendum as set out in Section 19: Neither Party |
|--|---|

Part 2: Mandatory Clauses

Entering into this Addendum

1. Each Party agrees to be bound by the terms and conditions set out in this Addendum, in exchange for the other Party also agreeing to be bound by this Addendum.
2. Although Annex 1A and Clause 7 of the Approved EU SCCs require signature by the Parties, for the purpose of making Restricted Transfers, the Parties may enter into this Addendum in any way that makes them legally binding on the Parties and allows data subjects to enforce their rights as set out in this Addendum. Entering into this Addendum will have the same effect as signing the Approved EU SCCs and any part of the Approved EU SCCs.

Interpretation of this Addendum

3. Where this Addendum uses terms that are defined in the Approved EU SCCs those terms shall have the same meaning as in the Approved EU SCCs. In addition, the following terms have the following meanings:

| | |
|-------------------------------|---|
| Addendum | This International Data Transfer Addendum which is made up of this Addendum incorporating the Addendum EU SCCs. |
| Addendum EU SCCs | The version(s) of the Approved EU SCCs which this Addendum is appended to, as set out in Table 2, including the Appendix Information. |
| Appendix Information | As set out in Table 3. |
| Appropriate Safeguards | The standard of protection over the personal data and of data subjects’ rights, which is required by UK Data Protection Laws when you are making a Restricted Transfer relying on |

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| | standard data protection clauses under Article 46(2)(d) UK GDPR. |
| Approved Addendum | The template Addendum issued by the ICO and laid before Parliament in accordance with s119A of the Data Protection Act 2018 on 2 February 2022. |
| ApprovedEU SCCs | The Standard Contractual Clauses set out in the Annex of Commission Implementing Decision (EU) 2021/914 of 4 June 2021. |
| ICO | The Information Commissioner. |
| Restricted Transfer | A transfer which is covered by Chapter V of the UK GDPR. |
| UK | The United Kingdom of Great Britain and Northern Ireland. |
| UK Data Protection Laws | All laws relating to data protection, the processing of personal data, privacy and/or electronic communications in force from time to time in the UK, including the UK GDPR and the Data Protection Act 2018. |
| UK GDPR | As defined in section 3 of the Data Protection Act 2018. |

4. This Addendum must always be interpreted in a manner that is consistent with UK Data Protection Laws and so that it fulfils the Parties' obligation to provide the Appropriate Safeguards.

5. If the provisions included in the Addendum EU SCCs amend the Approved SCCs in any way which is not permitted under the Approved EU SCCs or the Approved Addendum, such amendment(s) will not be incorporated in this Addendum and the equivalent provision of the Approved EU SCCs will take their place.

6. If there is any inconsistency or conflict between UK Data Protection Laws and this Addendum, UK Data Protection Laws applies.

7. If the meaning of this Addendum is unclear or there is more than one meaning, the meaning which most closely aligns with UK Data Protection Laws applies.

8. Any references to legislation (or specific provisions of legislation) means that legislation (or specific provision) as it may change over time. This includes where that legislation (or specific provision) has been consolidated, re-enacted and/or replaced after this Addendum has been entered into.

Hierarchy

9. Although Clause 5 of the Approved EU SCCs sets out that the Approved EU SCCs prevail over all related agreements between the parties, the parties agree that, for Restricted Transfers, the hierarchy in Section 10 will prevail.

10. Where there is any inconsistency or conflict between the Approved Addendum and the Addendum EU SCCs (as applicable), the Approved Addendum overrides the Addendum EU SCCs, except where (and in so far as) the

inconsistent or conflicting terms of the Addendum EU SCCs provides greater protection for data subjects, in which case those terms will override the Approved Addendum.

11. Where this Addendum incorporates Addendum EU SCCs which have been entered into to protect transfers subject to the General Data Protection Regulation (EU) 2016/679 then the Parties acknowledge that nothing in this Addendum impacts those Addendum EU SCCs.

Incorporation of and changes to the EU SCCs

12. This Addendum incorporates the Addendum EU SCCs which are amended to the extent necessary so that:

- together they operate for data transfers made by the data exporter to the data importer, to the extent that UK Data Protection Laws apply to the data exporter's processing when making that data transfer, and they provide Appropriate Safeguards for those data transfers;
- Sections 9 to 11 override Clause 5 (Hierarchy) of the Addendum EU SCCs; and
- this Addendum (including the Addendum EU SCCs incorporated into it) is (1) governed by the laws of England and Wales and (2) any dispute arising from it is resolved by the courts of England and Wales, in each case unless the laws and/or courts of Scotland or Northern Ireland have been expressly selected by the Parties.

13. Unless the Parties have agreed alternative amendments which meet the requirements of Section 12, the provisions of Section 15 will apply.

14. No amendments to the Approved EU SCCs other than to meet the requirements of Section 12 may be made.

15. The following amendments to the Addendum EU SCCs (for the purpose of Section 12) are made:

a. References to the "Clauses" means this Addendum, incorporating the Addendum EU SCCs;

b. In Clause 2, delete the words:

"and, with respect to data transfers from controllers to processors and/or processors to processors, standard contractual clauses pursuant to Article 28(7) of Regulation (EU) 2016/679";

c. Clause 6 (Description of the transfer(s)) is replaced with:

"The details of the transfers(s) and in particular the categories of personal data that are transferred and the purpose(s) for which they are transferred) are those specified in Annex I.B where UK Data Protection Laws apply to the data exporter's processing when making that transfer.";

d. Clause 8.7(i) of Module A is replaced with:

"it is to a country benefitting from adequacy regulations pursuant to Section 17A of the UK GDPR that covers the onward transfer";

e. Clause 8.8(i) of Modules 2 and 3 is replaced with:

"the onward transfer is to a country benefitting from adequacy regulations pursuant to Section 17A of the UK GDPR that covers the onward transfer;"

f. References to "Regulation (EU) 2016/679", "Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation)" and "that Regulation" are all replaced by "UK Data Protection Laws". References to specific Article(s) of "Regulation (EU) 2016/679" are replaced with the equivalent Article or Section of UK Data Protection Laws;

- g. References to Regulation (EU) 2018/1725 are removed;
- h. References to the “European Union”, “Union”, “EU”, “EU Member State”, “Member State” and “EU or Member State” are all replaced with the “UK”;
- i. The reference to “Clause 12(c)(i)” at Clause 10(b)(i) of Module one, is replaced with “Clause 11(c)(i)”;
- j. Clause 13(a) and Part C of Annex I are not used;
- k. The “competent supervisory authority” and “supervisory authority” are both replaced with the “Information Commissioner”;
- l. In Clause 16(e), subsection (i) is replaced with:
“the Secretary of State makes regulations pursuant to Section 17A of the Data Protection Act 2018 that cover the transfer of personal data to which these clauses apply.”;
- m. Clause 17 is replaced with:
“These Clauses are governed by the laws of England and Wales.”;
- n. Clause 18 is replaced with:
“Any dispute arising from these Clauses shall be resolved by the courts of England and Wales. A data subject may also bring legal proceedings against the data exporter and/or data importer before the courts of any country in the UK. The Parties agree to submit themselves to the jurisdiction of such courts.”; and
- o. The footnotes to the Approved EU SCCs do not form part of the Addendum, except for footnotes 8, 9, 10 and 11.

Amendments to this Addendum

16. The Parties may agree to change Clauses 17 and/or 18 of the Addendum EU SCCs to refer to the laws and/or courts of Scotland or Northern Ireland.

17. If the Parties wish to change the format of the information included in Part 1: Tables of the Approved Addendum, they may do so by agreeing to the change in writing, provided that the change does not reduce the Appropriate Safeguards.

18. From time to time, the ICO may issue a revised Approved Addendum which:

- a. makes reasonable and proportionate changes to the Approved Addendum, including correcting errors in the Approved Addendum; and/or
- b. reflects changes to UK Data Protection Laws;

The revised Approved Addendum will specify the start date from which the changes to the Approved Addendum are effective and whether the Parties need to review this Addendum including the Appendix Information. This Addendum is automatically amended as set out in the revised Approved Addendum from the start date specified.

19. If the ICO issues a revised Approved Addendum under Section 18, if any Party selected in Table 4 “Ending the Addendum when the Approved Addendum changes”, will as a direct result of the changes in the Approved Addendum have a substantial, disproportionate and demonstrable increase in:

- a. its direct costs of performing its obligations under the Addendum; and/or
- b. its risk under the Addendum,

and in either case it has first taken reasonable steps to reduce those costs or risks so that it is not substantial and disproportionate, then that Party may end this Addendum at the end of a reasonable notice period, by providing

written notice for that period to the other Party before the start date of the revised Approved Addendum.

The Parties do not need the consent of any third party to make changes to this Addendum, but any changes must be made in accordance with its terms.

SCHEDULE E: STANDARD CONTRACTUAL CLAUSES

MODULE 2: CONTROLLER TO PROCESSOR TRANSFER

Section I

Clause 1: Purpose and scope

a. The purpose of these standard contractual clauses is to ensure compliance with the requirements of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation) for the transfer of personal data to a third country.

b. The Parties:

- i. the natural or legal person(s), public authority/ies, agency/ies or other body/ies (hereinafter “entity/ies”) transferring the personal data, as listed in Annex I.A. (hereinafter each “data exporter”), and
 - ii. the entity/ies in a third country receiving the personal data from the data exporter, directly or indirectly via another entity also Party to these Clauses, as listed in Annex I.A. (hereinafter each “data importer”)
- have agreed to these standard contractual clauses (hereinafter: “Clauses”).

c. These Clauses apply with respect to the transfer of personal data as specified in Annex I.B.

d. The Appendix to these Clauses containing the Annexes referred to therein forms an integral part of these Clauses.

Clause 2: Effect and invariability of the Clauses

a. These Clauses set out appropriate safeguards, including enforceable data subject rights and effective legal remedies, pursuant to Article 46(1) and Article 46 (2)(c) of Regulation (EU) 2016/679 and, with respect to data transfers from controllers to processors and/or processors to processors, standard contractual clauses pursuant to Article 28(7) of Regulation (EU) 2016/679, provided they are not modified, except to select the appropriate Module(s) or to add or update information in the Appendix. This does not prevent the Parties from including the standard contractual clauses laid down in these Clauses in a wider contract and/or to add other clauses or additional safeguards, provided that they do not contradict, directly or indirectly, these Clauses or prejudice the fundamental rights or freedoms of data subjects.

b. These Clauses are without prejudice to obligations to which the data exporter is subject by virtue of Regulation (EU) 2016/679.

Clause 3: Third-party beneficiaries

a. Data subjects may invoke and enforce these Clauses, as third-party beneficiaries, against the data exporter and/or data importer, with the following exceptions:

- i. Clause 1, Clause 2, Clause 3, Clause 6, Clause 7;
 - ii. Clause 8 - Clause 8.1(b), 8.9(a), (c), (d) and (e);
 - iii. Clause 9 - Clause 9(a), (c), (d) and (e);
 - iv. Clause 12 - Clause 12(a), (d) and (f);
 - v. Clause 13;
 - vi. Clause 15.1(c), (d) and (e);
 - vii. Clause 16(e);
 - viii. Clause 18 - Clause 18(a) and (b).
- b. Paragraph (a) is without prejudice to rights of data subjects under Regulation (EU) 2016/679.

Clause 4: Interpretation

- a. Where these Clauses use terms that are defined in Regulation (EU) 2016/679, those terms shall have the same meaning as in that Regulation.
- b. These Clauses shall be read and interpreted in the light of the provisions of Regulation (EU) 2016/679.
- c. These Clauses shall not be interpreted in a way that conflicts with rights and obligations provided for in Regulation (EU) 2016/679.

Clause 5: Hierarchy

In the event of a contradiction between these Clauses and the provisions of related agreements between the Parties, existing at the time these Clauses are agreed or entered into thereafter, these Clauses shall prevail.

Clause 6: Description of the transfer(s)

The details of the transfer(s), and in particular the categories of personal data that are transferred and the purpose(s) for which they are transferred, are specified in Annex I.B.

Clause 7: Docking clause

- a. An entity that is not a Party to these Clauses may, with the agreement of the Parties, accede to these Clauses at any time, either as a data exporter or as a data importer, by completing the Appendix and signing Annex I.A.
- b. Once it has completed the Appendix and signed Annex I.A, the acceding entity shall become a Party to these Clauses and have the rights and obligations of a data exporter or data importer in accordance with its designation in Annex I.A.
- c. The acceding entity shall have no rights or obligations arising under these Clauses from the period prior to becoming a Party.

Section II – OBLIGATIONS OF THE PARTIES

Clause 8: Data protection safeguards

The data exporter warrants that it has used reasonable efforts to determine that the data importer is able, through the implementation of appropriate technical and organisational measures, to satisfy its obligations under these Clauses.

8.1 Instructions

- a. The data importer shall process the personal data only on documented instructions from the data exporter. The data exporter may give such instructions throughout the duration of the contract.

b. The data importer shall immediately inform the data exporter if it is unable to follow those instructions.

8.2 Purpose limitation

The data importer shall process the personal data only for the specific purpose(s) of the transfer, as set out in Annex I.B, unless on further instructions from the data exporter.

8.3 Transparency

On request, the data exporter shall make a copy of these Clauses, including the Appendix as completed by the Parties, available to the data subject free of charge. To the extent necessary to protect business secrets or other confidential information, including the measures described in Annex II and personal data, the data exporter may redact part of the text of the Appendix to these Clauses prior to sharing a copy, but shall provide a meaningful summary where the data subject would otherwise not be able to understand the its content or exercise his/her rights. On request, the Parties shall provide the data subject with the reasons for the redactions, to the extent possible without revealing the redacted information. This Clause is without prejudice to the obligations of the data exporter under Articles 13 and 14 of Regulation (EU) 2016/679.

8.4 Accuracy

If the data importer becomes aware that the personal data it has received is inaccurate, or has become outdated, it shall inform the data exporter without undue delay. In this case, the data importer shall cooperate with the data exporter to erase or rectify the data.

8.5 Duration of processing and erasure or return of data

Processing by the data importer shall only take place for the duration specified in Annex I.B. After the end of the provision of the processing services, the data importer shall, at the choice of the data exporter, delete all personal data processed on behalf of the data exporter and certify to the data exporter that it has done so, or return to the data exporter all personal data processed on its behalf and delete existing copies. Until the data is deleted or returned, the data importer shall continue to ensure compliance with these Clauses. In case of local laws applicable to the data importer that prohibit return or deletion of the personal data, the data importer warrants that it will continue to ensure compliance with these Clauses and will only process it to the extent and for as long as required under that local law. This is without prejudice to Clause 14, in particular the requirement for the data importer under Clause 14(e) to notify the data exporter throughout the duration of the contract if it has reason to believe that it is or has become subject to laws or practices not in line with the requirements under Clause 14(a).

8.6 Security of processing

a. The data importer and, during transmission, also the data exporter shall implement appropriate technical and organisational measures to ensure the security of the data, including protection against a breach of security leading to accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access to that data (hereinafter "personal data breach"). In assessing the appropriate level of security, the Parties shall take due account of the state of the art, the costs of implementation, the nature, scope, context and purpose(s) of processing and the risks involved

in the processing for the data subjects. The Parties shall in particular consider having recourse to encryption or pseudonymisation, including during transmission, where the purpose of processing can be fulfilled in that manner. In case of pseudonymisation, the additional information for attributing the personal data to a specific data subject shall, where possible, remain under the exclusive control of the data exporter. In complying with its obligations under this paragraph, the data importer shall at least implement the technical and organisational measures specified in Annex II. The data importer shall carry out regular checks to ensure that these measures continue to provide an appropriate level of security.

b. The data importer shall grant access to the personal data to members of its personnel only to the extent strictly necessary for the implementation, management and monitoring of the contract. It shall ensure that persons authorised to process the personal data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality.

c. In the event of a personal data breach concerning personal data processed by the data importer under these Clauses, the data importer shall take appropriate measures to address the breach, including measures to mitigate its adverse effects. The data importer shall also notify the data exporter without undue delay after having become aware of the breach. Such notification shall contain the details of a contact point where more information can be obtained, a description of the nature of the breach (including, where possible, categories and approximate number of data subjects and personal data records concerned), its likely consequences and the measures taken or proposed to address the breach including, where appropriate, measures to mitigate its possible adverse effects. Where, and in so far as, it is not possible to provide all information at the same time, the initial notification shall contain the information then available and further information shall, as it becomes available, subsequently be provided without undue delay.

d. The data importer shall cooperate with and assist the data exporter to enable the data exporter to comply with its obligations under Regulation (EU) 2016/679, in particular to notify the competent supervisory authority and the affected data subjects, taking into account the nature of processing and the information available to the data importer.

8.7 Sensitive data

Where the transfer involves personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, or biometric data for the purpose of uniquely identifying a natural person, data concerning health or a person's sex life or sexual orientation, or data relating to criminal convictions and offences (hereinafter "sensitive data"), the data importer shall apply the specific restrictions and/or additional safeguards described in Annex I.B.

8.8 Onward transfers

The data importer shall only disclose the personal data to a third party on documented instructions from the data exporter. In addition, the data may only be disclosed to a third party located outside the European Union (in the same country as the data importer or in another third country, hereinafter "onward transfer") if the third party is or agrees to be bound by these Clauses, under the appropriate Module, or if:

i. the onward transfer is to a country benefitting from an adequacy decision pursuant to Article 45 of Regulation (EU) 2016/679 that covers the onward transfer;

- ii. the third party otherwise ensures appropriate safeguards pursuant to Articles 46 or 47 Regulation of (EU) 2016/679 with respect to the processing in question;
- iii. the onward transfer is necessary for the establishment, exercise or defence of legal claims in the context of specific administrative, regulatory or judicial proceedings; or
- iv. the onward transfer is necessary in order to protect the vital interests of the data subject or of another natural person.

Any onward transfer is subject to compliance by the data importer with all the other safeguards under these Clauses, in particular purpose limitation.

8.9 Documentation and compliance

- a. The data importer shall promptly and adequately deal with enquiries from the data exporter that relate to the processing under these Clauses.
- b. The Parties shall be able to demonstrate compliance with these Clauses. In particular, the data importer shall keep appropriate documentation on the processing activities carried out on behalf of the data exporter.
- c. The data importer shall make available to the data exporter all information necessary to demonstrate compliance with the obligations set out in these Clauses and at the data exporter's request, allow for and contribute to audits of the processing activities covered by these Clauses, at reasonable intervals or if there are indications of non-compliance. In deciding on a review or audit, the data exporter may take into account relevant certifications held by the data importer.
- d. The data exporter may choose to conduct the audit by itself or mandate an independent auditor. Audits may include inspections at the premises or physical facilities of the data importer and shall, where appropriate, be carried out with reasonable notice.
- e. The Parties shall make the information referred to in paragraphs (b) and (c), including the results of any audits, available to the competent supervisory authority on request.

Clause 9: Use of sub-processors

- a. The data importer has the data exporter's general authorisation for the engagement of sub-processor(s) from an agreed list. The data importer shall specifically inform the data exporter in writing of any intended changes to that list through the addition or replacement of sub-processors at least twenty business days' in advance, thereby giving the data exporter sufficient time to be able to object to such changes prior to the engagement of the sub-processor(s). The data importer shall provide the data exporter with the information necessary to enable the data exporter to exercise its right to object.
- b. Where the data importer engages a sub-processor to carry out specific processing activities (on behalf of the data exporter), it shall do so by way of a written contract that provides for, in substance, the same data protection obligations as those binding the data importer under these Clauses, including in terms of third-party beneficiary rights for data subjects. The Parties agree that, by complying with this Clause, the data importer fulfils its obligations under Clause 8.8. The data importer shall ensure that the sub-processor complies with the obligations to which the data importer is subject pursuant to these Clauses.

- c. The data importer shall provide, at the data exporter's request, a copy of such a sub-processor agreement and any subsequent amendments to the data exporter. To the extent necessary to protect business secrets or other confidential information, including personal data, the data importer may redact the text of the agreement prior to sharing a copy.
- d. The data importer shall remain fully responsible to the data exporter for the performance of the sub-processor's obligations under its contract with the data importer. The data importer shall notify the data exporter of any failure by the sub-processor to fulfil its obligations under that contract.
- e. The data importer shall agree a third-party beneficiary clause with the sub-processor whereby - in the event the data importer has factually disappeared, ceased to exist in law or has become insolvent - the data exporter shall have the right to terminate the sub-processor contract and to instruct the sub-processor to erase or return the personal data.

Clause 10: Data subject rights

- a. The data importer shall promptly notify the data exporter of any request it has received from a data subject. It shall not respond to that request itself unless it has been authorised to do so by the data exporter.
- b. The data importer shall assist the data exporter in fulfilling its obligations to respond to data subjects' requests for the exercise of their rights under Regulation (EU) 2016/679. In this regard, the Parties shall set out in Annex II the appropriate technical and organisational measures, taking into account the nature of the processing, by which the assistance shall be provided, as well as the scope and the extent of the assistance required.
- c. In fulfilling its obligations under paragraphs (a) and (b), the data importer shall comply with the instructions from the data exporter.

Clause 11: Redress

- a. The data importer shall inform data subjects in a transparent and easily accessible format, through individual notice or on its website, of a contact point authorised to handle complaints. It shall deal promptly with any complaints it receives from a data subject.
- b. In case of a dispute between a data subject and one of the Parties as regards compliance with these Clauses, that Party shall use its best efforts to resolve the issue amicably in a timely fashion. The Parties shall keep each other informed about such disputes and, where appropriate, cooperate in resolving them.
- c. Where the data subject invokes a third-party beneficiary right pursuant to Clause 3, the data importer shall accept the decision of the data subject to:
- i. lodge a complaint with the supervisory authority in the Member State of his/her habitual residence or place of work, or the competent supervisory authority pursuant to Clause 13;
 - ii. refer the dispute to the competent courts within the meaning of Clause 18.
- d. The Parties accept that the data subject may be represented by a not-for-profit body, organisation or association under the conditions set out in Article 80(1) of Regulation (EU) 2016/679.
- e. The data importer shall abide by a decision that is binding under the applicable EU or Member State law.
- f. The data importer agrees that the choice made by the data subject will not prejudice his/her substantive and procedural rights to seek remedies in accordance with applicable laws.

Clause 12: Liability

- a. Each Party shall be liable to the other Party/ies for any damages it causes the other Party/ies by any breach of these Clauses.
- b. The data importer shall be liable to the data subject, and the data subject shall be entitled to receive compensation, for any material or non-material damages the data importer or its sub-processor causes the data subject by breaching the third-party beneficiary rights under these Clauses.
- c. Notwithstanding paragraph (b), the data exporter shall be liable to the data subject, and the data subject shall be entitled to receive compensation, for any material or non-material damages the data exporter or the data importer (or its sub-processor) causes the data subject by breaching the third-party beneficiary rights under these Clauses. This is without prejudice to the liability of the data exporter and, where the data exporter is a processor acting on behalf of a controller, to the liability of the controller under Regulation (EU) 2016/679 or Regulation (EU) 2018/1725, as applicable.
- d. The Parties agree that if the data exporter is held liable under paragraph (c) for damages caused by the data importer (or its sub-processor), it shall be entitled to claim back from the data importer that part of the compensation corresponding to the data importer's responsibility for the damage.
- e. Where more than one Party is responsible for any damage caused to the data subject as a result of a breach of these Clauses, all responsible Parties shall be jointly and severally liable and the data subject is entitled to bring an action in court against any of these Parties.
- f. The Parties agree that if one Party is held liable under paragraph (e), it shall be entitled to claim back from the other Party/ies that part of the compensation corresponding to its / their responsibility for the damage.
- g. The data importer may not invoke the conduct of a sub-processor to avoid its own liability.

Clause 13: Supervision

a. Where the data exporter is established in an EU Member State: The supervisory authority with responsibility for ensuring compliance by the data exporter with Regulation (EU) 2016/679 as regards the data transfer, as indicated in Annex I.C, shall act as competent supervisory authority.

Where the data exporter is not established in an EU Member State, but falls within the territorial scope of application of Regulation (EU) 2016/679 in accordance with its Article 3(2) and has appointed a representative pursuant to Article 27(1) of Regulation (EU) 2016/679: The supervisory authority of the Member State in which the representative within the meaning of Article 27(1) of Regulation (EU) 2016/679 is established, as indicated in Annex I.C, shall act as competent supervisory authority.

Where the data exporter is not established in an EU Member State, but falls within the territorial scope of application of Regulation (EU) 2016/679 in accordance with its Article 3(2) without however having to appoint a representative pursuant to Article 27(2) of Regulation (EU) 2016/679: The supervisory authority of one of the Member States in which the data subjects whose personal data is transferred under these Clauses in relation to the offering of goods or services to them, or whose behaviour is monitored, are located, as indicated in Annex I.C, shall act as competent supervisory authority.

b. The data importer agrees to submit itself to the jurisdiction of and cooperate with the competent supervisory authority in any procedures aimed at ensuring compliance with these Clauses. In particular, the data importer agrees to respond to enquiries, submit to audits and comply with the measures adopted by the supervisory authority,

including remedial and compensatory measures. It shall provide the supervisory authority with written confirmation that the necessary actions have been taken.

Section III – LOCAL LAWS AND OBLIGATIONS IN CASE OF ACCESS BY PUBLIC AUTHORITIES

Clause 14: Local laws and practices affecting compliance with the Clauses

- a. The Parties warrant that they have no reason to believe that the laws and practices in the third country of destination applicable to the processing of the personal data by the data importer, including any requirements to disclose personal data or measures authorising access by public authorities, prevent the data importer from fulfilling its obligations under these Clauses. This is based on the understanding that laws and practices that respect the essence of the fundamental rights and freedoms and do not exceed what is necessary and proportionate in a democratic society to safeguard one of the objectives listed in Article 23(1) of Regulation (EU) 2016/679, are not in contradiction with these Clauses.
- b. The Parties declare that in providing the warranty in paragraph (a), they have taken due account in particular of the following elements:
 - i. the specific circumstances of the transfer, including the length of the processing chain, the number of actors involved and the transmission channels used; intended onward transfers; the type of recipient; the purpose of processing; the categories and format of the transferred personal data; the economic sector in which the transfer occurs; the storage location of the data transferred;
 - ii. the laws and practices of the third country of destination– including those requiring the disclosure of data to public authorities or authorising access by such authorities – relevant in light of the specific circumstances of the transfer, and the applicable limitations and safeguards;
 - iii. any relevant contractual, technical or organisational safeguards put in place to supplement the safeguards under these Clauses, including measures applied during transmission and to the processing of the personal data in the country of destination.
- c. The data importer warrants that, in carrying out the assessment under paragraph (b), it has made its best efforts to provide the data exporter with relevant information and agrees that it will continue to cooperate with the data exporter in ensuring compliance with these Clauses.
- d. The Parties agree to document the assessment under paragraph (b) and make it available to the competent supervisory authority on request.
- e. The data importer agrees to notify the data exporter promptly if, after having agreed to these Clauses and for the duration of the contract, it has reason to believe that it is or has become subject to laws or practices not in line with the requirements under paragraph (a), including following a change in the laws of the third country or a measure (such as a disclosure request) indicating an application of such laws in practice that is not in line with the requirements in paragraph (a).
- f. Following a notification pursuant to paragraph (e), or if the data exporter otherwise has reason to believe that the data importer can no longer fulfil its obligations under these Clauses, the data exporter shall promptly identify appropriate measures (e.g. technical or organisational measures to ensure security and confidentiality) to be adopted by the data exporter and/or data importer to address the situation. The data exporter shall suspend the data transfer if

it considers that no appropriate safeguards for such transfer can be ensured, or if instructed by the competent supervisory authority to do so. In this case, the data exporter shall be entitled to terminate the contract, insofar as it concerns the processing of personal data under these Clauses. If the contract involves more than two Parties, the data exporter may exercise this right to termination only with respect to the relevant Party, unless the Parties have agreed otherwise. Where the contract is terminated pursuant to this Clause, Clause 16(d) and (e) shall apply.

Clause 15: Obligations of the data importer in case of access by public authorities

15.1 Notification

- a. The data importer agrees to notify the data exporter and, where possible, the data subject promptly (if necessary with the help of the data exporter) if it:
 - i. receives a legally binding request from a public authority, including judicial authorities, under the laws of the country of destination for the disclosure of personal data transferred pursuant to these Clauses; such notification shall include information about the personal data requested, the requesting authority, the legal basis for the request and the response provided; or
 - ii. becomes aware of any direct access by public authorities to personal data transferred pursuant to these Clauses in accordance with the laws of the country of destination; such notification shall include all information available to the importer.
- b. If the data importer is prohibited from notifying the data exporter and/or the data subject under the laws of the country of destination, the data importer agrees to use its best efforts to obtain a waiver of the prohibition, with a view to communicating as much information as possible, as soon as possible. The data importer agrees to document its best efforts in order to be able to demonstrate them on request of the data exporter.
- c. Where permissible under the laws of the country of destination, the data importer agrees to provide the data exporter, at regular intervals for the duration of the contract, with as much relevant information as possible on the requests received (in particular, number of requests, type of data requested, requesting authority/ies, whether requests have been challenged and the outcome of such challenges, etc.).
- d. The data importer agrees to preserve the information pursuant to paragraphs (a) to (c) for the duration of the contract and make it available to the competent supervisory authority on request.
- e. Paragraphs (a) to (c) are without prejudice to the obligation of the data importer pursuant to Clause 14(e) and Clause 16 to inform the data exporter promptly where it is unable to comply with these Clauses.

15.2 Review of legality and data minimisation

- a. The data importer agrees to review the legality of the request for disclosure, in particular whether it remains within the powers granted to the requesting public authority, and to challenge the request if, after careful assessment, it concludes that there are reasonable grounds to consider that the request is unlawful under the laws of the country of destination, applicable obligations under international law and principles of international comity. The data importer shall, under the same conditions, pursue possibilities of appeal. When challenging a request, the data importer shall seek interim measures with a view to suspending the effects of the request until the competent judicial authority has

decided on its merits. It shall not disclose the personal data requested until required to do so under the applicable procedural rules. These requirements are without prejudice to the obligations of the data importer under Clause 14(e).

b. The data importer agrees to document its legal assessment and any challenge to the request for disclosure and, to the extent permissible under the laws of the country of destination, make the documentation available to the data exporter. It shall also make it available to the competent supervisory authority on request.

c. The data importer agrees to provide the minimum amount of information permissible when responding to a request for disclosure, based on a reasonable interpretation of the request.

Section IV – FINAL PROVISIONS

Clause 16: Non-compliance with the Clauses and termination

a. The data importer shall promptly inform the data exporter if it is unable to comply with these Clauses, for whatever reason.

b. In the event that the data importer is in breach of these Clauses or unable to comply with these Clauses, the data exporter shall suspend the transfer of personal data to the data importer until compliance is again ensured or the contract is terminated. This is without prejudice to Clause 14(f).

c. The data exporter shall be entitled to terminate the contract, insofar as it concerns the processing of personal data under these Clauses, where:

i. the data exporter has suspended the transfer of personal data to the data importer pursuant to paragraph (b) and compliance with these Clauses is not restored within a reasonable time and in any event within one month of suspension;

ii. the data importer is in substantial or persistent breach of these Clauses; or

iii. the data importer fails to comply with a binding decision of a competent court or supervisory authority regarding its obligations under these Clauses.

In these cases, it shall inform the competent supervisory authority of such non-compliance. Where the contract involves more than two Parties, the data exporter may exercise this right to termination only with respect to the relevant Party, unless the Parties have agreed otherwise.

d. Personal data that has been transferred prior to the termination of the contract pursuant to paragraph (c) shall at the choice of the data exporter immediately be returned to the data exporter or deleted in its entirety. The same shall apply to any copies of the data. The data importer shall certify the deletion of the data to the data exporter. Until the data is deleted or returned, the data importer shall continue to ensure compliance with these Clauses. In case of local laws applicable to the data importer that prohibit the return or deletion of the transferred personal data, the data importer warrants that it will continue to ensure compliance with these Clauses and will only process the data to the extent and for as long as required under that local law.

e. Either Party may revoke its agreement to be bound by these Clauses where (i) the European Commission adopts a decision pursuant to Article 45(3) of Regulation (EU) 2016/679 that covers the transfer of personal data to which these Clauses apply; or (ii) Regulation (EU) 2016/679 becomes part of the legal framework of the country to which the personal data is transferred. This is without prejudice to other obligations applying to the processing in question under Regulation (EU) 2016/679.

Clause 17: Governing law

These Clauses shall be governed by the law of one of the EU Member States, provided such law allows for third-party beneficiary rights. The Parties agree that this shall be the law of The Netherlands.

Clause 18: Choice of forum and jurisdiction

- a. Any dispute arising from these Clauses shall be resolved by the courts of an EU Member State.
- b. The Parties agree that those shall be the courts of The Netherlands (specify Member State).
- c. A data subject may also bring legal proceedings against the data exporter and/or data importer before the courts of the Member State in which he/she has his/her habitual residence.
- d. The Parties agree to submit themselves to the jurisdiction of such courts.

APPENDIX TO SCHEDULE E (SCCS MODULE B)

ANNEX I**A. LIST OF PARTIES**

See Schedule A to the DPA

B. DESCRIPTION OF TRANSFER

See Schedule B to the DPA

C. COMPETENT SUPERVISORY AUTHORITY

See Schedule B to the DPA

ANNEX II - TECHNICAL AND ORGANISATIONAL MEASURES INCLUDING TECHNICAL AND ORGANISATIONAL MEASURES TO ENSURE THE SECURITY OF THE DATA

See Schedule C to the DPA

SCHEDULE F: STANDARD CONTRACTUAL CLAUSES

MODULE 4: PROCESSOR TO CONTROLLER TRANSFER

Section I**Clause 1: Purpose and scope**

- a. The purpose of these standard contractual clauses is to ensure compliance with the requirements of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation) for the transfer of personal data to a third country.

b. The Parties:

i. the natural or legal person(s), public authority/ies, agency/ies or other body/ies (hereinafter “entity/ies”) transferring the personal data, as listed in Annex I.A. (hereinafter each “data exporter”), and

ii. the entity/ies in a third country receiving the personal data from the data exporter, directly or indirectly via another entity also Party to these Clauses, as listed in Annex I.A. (hereinafter each “data importer”)

have agreed to these standard contractual clauses (hereinafter: “Clauses”).

c. These Clauses apply with respect to the transfer of personal data as specified in Annex I.B.

d. The Appendix to these Clauses containing the Annexes referred to therein forms an integral part of these Clauses.

Clause 2: Effect and invariability of the Clauses

a. These Clauses set out appropriate safeguards, including enforceable data subject rights and effective legal remedies, pursuant to Article 46(1) and Article 46 (2)(c) of Regulation (EU) 2016/679 and, with respect to data transfers from controllers to processors and/or processors to processors, standard contractual clauses pursuant to Article 28(7) of Regulation (EU) 2016/679, provided they are not modified, except to select the appropriate Module(s) or to add or update information in the Appendix. This does not prevent the Parties from including the standard contractual clauses laid down in these Clauses in a wider contract and/or to add other clauses or additional safeguards, provided that they do not contradict, directly or indirectly, these Clauses or prejudice the fundamental rights or freedoms of data subjects.

b. These Clauses are without prejudice to obligations to which the data exporter is subject by virtue of Regulation (EU) 2016/679.

Clause 3: Third-party beneficiaries

a. Data subjects may invoke and enforce these Clauses, as third-party beneficiaries, against the data exporter and/or data importer, with the following exceptions:

i. Clause 1, Clause 2, Clause 3, Clause 6, Clause 7;

ii. Clause 8 - Clause 8.1 (b) and Clause 8.3(b);

iii. Clause 15.1(c), (d) and (e);

iv. Clause 16(e);

v. Clause 18.

b. Paragraph (a) is without prejudice to rights of data subjects under Regulation (EU) 2016/679.

Clause 4: Interpretation

a. Where these Clauses use terms that are defined in Regulation (EU) 2016/679, those terms shall have the same meaning as in that Regulation.

b. These Clauses shall be read and interpreted in the light of the provisions of Regulation (EU) 2016/679.

c. These Clauses shall not be interpreted in a way that conflicts with rights and obligations provided for in Regulation (EU) 2016/679.

Clause 5: Hierarchy

In the event of a contradiction between these Clauses and the provisions of related agreements between the Parties, existing at the time these Clauses are agreed or entered into thereafter, these Clauses shall prevail.

Clause 6: Description of the transfer(s)

The details of the transfer(s), and in particular the categories of personal data that are transferred and the purpose(s) for which they are transferred, are specified in Annex I.B.

Clause 7: Docking clause

- a. An entity that is not a Party to these Clauses may, with the agreement of the Parties, accede to these Clauses at any time, either as a data exporter or as a data importer, by completing the Appendix and signing Annex I.A.
- b. Once it has completed the Appendix and signed Annex I.A, the acceding entity shall become a Party to these Clauses and have the rights and obligations of a data exporter or data importer in accordance with its designation in Annex I.A.
- c. The acceding entity shall have no rights or obligations arising under these Clauses from the period prior to becoming a Party.

Section II – OBLIGATIONS OF THE PARTIES**Clause 8: Data protection safeguards**

The data exporter warrants that it has used reasonable efforts to determine that the data importer is able, through the implementation of appropriate technical and organisational measures, to satisfy its obligations under these Clauses.

8.1 Instructions

- a. The data exporter shall process the personal data only on documented instructions from the data importer acting as its controller.
- b. The data exporter shall immediately inform the data importer if it is unable to follow those instructions, including if such instructions infringe Regulation (EU) 2016/679 or other Union or Member State data protection law.
- c. The data importer shall refrain from any action that would prevent the data exporter from fulfilling its obligations under Regulation (EU) 2016/679, including in the context of sub-processing or as regards cooperation with competent supervisory authorities.
- d. After the end of the provision of the processing services, the data exporter shall, at the choice of the data importer, delete all personal data processed on behalf of the data importer and certify to the data importer that it has done so, or return to the data importer all personal data processed on its behalf and delete existing copies.

8.2 Security of processing

- a. The Parties shall implement appropriate technical and organisational measures to ensure the security of the data, including during transmission, and protection against a breach of security leading to accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access (hereinafter “personal data breach”). In assessing the appropriate level of security, they shall take due account of the state of the art, the costs of implementation, the nature of the personal data, the nature, scope, context and purpose(s) of processing and the risks involved in the processing for the data subjects, and in particular consider having recourse to encryption or pseudonymisation, including during transmission, where the purpose of processing can be fulfilled in that manner.
- b. The data exporter shall assist the data importer in ensuring appropriate security of the data in accordance with paragraph (a). In case of a personal data breach concerning the personal data processed by the data exporter under

these Clauses, the data exporter shall notify the data importer without undue delay after becoming aware of it and assist the data importer in addressing the breach.

c. The data exporter shall ensure that persons authorised to process the personal data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality.

8.3 Documentation and compliance

a. The Parties shall be able to demonstrate compliance with these Clauses.

b. The data exporter shall make available to the data importer all information necessary to demonstrate compliance with its obligations under these Clauses and allow for and contribute to audits.

Clause 9: Use of sub-processors Clause 10: Data subject rights

The Parties shall assist each other in responding to enquiries and requests made by data subjects under the local law applicable to the data importer or, for data processing by the data exporter in the EU, under Regulation (EU) 2016/679.

Clause 11: Redress

a. The data importer shall inform data subjects in a transparent and easily accessible format, through individual notice or on its website, of a contact point authorised to handle complaints. It shall deal promptly with any complaints it receives from a data subject.

Clause 12: Liability

a. Each Party shall be liable to the other Party/ies for any damages it causes the other Party/ies by any breach of these Clauses.

b. Each Party shall be liable to the data subject, and the data subject shall be entitled to receive compensation, for any material or non-material damages that the Party causes the data subject by breaching the third-party beneficiary rights under these Clauses. This is without prejudice to the liability of the data exporter under Regulation (EU) 2016/679.

c. Where more than one Party is responsible for any damage caused to the data subject as a result of a breach of these Clauses, all responsible Parties shall be jointly and severally liable and the data subject is entitled to bring an action in court against any of these Parties.

d. The Parties agree that if one Party is held liable under paragraph (c), it shall be entitled to claim back from the other Party/ies that part of the compensation corresponding to its / their responsibility for the damage.

e. The data importer may not invoke the conduct of a processor or sub-processor to avoid its own liability.

Clause 13: Supervision

Section III – LOCAL LAWS AND OBLIGATIONS IN CASE OF ACCESS BY PUBLIC AUTHORITIES

Clause 14: Local laws and practices affecting compliance with the Clauses

a. The Parties warrant that they have no reason to believe that the laws and practices in the third country of destination applicable to the processing of the personal data by the data importer, including any requirements to disclose personal data or measures authorising access by public authorities, prevent the data importer from fulfilling its obligations under these Clauses. This is based on the understanding that laws and practices that respect the

essence of the fundamental rights and freedoms and do not exceed what is necessary and proportionate in a democratic society to safeguard one of the objectives listed in Article 23(1) of Regulation (EU) 2016/679, are not in contradiction with these Clauses.

b. The Parties declare that in providing the warranty in paragraph (a), they have taken due account in particular of the following elements:

i. the specific circumstances of the transfer, including the length of the processing chain, the number of actors involved and the transmission channels used; intended onward transfers; the type of recipient; the purpose of processing; the categories and format of the transferred personal data; the economic sector in which the transfer occurs; the storage location of the data transferred;

ii. the laws and practices of the third country of destination– including those requiring the disclosure of data to public authorities or authorising access by such authorities – relevant in light of the specific circumstances of the transfer, and the applicable limitations and safeguards;

iii. any relevant contractual, technical or organisational safeguards put in place to supplement the safeguards under these Clauses, including measures applied during transmission and to the processing of the personal data in the country of destination.

c. The data importer warrants that, in carrying out the assessment under paragraph (b), it has made its best efforts to provide the data exporter with relevant information and agrees that it will continue to cooperate with the data exporter in ensuring compliance with these Clauses.

d. The Parties agree to document the assessment under paragraph (b) and make it available to the competent supervisory authority on request.

e. The data importer agrees to notify the data exporter promptly if, after having agreed to these Clauses and for the duration of the contract, it has reason to believe that it is or has become subject to laws or practices not in line with the requirements under paragraph (a), including following a change in the laws of the third country or a measure (such as a disclosure request) indicating an application of such laws in practice that is not in line with the requirements in paragraph (a).

f. Following a notification pursuant to paragraph (e), or if the data exporter otherwise has reason to believe that the data importer can no longer fulfil its obligations under these Clauses, the data exporter shall promptly identify appropriate measures (e.g. technical or organisational measures to ensure security and confidentiality) to be adopted by the data exporter and/or data importer to address the situation. The data exporter shall suspend the data transfer if it considers that no appropriate safeguards for such transfer can be ensured, or if instructed by the competent supervisory authority to do so. In this case, the data exporter shall be entitled to terminate the contract, insofar as it concerns the processing of personal data under these Clauses. If the contract involves more than two Parties, the data exporter may exercise this right to termination only with respect to the relevant Party, unless the Parties have agreed otherwise. Where the contract is terminated pursuant to this Clause, Clause 16(d) and (e) shall apply.

Clause 15: Obligations of the data importer in case of access by public authorities

15.1 Notification

- a. The data importer agrees to notify the data exporter and, where possible, the data subject promptly (if necessary with the help of the data exporter) if it:
 - i. receives a legally binding request from a public authority, including judicial authorities, under the laws of the country of destination for the disclosure of personal data transferred pursuant to these Clauses; such notification shall include information about the personal data requested, the requesting authority, the legal basis for the request and the response provided; or
 - ii. becomes aware of any direct access by public authorities to personal data transferred pursuant to these Clauses in accordance with the laws of the country of destination; such notification shall include all information available to the importer.
- b. If the data importer is prohibited from notifying the data exporter and/or the data subject under the laws of the country of destination, the data importer agrees to use its best efforts to obtain a waiver of the prohibition, with a view to communicating as much information as possible, as soon as possible. The data importer agrees to document its best efforts in order to be able to demonstrate them on request of the data exporter.
- c. Where permissible under the laws of the country of destination, the data importer agrees to provide the data exporter, at regular intervals for the duration of the contract, with as much relevant information as possible on the requests received (in particular, number of requests, type of data requested, requesting authority/ies, whether requests have been challenged and the outcome of such challenges, etc.).
- d. The data importer agrees to preserve the information pursuant to paragraphs (a) to (c) for the duration of the contract and make it available to the competent supervisory authority on request.
- e. Paragraphs (a) to (c) are without prejudice to the obligation of the data importer pursuant to Clause 14(e) and Clause 16 to inform the data exporter promptly where it is unable to comply with these Clauses.

15.2 Review of legality and data minimisation

- a. The data importer agrees to review the legality of the request for disclosure, in particular whether it remains within the powers granted to the requesting public authority, and to challenge the request if, after careful assessment, it concludes that there are reasonable grounds to consider that the request is unlawful under the laws of the country of destination, applicable obligations under international law and principles of international comity. The data importer shall, under the same conditions, pursue possibilities of appeal. When challenging a request, the data importer shall seek interim measures with a view to suspending the effects of the request until the competent judicial authority has decided on its merits. It shall not disclose the personal data requested until required to do so under the applicable procedural rules. These requirements are without prejudice to the obligations of the data importer under Clause 14(e).
- b. The data importer agrees to document its legal assessment and any challenge to the request for disclosure and, to the extent permissible under the laws of the country of destination, make the documentation available to the data exporter. It shall also make it available to the competent supervisory authority on request.
- c. The data importer agrees to provide the minimum amount of information permissible when responding to a request for disclosure, based on a reasonable interpretation of the request.

Section IV – FINAL PROVISIONS

Clause 16: Non-compliance with the Clauses and termination

a. The data importer shall promptly inform the data exporter if it is unable to comply with these Clauses, for whatever reason.

b. In the event that the data importer is in breach of these Clauses or unable to comply with these Clauses, the data exporter shall suspend the transfer of personal data to the data importer until compliance is again ensured or the contract is terminated. This is without prejudice to Clause 14(f).

c. The data exporter shall be entitled to terminate the contract, insofar as it concerns the processing of personal data under these Clauses, where:

- i. the data exporter has suspended the transfer of personal data to the data importer pursuant to paragraph (b) and compliance with these Clauses is not restored within a reasonable time and in any event within one month of suspension;
- ii. the data importer is in substantial or persistent breach of these Clauses; or
- iii. the data importer fails to comply with a binding decision of a competent court or supervisory authority regarding its obligations under these Clauses.

In these cases, it shall inform the competent supervisory authority of such non-compliance. Where the contract involves more than two Parties, the data exporter may exercise this right to termination only with respect to the relevant Party, unless the Parties have agreed otherwise.

d. Personal data collected by the data exporter in the EU that has been transferred prior to the termination of the contract pursuant to paragraph (c) shall immediately be deleted in its entirety, including any copy thereof. The data importer shall certify the deletion of the data to the data exporter. Until the data is deleted or returned, the data importer shall continue to ensure compliance with these Clauses. In case of local laws applicable to the data importer that prohibit the return or deletion of the transferred personal data, the data importer warrants that it will continue to ensure compliance with these Clauses and will only process the data to the extent and for as long as required under that local law.

e. Either Party may revoke its agreement to be bound by these Clauses where (i) the European Commission adopts a decision pursuant to Article 45(3) of Regulation (EU) 2016/679 that covers the transfer of personal data to which these Clauses apply; or (ii) Regulation (EU) 2016/679 becomes part of the legal framework of the country to which the personal data is transferred. This is without prejudice to other obligations applying to the processing in question under Regulation (EU) 2016/679.

Clause 17: Governing law

These Clauses shall be governed by the law of a country allowing for third-party beneficiary rights. The Parties agree that this shall be the law of The Netherlands (*specify country*).

Clause 18: Choice of forum and jurisdiction

Any dispute arising from these Clauses shall be resolved by the courts of The Netherlands (*specify country*).

APPENDIX TO SCHEDULE F (SCCS MODULE 4)**ANNEX I**

A. LIST OF PARTIES

See Schedule A to the DPA

B. DESCRIPTION OF TRANSFER

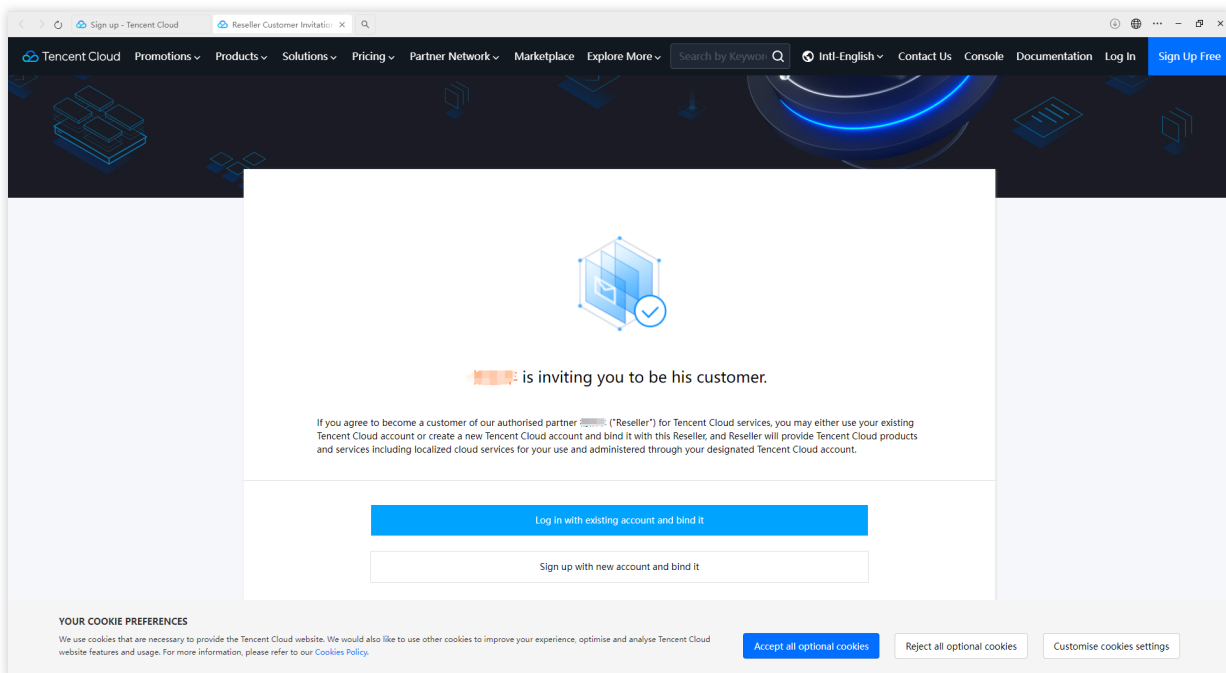
See Schedule B to the DPA

Customer Invited to Bind as a Customer

Last updated : 2024-05-10 10:28:30

1. Binding Methods

Click the dealer's invitation link, choose "Log in with existing account and bind it" or "Sign up with new account and bind it" to bind as a customer.



2. Account Registration

Step 1: Click the dealer's invitation link to enter the registration page and fill in the information. (It is required to enter through the invitation link.)

Step 2: Complete the account information, including the company name, address, mobile number, etc. After submitting the information, please wait for the dealer to review it. Once the information is approved, you will be successfully bound to the dealer and can log in to the console.

Product Purchase

Last updated : 2024-09-19 17:53:54

Reseller customers can log in to the Tencent Cloud console to purchase products, including monthly subscription and pay-as-you-go products.

Directions

Monthly Subscription Products (with CBS as an Example)

1. Log in to the [console](#) and select **Cloud Block Storage**.
2. Click **Create** to enter the product purchase page.
3. Set the information of the purchased product according to your business requirements and then click **OK**.

Purchase Data Disk

i 1. Elastic cloud disk can ONLY be attached to instances in the same AZ.
 2. After purchase, the data disk needs to be attached to an instance and initialized before use. [Learn more](#)

AZ * Guangzhou Zone 3(0) Guangzhou Zone 4(0) Guangzhou Zone 6(0)
Guangzhou Zone 7(0)

Note: You don't have instances in the current AZ. Cloud disk does not support cross-AZ attaching and AZ changing.

Cloud Disk Type **i** * Enhanced SSD Premium Cloud Disk Balanced SSD SSD Cloud Disk

The performance of Enhanced SSD is only guaranteed when it's attached to S5, M5, SA2, IT3, and D3 models created after August 1, 2020, and all later generation models.

Quick Disk Creation **i** Create Cloud Disk with Snapshot

Capacity *

200GiB
500GiB
1000GiB
32000GiB
-
70
+
GiB

Peak performance: 5300 Random IOPS , throughput: 155 MiB/s

Disk Name Optional

Data backup points **i**

90% off
20% off
50% off
7
-
50% off
+

0 1 2 3 4 5 6 7 500

After the data backup point is enabled, the historical data of yesterday will be retained automatically for the cloud disk, mitigating data risks due to maloperations and intrusions.

Billing Mode * Monthly Subscription Pay-as-You-Go

Initialize data disk ⓘ Select the target instance to attach and complete the initialization. ! To initial the data disk, please go to the CAM console for authorization.

Purchase Quantity * - 1 +

Purchase Validity Period * 1 month 2 3 17% off 30% off 50% off 50% off 50% off
Other Duration

Auto-renewal Auto-renew the device every month when my account has sufficient balance

▶ **Advanced**

Total price \$ ██████████ [Configuration fee details](#)

OK Close

4. After confirming the order information, you can view the product list. Click **Submit Order** for payment.

Please confirm the following product information [Go Back to Modify Configuration](#)

Product List

Cloud Block Storage ██████████ USD

Unit Price: █████ USD/month

Quantity: 1

Payment Mode: Prepaid

Term: 1month

Disk Usage: Data Disk

Disk Size: 70 GB

Disk Type: High-Performance SSD Cloud Disk

Disk Name: Unnamed

Throughput Performance: 0

Disk Backup Quota: 7

Availability Zone: ap-guangzhou-3

Check the Fees

| | |
|------------------------|-------------------------------------|
| Cloud Block Storage x1 | 10.48313USD |
| Upfront Payment: | Saved 6.87687 USD ██████████ USD |
| Tax: | +0.00 USD ⓘ |
| Total | ██████████ USD |

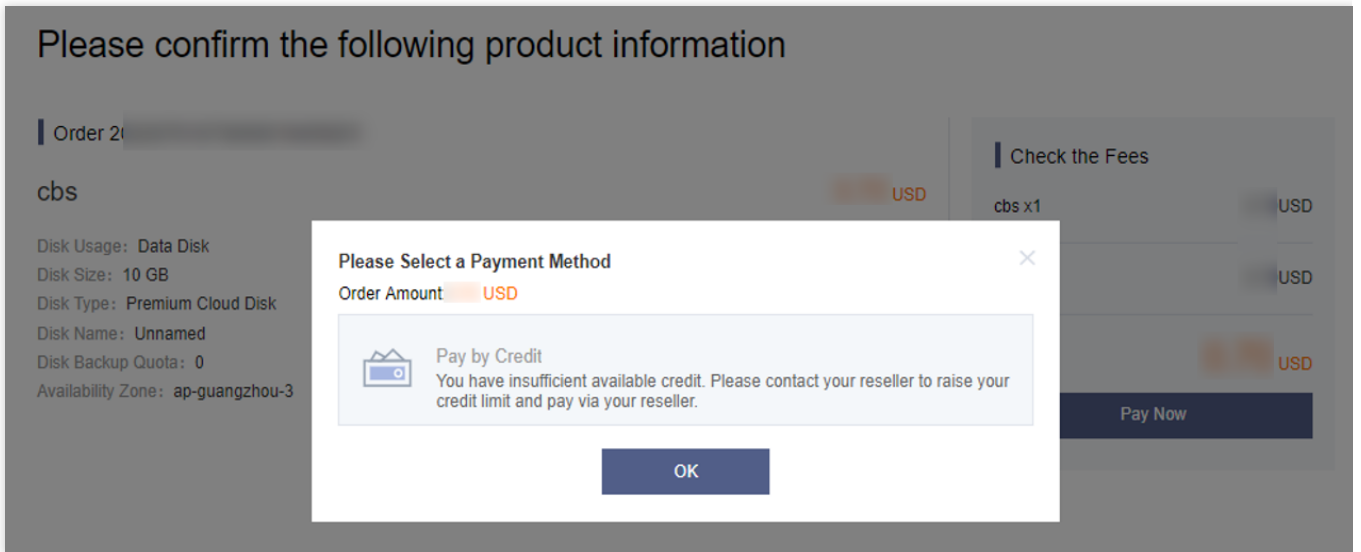
Submit Order

5. In the pop-up **Payment** window, set the payment method for the order and follow the interface prompts to complete the payment.

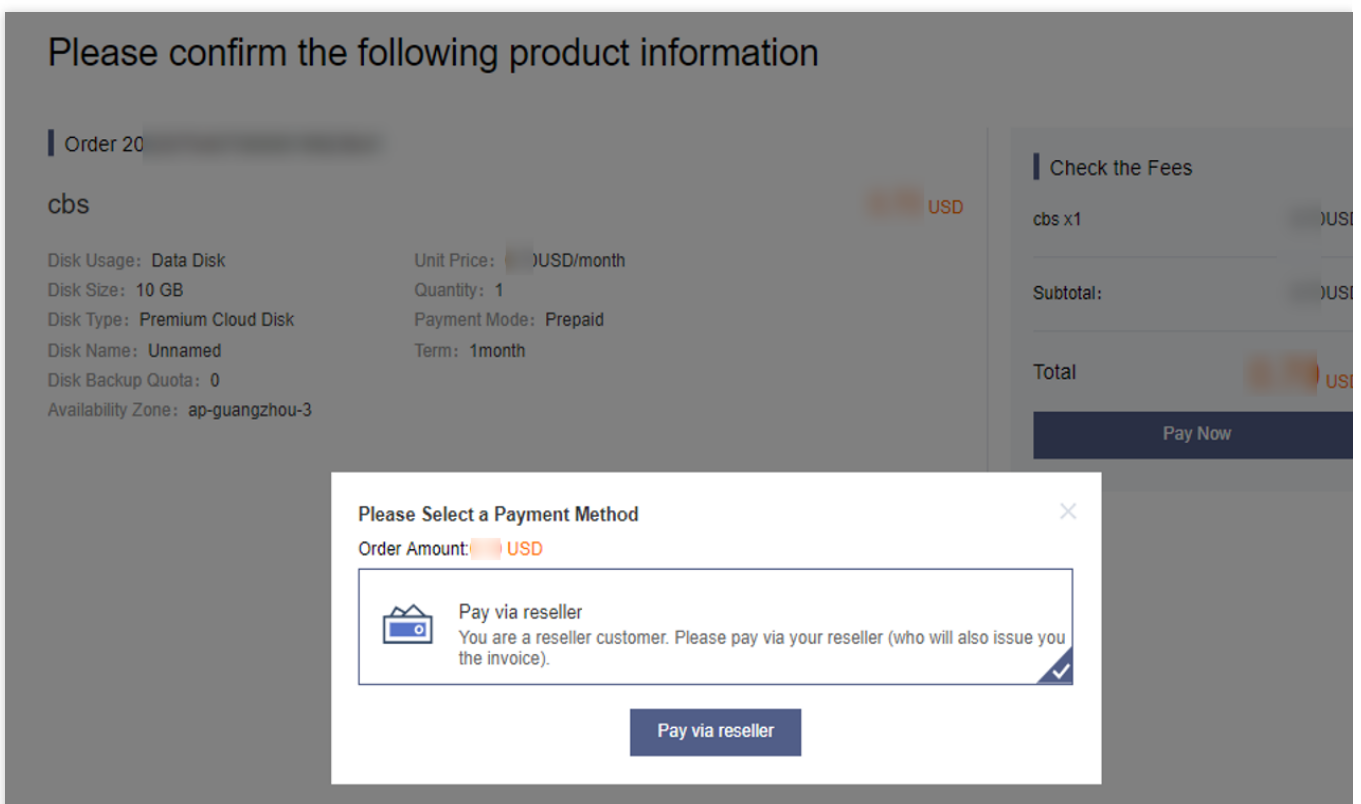
If the available customer credit is insufficient, a pop-up window will appear as follows.

Note:

You should contact your reseller for repayment or raising your credit limit and then submit the order again.

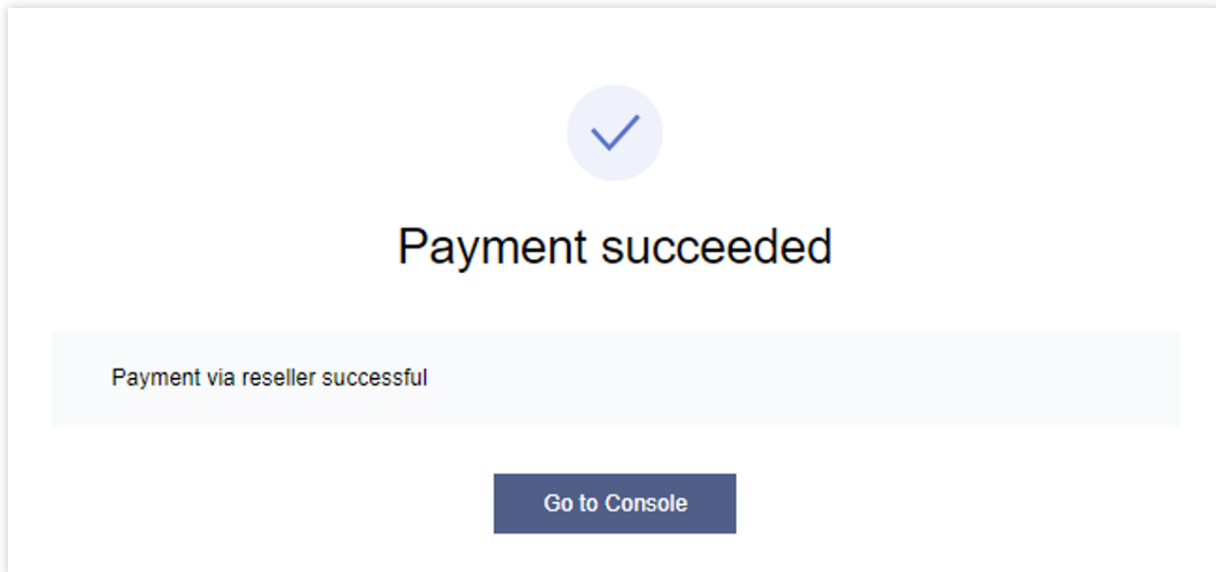


If the customer credit is sufficient, select **Pay via reseller**.



6. View the payment result.

When the reseller credit is sufficient, the order will be automatically paid. Customers can view a corresponding resource instance in the console for the purchased product.

**Note:**

To return monthly subscription products, you can [submit a ticket](#). Configuration upgrading or downgrading is not supported yet for monthly subscription products.

Pay-as-You-Go Products (with CVM as an Example)

1. In the cloud product navigation bar, select **Cloud Virtual Machine**.
2. Click **Buy Now** on the product introduction page.
3. Set the CVM configuration information according to your business requirements.

(Adequate Inventory)

| | | | | | | | | |
|--------------|--------------|--------|------|---------|---------------------------|--------|-----------|----------|
| Standard SA5 | SA5.XLARGE64 | 32Core | 64GB | ~3.1GHZ | AMD EPYC Bergamo(~3.1GHz) | 10Gbps | 2800k PPS | USD/hour |
|--------------|--------------|--------|------|---------|---------------------------|--------|-----------|----------|

(Adequate Inventory)

Total 18 items

1
2

Image

Public image
Custom image
Shared image

TencentOS

OpenCloudOS

CentOS

Windows

Ubuntu

Debian

TencentOS Server 3.1 (TK4)
▼

[Instructions](#)
The operating system can be changed after the purchase. You can go to the console to [Reinstall system](#).

Storage

| Usage | Model | Capacity | Quantity | Total performance | Release upon instance |
|-------------|----------------|-----------|----------|---|-----------------------|
| System disk | Balanced SSD ▼ | - 50 + GB | 1 | Basic performance: IOPS: 2550, bandwidth: 110 MIB/s | |

+ Add data disk You can add 20 more data disk(s).

Data Backup Fees Configure backup points (Up to 90% off)

Each backup point saves the data of a day. You can configure the number of backup days (the number of backup points is equal to that of the backup days)

Selected SA5.MEDIUM4 (Standard SA5, 2C4G) Quantity - 1 +

Configuration fee \$

Amount saved \$

Next: Configure network and host

4. After confirming the configuration information, check **I have read and agree to "Tencent Cloud Service Terms"** and then click **Enable**.

Custom configuration

✓ Select basic configurations
✓ Configure network and host
3 Confirm configuration

Selected configurations

Basic and instance configurations

| | | | | | |
|------------------|---|--------|--|-------------------|--|
| CVM billing mode | Pay-as-you-go | Region | Guangzhou | Availability zone | Guangzhou Zone 3 Switch to the recommended availability zone |
| Instance | S5ne.19XLARGE298 (Standard Network-optimized S5ne, 76C298G) | Image | Public image TencentOS img-9ax1k53 TencentOS Server 2.4 (TK4) 20GB | System disk | Premium cloud disk 50 GiB |
| Data disk | Not set | | | | |

Network and security group

| | | | | | |
|-----------|--|------------------------|---|----------------|--------------------------------------|
| Network | vpc-ejqabbcx Default-VPC (default) 172.16.0.0/16 | Subnet | subnet-g3ufijuc Default-Subnet (default) 172.16.16.0/20 | Private IP | Not assigned |
| Public IP | Not assigned | Bandwidth billing mode | Bill by traffic 5Mbps | Security group | sg-flajpdvl 自定义模板-2023051215414626 |

Other settings

Set password

Save as template
Generate API Explorer best practice scripts

Terms and Agreement I have read and agree to "Tencent Cloud Service Terms"

Selected S5ne.19XLARGE298 (Standard Network-optimized S5ne, 76C298G) Quantity - 1 +

Configuration fee \$ 0.00

Back Enter

5. When a pay-as-you-go instance is enabled, a certain amount of your account balance is frozen. The frozen amount is calculated as **Unit price for the product configuration x Duration x Adjustment coefficient**. It cannot be deducted using vouchers and will be unfrozen after the resource is unsubscribed and released.

Note:

If the available customer credit is less than the amount to be frozen, an error message will appear as follows. You should contact your reseller for repayment or raising your credit limit and then enable the instance again.

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Page 347 of 407

Network and security group Edit

| | | | | | |
|-----------|--|------------------------|---|----------------|--------------------------------------|
| Network | vpc-ejqabbcx Default-VPC (default) 172.16.0.0/16 | Subnet | subnet-g3ufijuc Default-Subnet (default) 172.16.16.0/20 | Private IP | Not assigned |
| Public IP | Not assigned | Bandwidth billing mode | Bill by traffic 5Mbps | Security group | sg-flajpdvl 自定义模板-2023051215414626 |

Other settings Set password

Save as template Generate API Explorer best practice scripts

Terms and Agreement I have read and agree to "Tencent Cloud Service Terms"

Selected S5ne.19XLARGE298 (Standard Network-optimized S5ne, 76C298G) Quantity

Configuration fee \$ 0.00 Back Enable

Your account balance is not enough for the amount to be frozen for purchasing pay-as-you-go instances. Vouchers cannot be used for freezing. Please top up your account first up now [Any questions?](#)

6. Once enabled, the CVM instance will be displayed on the Cloud Virtual Machine page of your Tencent Cloud console. You can view the product status. If the status is **Running**, you can use the CVM instance just purchased.

Instances Instance

Guangzhou 17 Other regions(81)

Create Start up Shutdown Restart Reset password Terminate/Return More actions

If you enter multiple keywords, only exact matching is supported. Separate keywords with "|", and separate tags using the Enter key. View instances pending reposition

| ID/Name | Monitoring | Status | Availability zone | Instance type | Instance configuration | Primary IP v4 | Instance billing mode | Network billing mode | Project | Tag (key/value) | Operation |
|---------|------------|--|-------------------|---------------|------------------------|---------------|-----------------------|----------------------|---------|-----------------|---|
| | | Running | | | | | | | | | Log in More |
| | | Running | | | | | | | | | Log in More |
| | | Running | | | | | | | | | Log in More |

FAQs

For issues related to account freezing, see [Frozen Funds](#).

Account Management

Voucher

Last updated : 2024-12-09 09:55:23

Note:

When you apply for a refund, the voucher cannot be refunded. For detailed rules, see [Refunds](#).

Applying for a Voucher

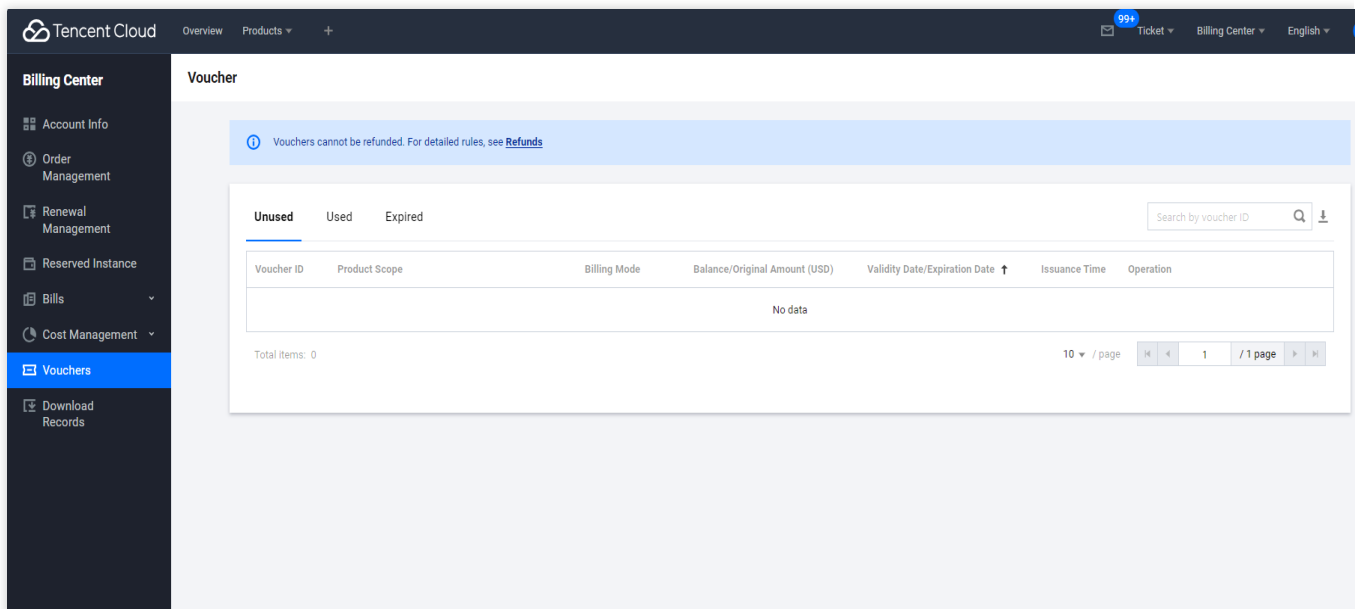
Customers' vouchers are managed by the reseller. A customer who needs a voucher can contact the reseller to issue it.

Viewing a Voucher

After the reseller issues a voucher to a customer, the customer can view it through [Billing Center > Vouchers](#).

Click the **Unused**, **Used**, and **Expired** menus to view details of vouchers in different states.

Click **Usage Details** to view or download detailed usage data for corresponding vouchers.



Using a Voucher

The system will automatically deduct the voucher first and then deduct the credit.

Note:

Vouchers (discount vouchers) are not displayed on the customer order page. The system will automatically deduct matching vouchers based on voucher usage conditions. After the order is successfully paid, you can view the voucher deduction amount via [Order Management](#), [Voucher Usage Details](#) or [Bill Details](#).

Credit Limit

Last updated : 2022-07-08 17:12:47

Apply for credit

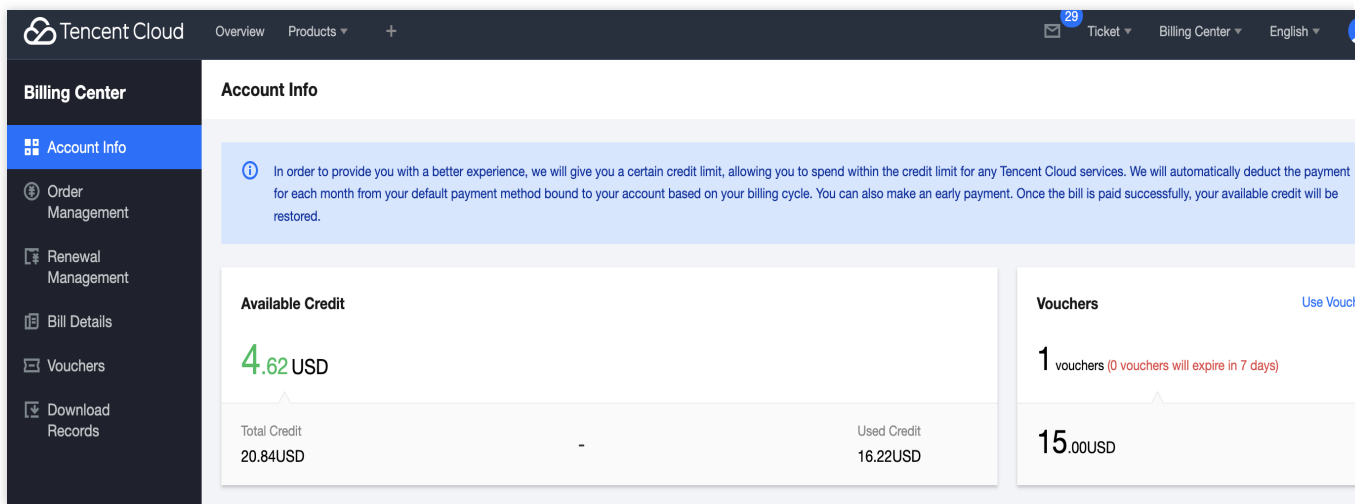
Customer credit is allocated and managed by reseller. If you need to adjust the credit, contact your reseller.

Note:

Your credit is solely allocated by your reseller and is not financially associated with Tencent Cloud.

View the credit

You can log in to the [Console > Billing Center > Account Info](#) to view your credit. The available credit is equal to the total credit minus the used credit.



The screenshot displays the Tencent Cloud Billing Center interface. The left sidebar shows the 'Billing Center' menu with 'Account Info' selected. The main content area is titled 'Account Info' and contains a blue informational banner, an 'Available Credit' card, and a 'Vouchers' card.

| Available Credit | |
|------------------|-----------|
| Available Credit | 4.62 USD |
| Total Credit | 20.84 USD |
| Used Credit | 16.22 USD |

| Vouchers | |
|---------------|---|
| Vouchers | 1 vouchers (0 vouchers will expire in 7 days) |
| Voucher Value | 15.00 USD |

Note:

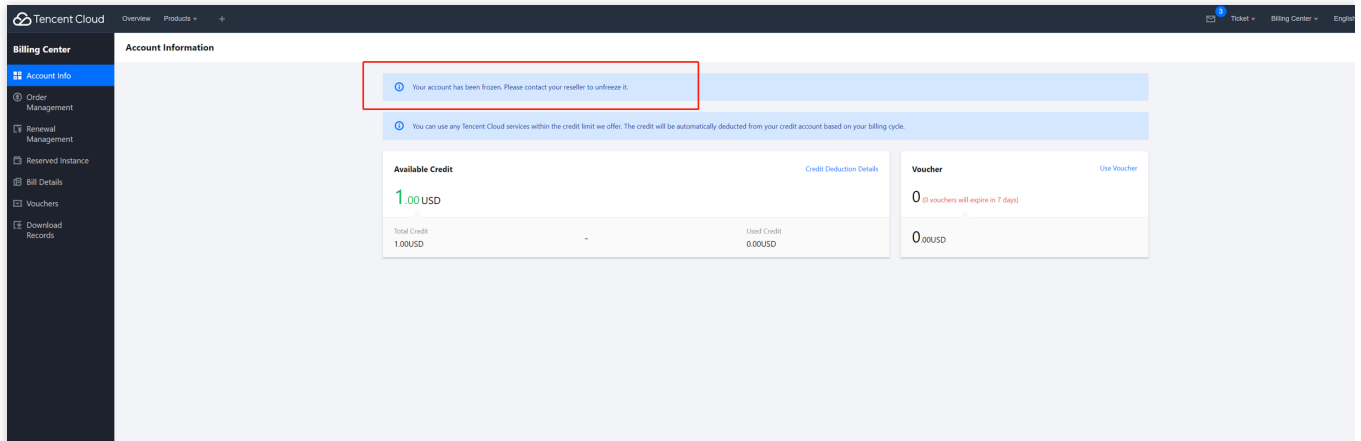
If your historical bills have been paid to your reseller, ask your reseller to confirm them online. Confirmed bill amounts will be returned to your available credit.

Frozen Account

Last updated : 2022-12-21 11:57:39

1. Account in the Frozen Status

After your account is frozen by your reseller, you will see a note informing you of this on the **Account Information** page in the console.



2. Impact of the Account Being Frozen

If your account is frozen, you cannot purchase, renew, or upgrade services, or change the billing mode, but you can continue to use the purchased prepaid resources if they haven't expired. The expired prepaid services and the activated pay-as-you-go services will be instantly suspended according to [Customer Service Suspension Rules](#). To resume these services, contact your reseller to unfreeze your account as soon as possible to avoid the impact of service suspension on your business.

Impact on Account Assets

Impact on Purchase

Last updated : 2022-07-08 17:15:04

Impact on Purchase

The account assets of a customer are divided into two parts: credit and voucher. Their impacts on product purchases are as follows:

Monthly subscribed product purchase

Products can't be purchased in the following situations:

1. The customer's available credit is below 0. At this point, the customer's service is suspended, and new purchases can't be made.

Solution: The customer should contact their reseller to increase the credit and resume the service.

2. The customer's available credit plus available vouchers are below the order amount. At this point, the customer's account balance is insufficient, and new purchases can't be made.

Solution: The customer should contact their reseller to increase the credit or vouchers.

Note:

If the reseller's available credit is insufficient to pay the customer's order, new purchases can't be made.

Pay-as-you-go product purchase

Products can't be purchased in the following situations:

1. The customer's available credit is below 0. At this point, the customer's service is suspended, and new purchases can't be made.

Solution: The customer should contact their reseller to increase the credit and resume the service.

2. The customer's available credit plus available vouchers are below the amount frozen by the reseller. At this point, the customer's account balance is insufficient, and new purchases can't be made.

Solution: The customer should contact their reseller to increase the credit or vouchers.

Note:

When the customer activates a pay-as-you-go product, an amount will be frozen in the reseller's credit.

Impact on Service Suspension and Resumption

Last updated : 2023-06-13 20:51:55

Impact on Service Suspension and Resumption

The account assets of a customer are divided into two parts: credit and voucher. Their impacts on service suspension and resumption are as follows:

Impact on service suspension

When the customer's assets are insufficient, the customer's resources will be suspended, and both the customer and their reseller will receive service suspension notices.

1. Service suspension trigger: Available credit change from ≥ 0 to < 0 .
2. Service suspension process: The service will be suspended according to the lifecycle of specific products.
3. Solution: If the customer receives a service suspension notice, they can contact their reseller to adjust the credit and vouchers to resume the resource usage.

Note:

If the customer has enabled the non-stop feature, the service will not be suspended.

You can contact your channel manager to add you to the allowlist of the customer service suspension rule to shorten the service suspension period. For detailed rules, see [Customer Service Suspension Rules](#).

Impact on service resumption

When the customer's assets become sufficient, the customer's suspended resources will be resumed, and both the customer and their reseller will receive service resumption notices.

1. Service resumption trigger: Available credit change from < 0 to ≥ 0 .
2. Service resumption process: The service will be resumed according to the resumption process of specific products.

Customer Service Suspension Rules

Last updated : 2025-01-16 19:16:31

Overview

Resellers can apply to the channel manager to set special product suspension rules for their sub-customers based on their business model.

Resellers can perform Freeze Operation on sub-customer accounts that have applied for this special suspension rule.

The sub-customer suspension rules described in this document only apply to cases where resellers have applied for special suspension rules for sub-customers. Other sub-customers who have not applied will be handled according to the general user product suspension rules on the Tencent Cloud official website.

Customer Service Suspension Rule Description

| Billing Mode | Rule | Impact on Customer |
|---------------|--|--|
| Prepaid | After the product expires, service suspension and destruction will follow the overdue instructions in the corresponding product documentation on the Tencent Cloud website. Please pay attention to the suspension notifications. | The customer cannot make new purchases or renew services. Prepaid services can no longer be used once they expire. Services cannot be upgraded, and the prepaid mode cannot be switched to the pay-as-you-go mode. |
| Pay-as-you go | <p>When the account is frozen or overdue, all pay-as-you-go resources will be immediately suspended. The system will also send related suspension notifications to the sub-customer and reseller.</p> <p>After service suspension, the data of the related product resources will be retained for up to 15 days. If the sub-customer remains frozen or overdue beyond 15 days, the system will delete the data of the related pay-as-you-go resources.</p> <p>Note: If the product of suspended service is explicitly stated in the arrears instructions document on Tencent Cloud's official website as "data retention time is less than 15 days after service suspension," it will be processed according to the rules on data retention.</p> | <p>Pay-as-you-go services cannot be used.</p> <p>Services cannot be upgraded, and the pay-as-you-go mode cannot be switched to the prepaid mode.</p> |

Note:

Currently, you need to contact your channel manager to add you to the allowlist if you want to use the customer service suspension rules.

If your customer's service is suspended due to the frozen account or overdue payments, you need to pay the fees incurred in the service suspension grace period and data protection period.

Tencent Cloud is not liable for any consequences or disputes arising from your customer's overdue payments since it doesn't engage in the business between you and your customers.

Bill Management

Customer Bill

Last updated : 2025-01-20 13:38:19

Data Range Description

Note:

The bill is viewed from the customer's perspective, showing the bill data generated by using cloud services.

The bill is issued on the 5th of each month. The complete bill for the current month can be viewed or downloaded after the bill is issued on the 5th of the following month (all times are in China Standard Time, UTC + 8:00).

The **Bill Overview** data for the current month is up to the day before the current date.

The data displayed on **Bill by Instance** interface and in the downloaded files for the current month is up to 1 day before the current date. The bill by instance only supports data starting from November 2023.

The bill data for prepaid products displayed on the **Bill Details** interface for the current month is generated about 1 hour after purchase. The bill data for pay-as-you-go products is generated about 1 hour after the product settlement cycle. The data in the downloaded files is up to about 7 hours before the current time.

Bill Overview

1. Log in to the Tencent Cloud with your customer account and enter the [Billing Center](#).
2. Click the left menu [Bills > Bill Overview](#) to enter the Bill Overview page.
3. Select the **month** to display the bill for the corresponding month.
4. Click **By Product**, **By Project**, or **By Tag** to view the monthly summary bill data by product from different dimensions.
5. Click the product name, project name, or tag in the list to enter the bill details page and view the corresponding instance bill.
6. Hover on the fee trend icon to view the fee trend for the past 6 months.

Billing Center

Overview Products +

99+ Ticket Billing Center English

Bill Details 2024-11

This page displays the monthly resource usage and costs. The data for the current month is collected up to the date (23:59:59, UTC + 8:00) before current date.

2024-11 Bill Summary (Unit: USD)

By Product By Project By Tag

Total Cost

cloud block storage (100.0)

| Product Name | Original Cost | RI Deduction (Cost) | Customer Voucher Deducti... | Total Cost | Month-on-Month Fluctuation | Expenditure Trend |
|---------------------|---------------|---------------------|-----------------------------|------------|----------------------------|-------------------|
| cloud block storage | | | | | ↑ | ↗ |

Total Items: 1

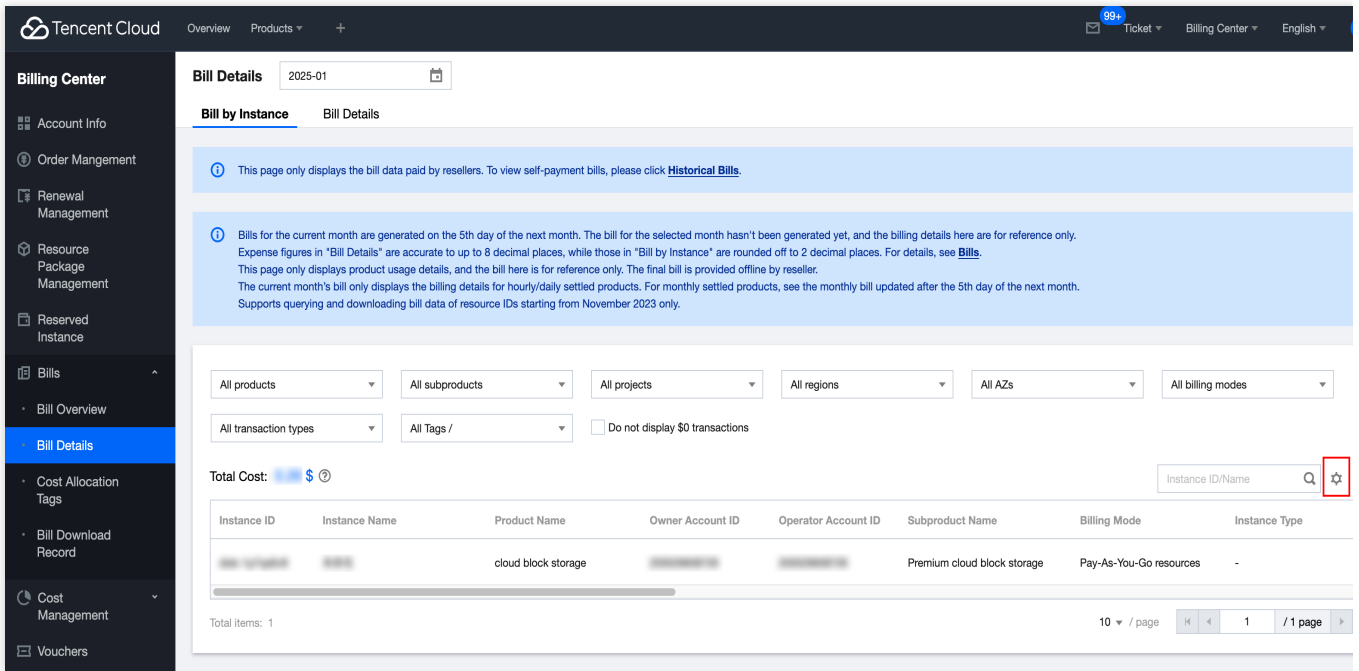
10 / page 1 / 1 page

Bill Details

1. Click the left menu [Bills > Bill Details](#) to enter the Bill Details page.
2. Select the **month** to display the bill for the corresponding month.
3. Click **Bill By Instance** or **Bill Details** to switch between different levels of bills.
4. Click the options in the filter area to filter and display bill data by product, project, region, etc.
5. Click the "**Settings**" button at the top right of the Data table to set the fields displayed in the table.

Notes:

To query the bill of a direct customer, click **Historical Bill** to view.

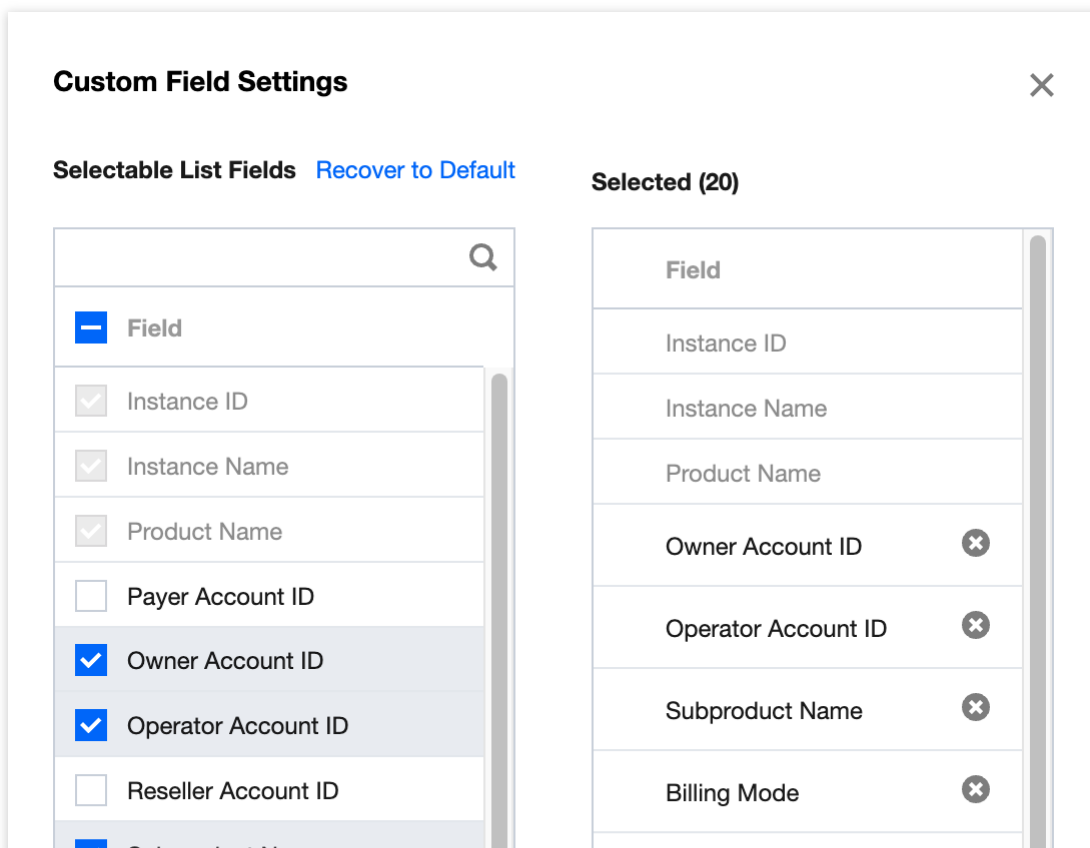


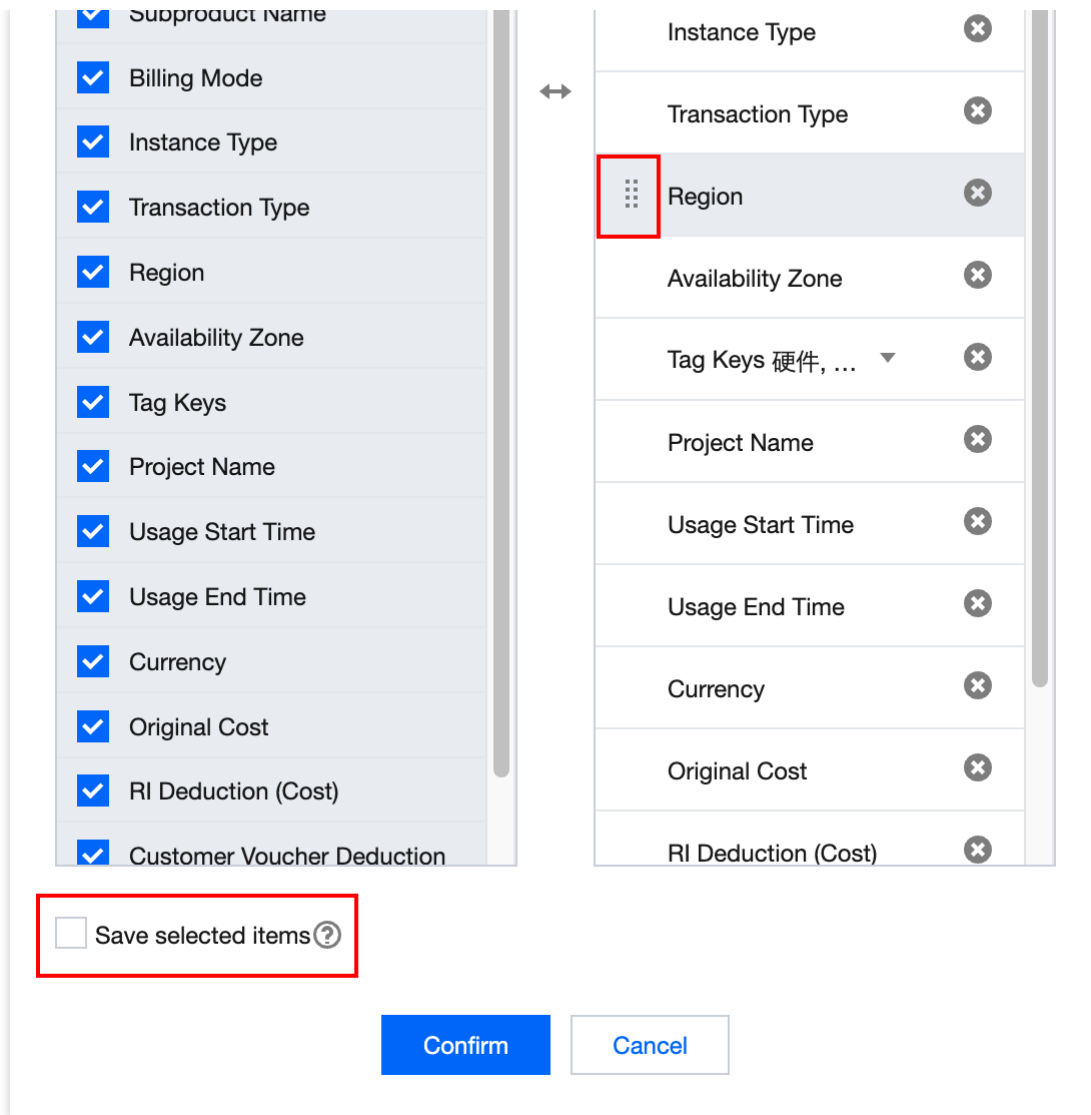
Set Table Display Fields

1. Hold and drag the selected field name up or down to arrange the fields displayed in the table.
2. Select the **Save Selected Item** to save the current field settings.

Notes:

If the **Save Selected Item** is not selected, it will only take effect for the current session and will revert to default settings after refreshing the interface.





Bill Download

Click " **Download** " at the top right corner of the data table to download the bill file for the selected month.

Notes:

The table display or filter fields set in the interface do not affect the downloaded bill file, which contains all data for all fields.

Tencent Cloud Overview Products + Ticket 99+ Billing Center English

Billing Center

- Account Info
- Order Management
- Renewal Management
- Resource Package Management
- Reserved Instance
- Bills**
 - Bill Overview
 - Bill Details**
- Cost Allocation Tags
- Bill Download Record
- Cost Management
- Vouchers

Bill Details 2025-01

Bill by Instance Bill Details

This page only displays the bill data paid by resellers. To view self-payment bills, please click [Historical Bills](#).

Bills for the current month are generated on the 5th day of the next month. The bill for the selected month hasn't been generated yet, and the billing details here are for reference only. Expense figures in "Bill Details" are accurate to up to 8 decimal places, while those in "Bill by Instance" are rounded off to 2 decimal places. For details, see [Bills](#). This page only displays product usage details, and the bill here is for reference only. The final bill is provided offline by reseller. The current month's bill only displays the billing details for hourly/daily settled products. For monthly settled products, see the monthly bill updated after the 5th day of the next month. Supports querying and downloading bill data of resource IDs starting from November 2023 only.

All products All subproducts All projects All regions All AZs All billing modes

All transaction types All Tags / Do not display \$0 transactions

Total Cost: \$

Instance ID/Name

| Instance ID | Instance Name | Product Name | Owner Account ID | Operator Account ID | Subproduct Name | Billing Mode | Instance Type |
|-------------|---------------|---------------------|------------------|---------------------|-----------------------------|-------------------------|---------------|
| | | cloud block storage | | | Premium cloud block storage | Pay-As-You-Go resources | - |

Total Items: 1 10 / page 1 / 1 page

Fields in Customer Bills

Last updated : 2025-01-20 13:38:19

Field in Bills

| Field | Description |
|---------------------|--|
| Instance ID | Instance ID, which can be viewed in the console. |
| Instance Name | Resource alias, which can be customized and is null if not set. |
| Product Name | Tencent Cloud product, such as CVM or TencentDB for MySQL. |
| Payer Account ID | Account ID of the payer, which is a user's unique ID at Tencent Cloud and is a reseller ID here. |
| Owner Account ID | Account ID of the resource owner, which is a customer ID here. |
| Operator Account ID | Account ID of the operator or the user who purchases or activates a product, which is a customer ID here. |
| Reseller Account ID | A reseller account ID is the ID of the reseller who directly manages the resource owner. |
| Billing Mode | Resource billing mode, which can be monthly subscription or pay-as-you-go. |
| Instance Type | The instance type of a product or service purchased, which can be resource package, RI, SP, or spot instance. Other instance types are not displayed by default. |
| Tag Keys | The cost allocation tags bound to a resource. |
| Project Name | Project to which a resource belongs. This is user-designated. If a resource has not been assigned to a project, it will automatically belong to the default project. |
| Region | Resource region, such as South China (Guangzhou). |
| Availability Zone | Resource AZ, such as Guangzhou Zone 3. |
| Subproduct Name | Tencent Cloud product subcategory, such as CVM - Standard S1. |
| Transaction Type | Transaction type, such as purchase, activation, renewal, and refund. For details, see "Enumerated values of key fields" below. |
| Transaction ID | Unique transaction ID. |
| Transaction Time | Resource cost deduction time. |
| Usage Start Time | Resource usage start time. |

| | |
|-------------------------------------|---|
| Usage End Time | Resource usage end time. |
| Component Type | Component type, such as CPU, memory, bandwidth, and system disk. |
| Component Name | Component name, such as Memory - Standard S2 and Premium Cloud Storage - Storage Space. |
| Component List Price | Published component price. |
| Customer Component Contracted Price | The discounted price of component applied to the customer. |
| Component Price Measurement Unit | Published component price unit. |
| Component Usage | Component usage. |
| Component Usage Unit | Component usage unit. |
| Usage Duration | Resource usage duration. |
| Duration Unit | Resource usage duration unit. |
| Price Attribute | Other attributes of the component that affect the list price, in addition to product and region. |
| Original Cost | Original resource cost, which is "published price × usage × usage duration". |
| RI Deduction (Duration) | The usage duration of a product or service deducted by reserved instances. |
| RI Deduction (Cost) | The amount deducted from the original cost by RI. |
| Customer Discount Rate | The discount rate applied to the customer. |
| Total Amount Before Voucher | The total resource cost after customer discount has been applied, which is equal to (original cost - RI Deduction cost) × customer discount rate. |
| Customer Voucher Deduction | The customer voucher deduction amount. |
| Total Cost | The total cost after voucher deduction, which is Total Amount Before Voucher - Customer Voucher Deduction. |
| Currency | The currency used for component cost settlement, which is USD here. |

Enumerated values of key fields

| Field | Description |
|------------------|---|
| Transaction Type | Enumerated values: Purchase Renewal Modify Refund Deduction Hourly settlement Daily settlement Monthly settlement Offline project deduction Offline deduction adjust-CR adjust-DR One-off RI Fee Spot Hourly RI fee New monthly subscription Monthly subscription renewal Monthly subscription specification adjustment Monthly subscription specification adjustment Monthly subscription refund |

Bill Download

Last updated : 2022-07-08 17:22:26

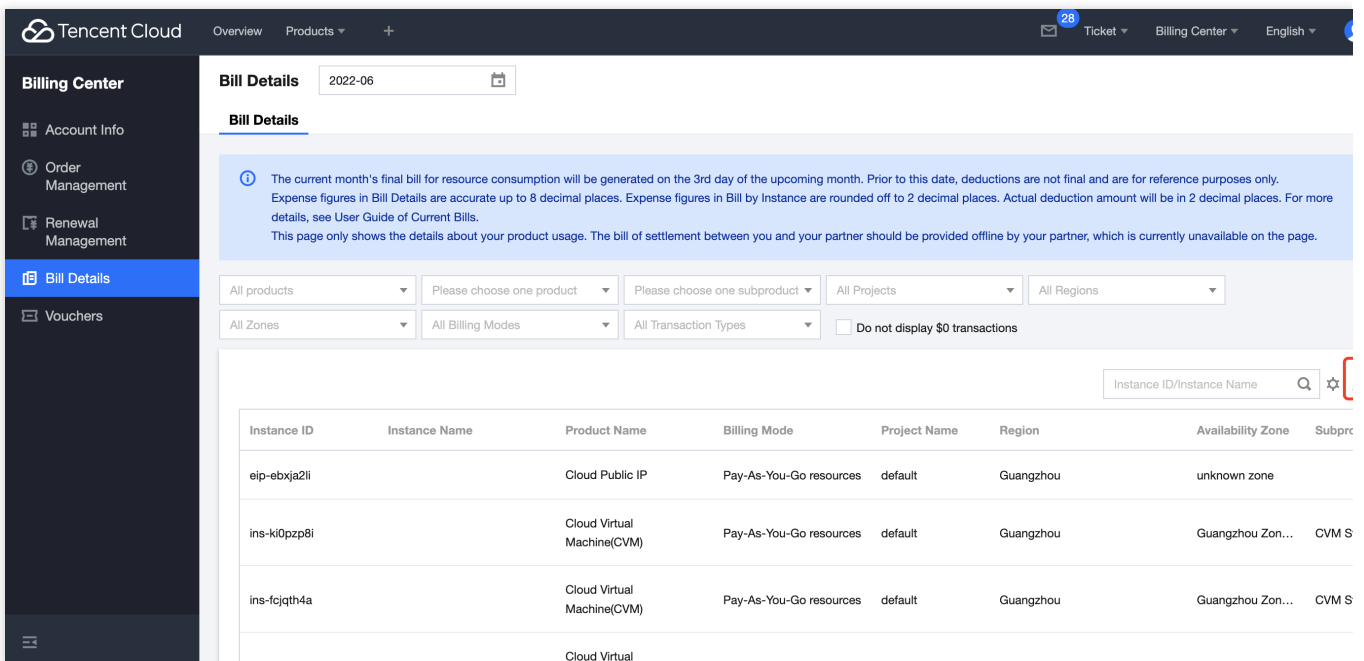
Bill download

You can click the download icon in the top right of the bill list page to download monthly bills.

Note:

As the bill of the current month changes in real time, it cannot be downloaded.

When a historical monthly bill is downloaded, the full data of all fields in the month will be downloaded (that is, filtering and custom field settings will be invalidated during the download).



Renewal Management

Last updated : 2022-11-16 15:16:56

Renewal management

You can renew your monthly subscribed resources.

Directions

1. Log in to the Tencent Cloud console with a reseller account.
2. Click **Billing Center > Renewal**.
3. Select a resource to renew it. To find resources more easily, you can filter them by expiration time, product, region, etc.

Batch renew resources.

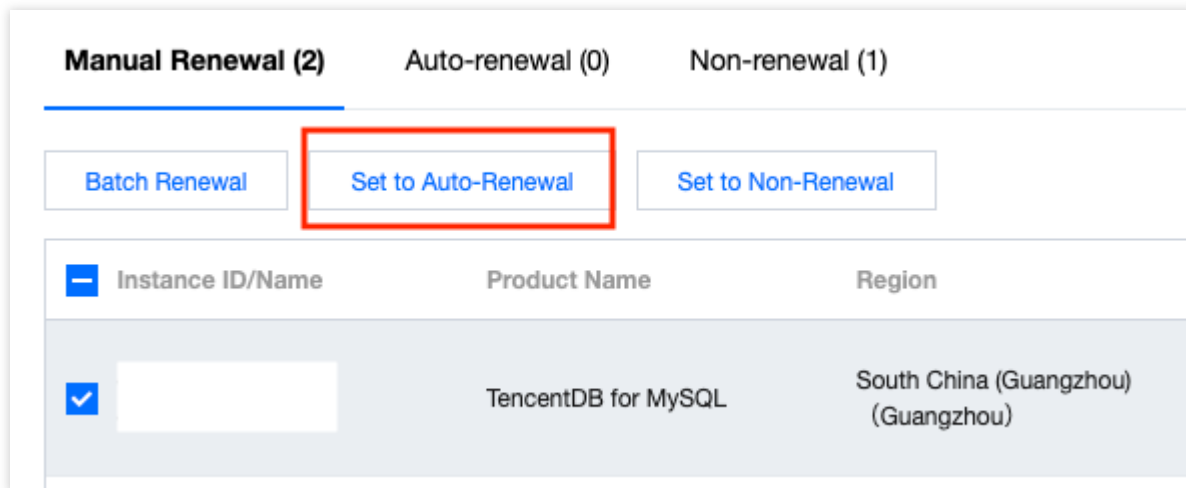
Select the resources you want to renew and click **Batch Renewal**.

| <input type="checkbox"/> | Instance ID/Name | Product Name | Region |
|-------------------------------------|------------------|---------------------|--|
| <input checked="" type="checkbox"/> | [Redacted] | TencentDB for MySQL | South China (Guangzhou) (Guangzhou) |

You can select all resources across pages for quick batch renewal.

Set to auto-renewal.

If you intend to use a resource in the long term, you can set auto-renewal for it. You can manage resources set to auto-renewal on the **Auto-Renewal** tab.



Manual Renewal (2) Auto-renewal (0) Non-renewal (1)

[Batch Renewal](#) [Set to Auto-Renewal](#) [Set to Non-Renewal](#)

| <input type="checkbox"/> | Instance ID/Name | Product Name | Region |
|-------------------------------------|------------------|---------------------|--|
| <input checked="" type="checkbox"/> | | TencentDB for MySQL | South China (Guangzhou) (Guangzhou) |

Resources set to auto-renewal are renewed automatically on the expiration date, but the exact renewal time may be later than the expiration time. Do not change the auto-renewal flag for resources that are about to expire or get repossessed.

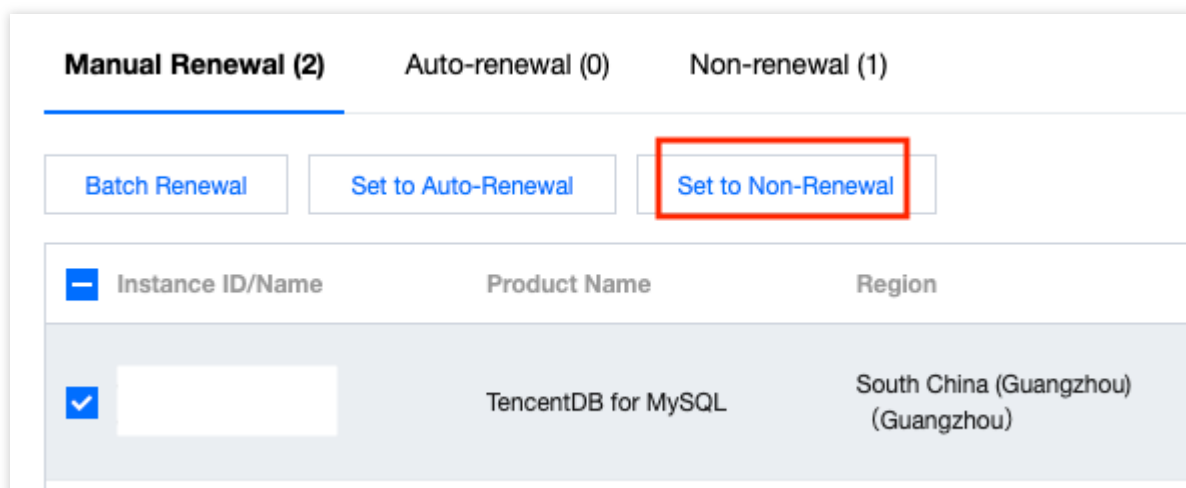
If your account has insufficient balance to cover the renewal cost on the expiration date, we will check your account balance daily before service suspension, and once there is sufficient balance, we will renew the resources set to auto-renewal immediately.

Suspended resources will not be automatically renewed or displayed on the **Auto-Renewal** tab.

If you cancel auto-renewal for your resources, we will resume the notify-before-expiration practice for them.

Set to non-renewal.

If you intend to stop using a resource after it expires, you can set non-renewal for it. You can manage resources set to non-renewal on the **Non-Renewal** tab.



Manual Renewal (2) Auto-renewal (0) **Non-renewal (1)**

[Batch Renewal](#) [Set to Auto-Renewal](#) [Set to Non-Renewal](#)

| <input type="checkbox"/> | Instance ID/Name | Product Name | Region |
|-------------------------------------|------------------|---------------------|--|
| <input checked="" type="checkbox"/> | | TencentDB for MySQL | South China (Guangzhou) (Guangzhou) |

We will not send notifications prior to the expiration of resources set to non-renewal.

If you switch your resources from non-renewal to manual renewal or auto-renewal, we will implement the notify-before-expiration practice for them.

4. Set renewal reminders.

You can customize when to receive renewal reminders. This may be helpful if your budget application process is time-consuming.

You can configure reminders to be sent seven days to three months before the date of resource expiration or auto-renewal.

The system can send you reminders via Message Center, SMS, and email if an auto-renewal resource of yours is about to expire and there is insufficient balance in your account to cover the renewal cost. You can customize the channels to receive reminders.

If you don't select any channel, we will not send you reminders.

These settings take effect only for the logged-in account but not for other collaborators.

You can change the mobile number or email address for your account on the [User List](#) page.

Agreement Management

Business

TENCENT CLOUD RESELLER CUSTOMER TERMS OF SERVICE

Last updated : 2024-03-04 14:23:52

Updated 2024-02-06

Welcome, and thank you for your interest in Tencent Cloud services. The Tencent Cloud services, their related websites, networks, applications, software and other services and related documentation provided by Tencent are collectively referred as the **“Tencent Services”**. These Terms of Service are a legally binding contract between you and Tencent in connection with the Tencent Services that are offered to you by a Tencent Cloud authorized distributor or reseller partner (**“Tencent Cloud Partner”**) or an authorized reseller of a Tencent Cloud Partner (**“Second-Level Reseller”**), and from whom you purchased a subscription to such Tencent Services (**“Services”**) and your use of the Services. If you purchased Tencent Services directly from Tencent, these Terms of Service are not applicable to you and you are subject to the Tencent Cloud Terms of Service instead. If you were previously a direct customer of Tencent Services and have now decided to purchase subscriptions to Tencent Services from a Tencent Cloud Partner or Second-Level Reseller instead, these Terms of Service shall apply to you and supersede the Tencent Cloud Terms of Services with immediate effect. For the purposes of these Terms of Service, **“Tencent,” “we,” “our,”** and **“us”** refer to the applicable Tencent contracting entity set forth in Section 3. **“Affiliate”** or **“Affiliates”** means any entity that directly or indirectly Controls, is Controlled by, or is directly or indirectly under common Control with a party, where **“Control”** means control of greater than fifty percent of the voting rights or equity interests of a party or by way of contract, management agreement, voting trust, or otherwise.

PLEASE READ THE FOLLOWING TERMS CAREFULLY.

BY CLICKING “I ACCEPT”, PURCHASING THE SERVICES FROM OUR AUTHORIZED PARTNER AND/OR REGISTERING A TENCENT CLOUD ACCOUNT TO ACCESS AND USE THE SERVICES, YOU AGREE THAT YOU HAVE READ AND UNDERSTOOD, AND, AS A CONDITION TO YOUR USE OF THE SERVICES, YOU AGREE TO BE BOUND BY, THE FOLLOWING TERMS AND CONDITIONS, INCLUDING the then-current additional terms applicable to the Services posted online here, including the Privacy Policy, Data Processing and Security Agreement, Acceptable Use Policy, Copyright Policy, the PRC Service Region Terms, the North America Terms, the EEA Consumer Terms, the Germany Terms, the South Korea Terms, any Service-specific terms, and the Service Level Agreement and any other region-specific terms (collectively, **“Additional Terms,” and together with these Terms of Service, the **“Terms”**). The Additional Terms do not include the Privacy Policy or the Cookies Policy**

(both of which are also available here). Please see our Privacy Policy or the Cookies Policy and Data Processing and Security Agreement for further information regarding our use of your Personal Data (as defined in the Data Processing and Security Agreement) submitted to or via the Services. If you are not eligible, or do not agree to the Terms, then you do not have Tencent’s permission to use the Services. YOUR USE OF THE SERVICES, AND TENCENT’S PROVISION OF THE SERVICES TO YOU, CONSTITUTES AN AGREEMENT BY TENCENT AND BY YOU TO BE BOUND BY THESE TERMS.

1.THE SERVICES AND APPLICATIONS. The Services subscriptions that you purchase are those specified in the purchase order or purchase agreement between you and the Tencent Cloud Partner or Second-Level Reseller (as the case may be) and the Services may be further described at <http://intl.cloud.tencent.com>, and include: (a) the documentation for the Services (as may be updated from time to time) in the form generally made available by Tencent to its customers for use with the Services; (b) the APIs, mobile applications, and Software provided by Tencent in connection with the Services; and (c) any additional subscriptions to the Services purchased by you. The Services may allow you to create applications using the Services or run applications on the Services, including any source code written by you to be used with the Services or otherwise hosted on Tencent Cloud (“**Applications**”).

2.ELIGIBILITY. You must be at least 14 years old to use the Services. By agreeing to these Terms, you represent and warrant to us that: (a) you are at least 14 years old; (b) you have not previously been suspended or removed from the Services; and (c) your registration and your use of the Services is in compliance with any and all applicable laws and regulations. If you are an entity, organization, or company, the individual accepting these Terms on your behalf represents and warrants that they have authority to bind you to these Terms and you agree to be bound by these Terms.

3. CONTRACTING ENTITY; GOVERNING LAW

(a)The country specified in your registered billing information determines: (i) the Tencent entity with which you are contracting under these Terms and (ii) the governing law that applies to these Terms and your use of the Services, as set forth in the table below. Notwithstanding anything to the contrary under these Terms, you acknowledge and agree that Services may be provided by one of our Affiliates to the extent deemed appropriate by us, for example, where required to comply with applicable laws and regulations or in accordance with Tencent’s internal structuring of its operations in the applicable region. In particular, when the Services are provided in the PRC region, you acknowledge and agree that, in compliance with applicable PRC laws and regulations, the Services will be provided by Tencent Cloud Computing (Beijing) Co., Ltd.. “**PRC**” means the People’s Republic of China, and for the purpose of these Terms only, does not include the Hong Kong Special Administrative Region, Macau Special Administrative Region, and Taiwan.

| Your Location | Tencent Contracting Entity | Governing Law |
|--|---|-------------------|
| European Economic Area, Switzerland and UK | Tencent Cloud Europe B.V., a Dutch registered company located at Buitenveldertselaan 1-5, 1082 VA, Amsterdam, the Netherlands | England and Wales |
| North America | Tencent Cloud LLC, a Delaware registered company located at | California, |

| | | |
|-------------------|---|-----------|
| | Claremont 2747 Park Blvd, Palo Alto, CA 94306. | USA |
| South Korea | Tencent Korea Yuhan Hoesa, 152, Taeheran-ro, Gangnam-gu (Gangnam Finance Center, Yeoksam-dong), Seoul, Korea | Singapore |
| Rest of the world | Tencent Cloud International Pte. Ltd, a Singapore-registered company located at 10 Anson Road, #21-07, International Plaza, Singapore 079903. | Singapore |

(b) The country specified in your registered billing information with Tencent Cloud Partner or Second-Level Reseller may cause additional or different terms to apply as follows. For example, if your use of the Services is subject to consumer protections as determined under applicable laws, additional terms apply, as set forth in the EEA Consumer Terms, the Germany Terms, South Korea Terms and other region specific terms. If the country specified in your registered billing information with Tencent Cloud Partner or Second-Level Reseller is in North America, you shall be subject to the North America Terms below. If you wish to use the Services in the PRC region, you shall be subject to the terms of the PRC Service Region Terms. In addition to the above, additional or different terms may apply to your use based on applicable local laws.

4. USE OF SERVICES

(a) Accounts and Registration. You are required to register a Tencent Cloud account authorized to access the Services (“**Account**”) before you can access the Services. When you register for an Account, you may be required to provide us with some information, such as your name, postal address, email address, and/or other contact information. You agree that the information you provide to us is accurate and that you will keep it accurate and up-to-date at all times. Where the option is available, you may also register for an Account through a third party platform account. You agree that you shall additionally comply with any applicable terms and conditions of that third party platform. We may deny you the right to create an account. You are responsible for safeguarding any and all Account details and access credentials, and you shall be responsible for any use of the Account or Services and all activities that occur under your Account, regardless of whether the activities are authorized or undertaken by you, your employees or a third party (including your contractors, agents and/or End Users), and including in circumstances due to your failure to properly safeguard such Account details and access credentials. Except to the extent caused by our breach of these Terms, Tencent and its Affiliates are not responsible for any unauthorized access to your account. Any breach of these Terms or any use of your Account by anyone will be treated as if the breach or use had been carried out by you, and will not relieve you of your obligations to us.

(b) End Users Access and License. Any entities or individuals that access the Services under your Account or an Application are referred to in these Terms as “**End Users**.” You shall and shall ensure that your authorized End Users may access and use the Services in accordance with these Terms during the Term (defined below in Section 9). Such Services shall be provided during the Term. You and your authorized End Users shall only access the Services via your Account and the use of any Services shall be subject to these Terms. If you become aware of any unauthorized use of your Account or the password for your Account, you will notify Tencent immediately. If you are an entity, organization, or company, you will ensure your employees and contractors to access the Services through your

Account. You are responsible for safeguarding any and all Account details and access credentials. Any breach of these Terms or any use of your Account by anyone to whom you disclose your username or password will be treated as if the breach or use had been carried out by you, and will not relieve you of your obligations to us. Tencent may provide downloadable tools, software development kits, sample code, APIs, or other computer software including those provided in connection with the Services or with the use of your Account (and any periodic updates thereto from time to time) ("**Software**"). You acknowledge that Tencent or its licensors own all rights, titles and interest in and to the Services and the Software. Subject to your and your authorized End Users' compliance with these Terms, Tencent grants, or shall procure the grant, to you and your authorized End Users a limited, non-exclusive, non-transferable, non-sublicensable and revocable license to use the Software in a manner not exceeding any applicable usage limitation or term, and within the designated territory for use or receipt of Services, and only in connection with the Services. To the extent that any Software comes with an end user license agreement, terms of service or other similar agreement governing the use of such Software, you agree that you will strictly comply with such agreement. Other than as specified in the foregoing, no other rights are granted to you under these Terms to use the Services (including any Software offered in connection therewith).

(c) Service Regions. Certain Services allow you to select a geographically defined service region in which User Data (as defined below) is stored in order to provide the Services (a "**Service Region**"). Where a Service Region applies, Tencent will, upon your request, store User Data in the Service Region you select when User Data is being used for the provision of those Services. If your selected Service Region is the PRC, then the PRC Service Region Terms below apply with respect to those Services for which the PRC is the selected Service Region.

(d) Suspension of Services. If you become aware or reasonably suspect that any Application (including an End User's use of an Application) or User Data violates these Terms, including the Additional Terms, you will immediately suspend the Application, remove the User Data, and suspend access by End Users. If you fail to take such action after Tencent sends notice of any violation, Tencent may suspend or disable the Application and disable your Account until that violation is remediated to Tencent's satisfaction. In the event that Tencent determines that a violation could: (a) disrupt the Services; (b) disrupt use of the Services by a third party; (c) disrupt the Tencent network or servers used to provide the Services; or (d) allow unauthorized third party access to the Services, then Tencent or its Affiliates may immediately without prior notice to you, suspend your Account or the offending Application or End User account, to the minimum extent required to prevent or resolve that violation. "**Affiliate**" means any entity that directly or indirectly Controls, is Controlled by, or is under common Control with a party, where "Control" means control of greater than fifty percent of the voting rights or equity interests of a party or by way of contract, management agreement, voting trust, or otherwise.

(e) Service Modifications or Discontinuation. Tencent may discontinue or make any changes to the Services (or any part thereof) at any time without incurring liability to you. Tencent may choose to, without limitation, discontinue, limit, restrict, change or remove the Services, any Service component, or availability of the Services (or any portion or component thereof) in any specific Service Region, territory or industry sector or field of business. If Tencent discontinues or makes any changes to the Services that would materially decrease the functionality of those Services, Tencent will use commercially reasonable efforts to inform you of the change with reasonable advance notice before it goes into effect, provided that you have subscribed to be informed about those changes. Tencent may make the

change, and will not be obligated to provide notice, if the discontinuation or change is necessary to address an emergency or threat to the security or integrity of the Services or Tencent, comply with or respond to litigation, address Intellectual Property Rights concerns, or comply with the law or government requests. Tencent may provide periodic updates to the Software or Services provided by Tencent from time to time (“**Updates**”). Tencent may also make new features or functionality available from time to time through the Services and add new services to the Services from time to time (by adding them at the URL set forth under that definition), the use of which may be contingent upon your agreement to additional requirements.

(f) Security and Privacy. Tencent’s security and privacy practices are available in the Additional Terms, the Privacy Policy and the Cookies Policy. You shall configure and use the Services in a way that meets your security requirements.

(g) Third Party Applications. You are solely responsible for any software, tools or applications used by you in connection with your use of the Services (“**Third Party Software**”), including third party software made available or offered in connection with the Services. Tencent is not responsible for and is not liable for any damages or losses arising from the use of the Third Party Software, and Tencent does not endorse, support or guarantee the quality, reliability, or suitability of any Third Party Software. You agree that the use and making available of any Third Party Software is at your own risk. You shall comply with and ensure that your End Users will comply with any terms and conditions applicable to Third Party Software. Tencent does not provide any technical support for any Third Party Software. Please contact the relevant supplying third party for technical support.

(h) Access to Your Device. In order for Tencent to provide the Services, Tencent may require access to and use of a device you own or control. For example, Tencent may need to access a device's processor and storage to complete a Software installation. Tencent may provide further information regarding how Tencent Cloud accesses the relevant device within Tencent Cloud. You agree to facilitate and/or give Tencent access to the device for these purposes, and you acknowledge that if you do not provide access, Tencent may not be able to provide you with the Services (or certain features within the Services). You acknowledge that Tencent may use or access Personal Data within the device in the course of providing Tencent Cloud, as set out further in the Privacy Policy. To the extent the Data Processing and Security Agreement applies to the use or access of that Personal Data, you agree that Tencent may use or access that Personal Data in accordance with the Data Processing and Security Agreement.

5. FEES AND PAYMENTS

(a) All fees and payments in relation to your use of the Services (“**Fees**”) are subject to the agreement between you and the Tencent Cloud Partner or Second-Level Reseller with whom you entered into for the subscription to the Services. You agree that you are solely responsible for payment of all Fees and all taxes associated with any such payments.

(b) Any dispute in relation to the invoiced Fees for the Services is solely a matter to be resolved between you and the Tencent Cloud Partner or Second-Level Reseller with whom you have entered into agreement. You hereby agree Tencent may provide information relating to your use of the Services to either party upon request to help resolve any dispute in relation to the invoiced Fees.

6. TECHNICAL SUPPORT AND SERVICE LEVELS

- (a) SLAs. Tencent will use commercially reasonable efforts to provide any related Services in accordance with the relevant and then-current services level agreement(s) ("SLA"), if any, set forth in the Additional Terms. The parties acknowledge and agree that, regardless of anything to the contrary in these Terms, your sole and exclusive remedy for a breach of an SLA is the receipt of any applicable service credits as set forth and pursuant to the applicable SLA.
- (b) Support for Services. Except to the extent required by applicable laws with respect to consumers, Tencent is under no obligation to provide technical support or other services unless you have purchased Tencent Cloud support services as part of the subscription. You acknowledge and agree that technical support or other services may require you to pay additional costs and other fees.
- (c) Support for Applications. You are responsible for the operation, integration and technical support of your Applications.

7. YOUR OBLIGATIONS

- (a) Compliance. You are solely responsible for your Applications and User Data and for making sure your Applications and User Data comply with these Terms (including the Additional Terms) and that use of the same in connection with the Services complies with applicable laws.. Tencent reserves the right to review all Applications to ensure your compliance with these Terms. You acknowledge and agree that you are responsible for all use of the Services by End Users, End Users' access to Applications and User Data, activities under Accounts, and for otherwise ensuring that each End User complies with these Terms.
- (b) Privacy. You acknowledge and agree that you are solely responsible for the processing of any Personal Data in respect of End Users and any persons whose Personal Data is contained in the User Data, and shall protect the privacy of the End Users and such persons, and shall comply with all applicable laws and regulations in respect of the same (including by making such disclosures, and obtaining such consents, as are necessary to ensure the Personal Data of End Users or any persons whose Personal Data is contained in User Data may be processed by the Services). You shall be solely responsible for any access, monitoring, use, or disclosure of Personal Data submitted by End Users through the Services. To the extent any Personal Data is contained in any User Data, the parties agree that the processing of such Personal Data shall be undertaken in accordance with the Data Processing and Security Agreement. You agree that you shall not make available any User Data for processing in the Services unless lawfully permitted to do so.
- (c) Restrictions. You will not, and will not allow your Affiliates, employees, and contractors and any third parties under your control, management, supervision, or otherwise to: (a) copy, modify, create a derivative work of, reverse engineer, decompile, translate, disassemble, or otherwise attempt to extract any or all of the source code of the Services (except to the extent such a restriction is expressly prohibited by applicable law, and where you are permitted by law to so reverse engineer, you will contact Tencent to obtain the desired information prior to such reverse engineering); (b) use the Services for the operation of nuclear facilities, air traffic control, or life support systems, where the use or failure of the Services could lead to death, personal injury, or environmental damage; (c) use the Services as benchmarking or in any manner that is competitive with the Services; (d) sublicense, resell, or distribute any or all of the Services separate from any integrated Application; or (e) access the Services in a manner intended to avoid incurring Fees or otherwise avoiding usage limitations. To the extent you choose a Service Region that includes the United States, you will not, and will not allow your Affiliates, employees, and contractors and any third parties under your control, management, supervision, or otherwise to: (a) process or store any User Data that is

subject to the International Traffic in Arms Regulations maintained by the United States Department of State; and/or (b) process or store any User Data that is subject to the Health Insurance Portability and Accountability Act of 1996 as it may be amended from time to time, or any regulations issued under it.

8. INTELLECTUAL PROPERTY RIGHTS AND USER DATA

(a) Tencent Cloud Intellectual Property Rights. You agree that all Intellectual Property Rights in and to the Services, as between you and Tencent, will be owned by Tencent, or Tencent's licensors, as the case may be. Except as expressly set forth in these Terms and to the extent permissible under applicable law, Tencent does not grant to you any licenses or other rights, implied or otherwise, in or to Tencent's Intellectual Property Rights. "**Intellectual Property Rights**" means all current and future worldwide rights under patent, copyright, trade secret, trademark, or moral rights laws, and other similar rights.

(b) Tencent Confidential Information. "**Tencent Confidential Information**" means information that Tencent (or an Affiliate) discloses to you under these Terms, and that is marked as confidential or should reasonably be considered confidential based on the nature of the information and the circumstances of its disclosure. You will not disclose the Tencent Confidential Information except to those of your Affiliates, employees, and contractors who need to know the Tencent Confidential Information for the purposes of exercising your rights and performing your obligations under these Terms, and who have agreed in writing to confidentiality obligations that are at least as protective as these Terms. You will, and will take appropriate measures to ensure that your Affiliates, employees, and contractors: (a) take at least reasonable care to protect the confidentiality of the Tencent Confidential Information; and (b) do not use the Tencent Confidential Information for any purpose other than to exercise your rights and perform your obligations under these Terms. However, you may also disclose Tencent Confidential Information to the extent required by applicable laws, regulations, or government orders; provided that you use commercially reasonable efforts, if legally permitted, to: (i) promptly notify Tencent of those disclosure requirements before disclosing the Tencent Confidential Information; and (ii) provide to Tencent any information reasonably requested to assist Tencent in seeking a protective order or other confidential treatment for that Tencent Confidential Information.

(c) Feedback. If you provide Tencent or its Affiliates with any suggestions, ideas, comments, or other feedback about the Services ("**Feedback**"), Tencent and its Affiliates may use and otherwise exploit that Feedback without restriction and without obligation to you; provided, however, Tencent will not publicly disclose Feedback in a way that is identifiable to you

(d) User Data.

(i) "**User Data**" means any data, information, media or other content submitted by you or on behalf of you or your End Users to the Services, including but not limited to any Personal Data, but excluding any data provided to Tencent or its Affiliates as part of your general Account. (ii) Tencent will access and process User Data only in connection with the provision of the Services and otherwise in accordance with these Terms and as described in our Privacy Policy. You hereby grant to Tencent a non-exclusive, sublicensable license to access, copy, and use User Data to provide the Services, and/or otherwise use such User Data in accordance with these Terms.

(iii) You acknowledge and agree that Tencent may disclose User Data to third parties with or without notice to you: (1) to comply with applicable laws or protect Tencent's rights; or (2) to comply with court orders, a lawful government or law enforcement request, or other legal processes. Tencent may also block or remove User Data as required by

applicable laws, in which case Tencent will make reasonable commercial efforts to promptly notify you if legally permissible.

(iv) You are solely responsible for maintaining and backing up User Data. You represent and warrant that: (1) you have all rights required to provide User Data to Tencent, for Tencent to use the User Data as provided for in these Terms and for you to use in connection with your use of the Services; and (2) User Data, and your use of User Data through the Services does not violate any laws or rights of any person. You retain any Intellectual Property Rights you may have in User Data.

9 TERM AND TERMINATION; SUSPENSION

(a) Term. These Terms will commence when you accept these Terms or first download, install, access, or use the Services and continue (in respect of each Service which you purchase a subscription from Tencent Cloud Partner or Second-Level Reseller) for the corresponding effective term period specified in your agreement with Tencent Cloud Partner or Second-Level Reseller for such subscription to the Service, or otherwise earlier terminated in accordance with this Section 9 (“**Term**”).

(b) Suspension and/or Termination by Tencent. To the extent permitted under applicable law, Tencent may, at its sole discretion, terminate these Terms, or suspend or terminate your access to the Services or any aspect of the Services, immediately upon written notice to you if:

- (i) you violate any provisions of these Terms;
- (ii) you have not paid any Fees or other amounts owed by you to Tencent Cloud Partner or Second-Level Reseller within 30 days after the applicable due date, or the credit balance allocated by Tencent Cloud Partner or Second-Level Reseller in relation to your Tencent Cloud account falls to 0 (zero) or below;
- (iii) Tencent reasonably believes that you or an End User have violated any applicable laws, or engaged in any fraudulent or deceptive activity, in connection with the use of the Services;
- (iv) you enter into liquidation, administrative receivership, bankruptcy or make any voluntary agreement with your creditors or are unable to pay your debts as they fall due;
- (v) your credit balance allocated by Tencent Cloud Partner or Second-Level Reseller in relation to your Tencent Cloud account falls to 0 (zero) or below;
- (vi) the Tencent Cloud Partner or Second-Level Reseller reselling the Services and associated with your Tencent Cloud account may be in breach of the distributor agreement or reseller agreement (as the case may be);
- (vii) Tencent is required to by applicable laws, court orders or requirements imposed by government bodies, or if Tencent otherwise determines that it is reasonable to do so in order to ensure that Tencent does not violate or risk violation of the same; or
- (viii) any current or future regulatory or other requirement (1) subjects Tencent to an obligation not generally applicable to businesses operating in a Service Region; (2) would result in difficulty for Tencent to continue offering the affected Service(s); or (3) Tencent reasonably believes may conflict with these Terms or the Services.

(c) Termination by you. You may terminate your Account and these Terms at any time by following the instructions provided within the Services. Except as set forth in any region-specific terms or Service-specific terms, if you terminate your Account and these Terms, you are not entitled to a refund of any Fees paid to Tencent Cloud Partner or Second-Level Reseller.

(d) Termination by Tencent Cloud Partner or Second-Level Reseller. If your subscription to the Services is terminated by the Tencent Cloud Partner or Second-Level Reseller, your access and use of the corresponding Services will also be terminated at the same time. However, you can continue to use the Services beyond the termination date provided that you forthwith purchase a new subscription to the Services through another Tencent Cloud Partner or Second-Level Reseller or you purchase the Services directly from Tencent, and for either cases, you will be required to enter into an applicable agreement with the Tencent Cloud Partner or Second-Level Reseller or with Tencent (as the case may be).

(e) No Liability for Termination. Except as expressly required by law, if either party terminates these Terms in accordance with the foregoing, neither party will be liable to the other because of the termination, for expenditures or commitments made in connection with these Terms or damages caused by the loss of prospective profits or anticipated sales. Termination will not, however, relieve either party of obligations incurred prior to the effective date of the termination.

(f) Effects of Suspension. If Tencent restricts or suspends your access to any or all of the Services, or otherwise modifies the Services under these Terms: (i) where Services are suspended, you remain responsible for all Fees accrued through the date of suspension (including where the charges were incurred before suspension date but performance of the relevant obligations were after the suspension date); (ii) you remain responsible for any applicable charges for any part of the Services (including any modified parts thereto) to which you have access; and (iii) you will not be entitled to any service credits under any applicable SLA for any period of suspension, modification or restriction.

(g) Effects of Termination.

(i) Upon termination or expiration of these Terms: (1) you will pay Tencent Cloud Partner or Second-Level Resellers any Fees or other amounts owed under these Terms within 30 days of termination or expiration, (2) you will delete the Software and remove from the Services any Application and User Data; (3) your rights under these Terms shall immediately cease; and (4) upon Tencent's request, you will use commercially reasonable efforts to return or destroy all Tencent Confidential Information; and (4) all User Data will be deleted from the Services. Tencent has no obligation to make accessible to you any User Data after the termination of these Terms.

(ii) In addition, the following provisions will survive any termination of these Terms: Sections 1, 3, 5, 7, 8, 9(d), 9(e), 9(f), 9(g), 10 to 13.

10.DISCLAIMER

Disclaimer of Warranties. TO THE MAXIMUM EXTENT PERMISSIBLE UNDER APPLICABLE LAWS, THE SERVICE AND SOFTWARE ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS, AND NEITHER TENCENT NOR ANY OF ITS LICENSORS OR AFFILIATES, PROVIDERS OR DISTRIBUTORS, MAKE, AND TENCENT HEREBY DISCLAIMS ON BEHALF OF ITSELF AND SUCH PERSONS, ANY REPRESENTATIONS OR WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY, REGARDING THE TENCENT CLOUD, ANY OTHER SOFTWARE OR SERVICES, OR ANY MEDIA OR OTHER CONTENT SUBMITTED, UPLOADED, STORED, TRANSMITTED OR DISPLAYED BY OR THROUGH THE SERVICES, INCLUDING ANY REPRESENTATION, WARRANTY OR UNDERTAKING:

- (a) THAT THE SERVICES OR SOFTWARE WILL BE UNINTERRUPTED, SECURE, OR ERROR-FREE OR FREE FROM VIRUSES OR OTHER HARMFUL COMPONENTS;
- (b) ARISING OUT OF ANY COURSE OF DEALING OR USAGE OF TRADE;
- (c) THAT USER DATA WILL NOT BE SUBJECT TO LOSS OR DAMAGE;
- (d) OF NON-INFRINGEMENT;
- (e) THAT THE SERVICES OR SOFTWARE WILL BE SECURE OR COMPATIBLE WITH YOUR OR YOUR END USERS' NETWORKS, SYSTEMS, APPLICATIONS, HARDWARE, OR DEVICES; OR
- (f) THAT THE SERVICES WILL BE OF MERCHANTABLE OR SATISFACTORY QUALITY OR FIT FOR ANY PARTICULAR PURPOSE. FOR THE AVOIDANCE OF DOUBT, THE SERVICES ARE NOT DESIGNED OR INTENDED FOR HIGH RISK ACTIVITIES.

11.LIMITATION OF LIABILITY; INDEMNIFICATION

(a) Cap on Liability. SUBJECT TO SECTION 11(C) BELOW, TO THE MAXIMUM EXTENT PERMISSIBLE UNDER APPLICABLE LAWS, THE TOTAL AGGREGATE LIABILITY OF TENCENT AND ITS AFFILIATES, ON THE ONE HAND, AND YOU ON THE OTHER, FOR ALL CLAIMS ARISING IN CONNECTION WITH THESE TERMS, THE SERVICES, AND THE SOFTWARE, UNDER ANY CAUSE OF ACTION OR THEORY OF LIABILITY, AND EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE, WILL BE LIMITED TO THE TOTAL FEES THAT YOU HAVE PAID TO TENCENT CLOUD PARTNER OR SECOND-LEVEL RESELLER IN CONNECTION WITH YOUR USE OF THE SERVICES PURSUANT TO THESE TERMS IN THE 12 MONTHS IMMEDIATELY PRECEDING THE DATE THAT EVENT GIVING RISE TO THE LIABILITY FIRST OCCURRED. HOWEVER, NOTHING LIMITS OR EXCLUDES EITHER PARTY'S LIABILITY FOR ANY MATTERS FOR WHICH LIABILITY CANNOT BE LIMITED OR EXCLUDED UNDER APPLICABLE LAWS.

(b) Disclaimer of Damages. EXCEPT WITH RESPECT TO FEES PAYABLE BY YOU, TO THE MAXIMUM EXTENT PERMISSIBLE UNDER APPLICABLE LAWS NEITHER TENCENT, NOR ITS AFFILIATES OR THEIR LICENSORS WILL BE LIABLE TO YOU UNDER ANY CAUSE OF ACTION OR THEORY OF LIABILITY, EVEN IF YOU HAVE BEEN ADVISED OF THE POSSIBILITY OF THOSE DAMAGES, FOR: (i) INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR EXEMPLARY DAMAGES; OR (ii) UNAVAILABILITY OF THE SERVICES (EXCEPT AS PROVIDED UNDER SECTION 6(a)); (iii) YOUR APPLICATIONS OR INTELLECTUAL PROPERTY RIGHTS; OR (iv) LOSS OF DATA, LOST PROFIT, REVENUE, CUSTOMERS OR OPPORTUNITIES; IN EACH CASE, RELATING TO THE SERVICES AND THESE TERMS.

(c) Unlimited Liabilities. NOTHING IN THIS AGREEMENT EXCLUDES OR LIMITS YOUR LIABILITY FOR:

- (i) YOUR PAYMENT OBLIGATIONS UNDER THIS AGREEMENT;
- (ii) YOUR INDEMNIFICATION OBLIGATIONS UNDER SECTION 11(f);
- (iii) YOUR INFRINGEMENT OF OUR, OUR AFFILIATE'S OR LICENSOR'S INTELLECTUAL PROPERTY RIGHTS; OR
- (iv) ANY FRAUDULENT ACTIVITIES OR FRAUDULENT MISREPRESENTATION.

(d) Disclaimer of Certain Liabilities. Without limiting Section 11(a) or 11(b), if the Services are interrupted for any of the reasons set forth below, Tencent will promptly cooperate with the entities involved to resolve the applicable interruption, and to the extent permitted under applicable laws, Tencent disclaims liability for any loss or damages to the extent caused by the following:

(i) causes attributable to infrastructure operators, including but not limited to technical adjustments made by telecommunications operators, damage to telecommunications/power lines, installation, modification or maintenance of telecommunications networks/power resources by telecommunications/power operators.

(ii) your use of the Services in a manner not authorized by Tencent; improper operation by you or failures in your computer software, systems, hardware, or telecommunications lines; or

(iii) any other circumstances not attributable to the fault of, outside the control of, or not reasonably foreseeable by, Tencent.

(e) Tencent Indemnification.

(i) Tencent will defend or, at its option, settle any third party claim, allegation, suit or proceeding (“**Claim**”) brought against you alleging that the use of the Services by you or your End Users in accordance with these Terms infringes a third party patent or copyright. Tencent will have sole control of the defense or settlement negotiations, and Tencent agrees to pay, subject to the limitations set forth in these Terms, any final judgment entered against you and any amounts agreed to in settlement by Tencent as a result of such infringement in any Claim defended by Tencent; provided that you provide Tencent with: (1) prompt written notice of the Claim; (2) sole control over the defense and settlement of the Claim; and (3) all reasonably requested information and assistance, at Tencent’s expense, to settle or defend the Claim.

(ii) In the event that any Claim is brought or, in Tencent’s opinion, likely to be brought, Tencent may, at its sole option and expense: (1) procure for you the right to continue to use the applicable Services; (2) modify the Services, or replace the Services with non-infringing software or services that do not materially impair the functionality of the Services; or (3) if neither of the foregoing is feasible on commercially reasonable terms, terminate these Terms and procure Tencent Cloud Partner or Second-Level Reseller to refund on a pro-rata basis any Fees prepaid by you to Tencent Cloud Partner or Second-Level Reseller for the applicable Services.

(iii) Tencent will have no obligation to you under this Section 11(d) to the extent a Claim arises from: (1) your breach of these Terms; (2) User Data; (3) use of the Software or Services in combination with any products, services, data, software, hardware or business processes not provided by Tencent, if the alleged infringement is based on that combination; (4) use of non-current or unsupported versions of the Services or Software; (5) modifications to the Software or Services by anyone other than Tencent or its Affiliates; or (6) liability arising from your or any End User’s use of the Services after Tencent has notified you to discontinue such use.

(iv) THIS SECTION 11 STATES THE ENTIRE LIABILITY OF TENCENT, AND YOUR SOLE AND EXCLUSIVE REMEDY, WITH RESPECT TO ANY CLAIM OF INFRINGEMENT OR MISAPPROPRIATION OF INTELLECTUAL PROPERTY RIGHTS WITH RESPECT TO THE SERVICES.

(f) Your Indemnification.

(i) You will defend, indemnify and hold harmless Tencent, its Affiliates, and each of their respective agents, licensors, employees, officers and directors from and against any Claims to the extent they arise out of or in relation to:

(1) your Application, product, service or User Data, including without limitation, their alleged infringement or misappropriation of the Intellectual Property Rights of any third party;

(2) you or your End Users' use of the Services or Software, including without limitation any (A) alleged violation of Data Protection Laws (as defined in the Data Processing and Security Agreement) by you, your End User(s), Tencent, or its Affiliate(s) in connection with such use; (B) alleged violation of any other applicable laws and regulations by you, your End Users, Tencent, or its Affiliates in connection with such use; (C) alleged violation of third party rights by you, your End Users, Tencent, or its Affiliates; and/or (D) such use that would constitute a violation of these Terms; and/or

(3) the use of any products, services, data, software, hardware or business processes not provided by or on behalf of Tencent or its Affiliates.

(ii) Tencent will provide you with: (1) prompt written notice of any Claims; and (2) reasonable assistance, at your expense, to defend or settle the Claim. Tencent and its Affiliates retain the right to appoint additional counsel of their choice to participate in defending or settling the Claims, in which case the counsel retained by you will consult with the counsel appointed by Tencent or its Affiliates and will give them the opportunity to provide comments on defense and settlement strategies.

(iii) At your option, you may settle any such Claims, provided that any settlement requiring Tencent or its Affiliates or their agents, licensors, employees, officers or directors to admit liability, pay money, or take or refrain from taking any action will require Tencent's or the Affiliate's prior written consent (not to be unreasonably withheld, conditioned, or delayed).

(iv) Without limiting the foregoing, you agree to pay any final judgment entered against Tencent or its Affiliates or their licensors, employees, officers and directors including without limitation any damages, costs, penalties, fees, disgorgement, restitution, and interest, or in the event of settlement, any settlement amounts agreed to by you, as a result of those Claims. You also agree to reimburse us for any costs and reasonable attorney's fees spent responding to any third-party subpoena, legal order or other processes associated with such Claims.

(g) Independent Allocations of Risk. EACH PROVISION OF THESE TERMS THAT PROVIDES FOR A LIMITATION OF LIABILITY, DISCLAIMER OF WARRANTIES, OR EXCLUSION OF DAMAGES IS INTENDED TO ALLOCATE THE RISKS OF THESE TERMS BETWEEN YOU AND TENCENT. THIS ALLOCATION IS REFLECTED IN THE FEES CHARGED BY TENCENT TO YOU AND IS AN ESSENTIAL ELEMENT OF THE BASIS OF THE BARGAIN BETWEEN YOU AND TENCENT. EACH OF THESE PROVISIONS IS SEVERABLE AND INDEPENDENT OF ALL OTHER PROVISIONS OF THESE TERMS, AND EACH OF THESE PROVISIONS WILL APPLY EVEN IF THE LIMITED REMEDIES IN THESE TERMS HAVE FAILED OF THEIR ESSENTIAL PURPOSE.

12. TRADE COMPLIANCE

(a) Your Status. You represent and warrant that neither you, nor any of your officers, directors, shareholders, agents or employees, are:

(i) listed in any list of designated persons maintained by the United States (including, without limitation, the list of "Specially Designated Nationals" as maintained by the Office of Foreign Assets Control of the U.S. Treasury Department, the PRC, the United Nations Security Council, the United Kingdom (including the Consolidated List of Financial Sanctions Targets as maintained by His Majesty's Treasury), the European Union and any Member State thereof (including the Consolidated List of Persons, Groups and Entities Subject to Financial Sanctions), or any other

list of restricted persons maintained by any authority with jurisdiction over you (any person so listed being a “Restricted Person”);

(ii) organized under the laws of, operating from or located or resident in a country or territory that is the target of comprehensive sanctions (as of the date of last update of these Terms, including Iran, Cuba, North Korea, Syria and the Crimea/Sevastopol region and the so-called Donetsk and Luhansk People’s Republics (collectively “Sanctioned Territories”)); or

(iii) controlled or owned by 50 percent or more (directly or indirectly) in the aggregate by one or more Restricted Persons.

(b) Trade Compliance. In connection with your use of the Services, you will comply with all applicable export controls and economic sanctions laws and regulations of the United Nations, PRC, United States, European Union including its member states, the United Kingdom and other applicable government authorities including without limitation the U.S Export Administration Regulations (“EAR”) and the economic sanctions rules and regulations implemented under statutory authority and/or the U.S. President’s Executive Orders and administered by the U.S. Treasury Department’s Office of Foreign Assets Control (collectively, “Trade Laws”). You agree not to engage in any activities in connection with the use of the Services that would violate Trade Laws or that would risk placing Tencent in breach of any Trade Laws. You are solely responsible for compliance with Trade Laws related to the manner in which you choose to use the Services, including: (i) your transfer and processing of User Data; (ii) the provision of User Data to End Users; and (iii) specifying the Service Region in which any of the foregoing occur. For the avoidance of doubt, these Terms require you to, and you are solely responsible for complying with Trade Laws in the use of the Services by you and your End Users.

(c) Trade Compliance Event. (i) If you become a Restricted Person or controlled or owned by 50% or more (directly or indirectly) in the aggregate, by one or more Restricted Person; (ii) if provision of or use of the Services becomes otherwise restricted or prohibited as a consequence of the imposition of sanctions or by operation of Trade Laws; (iii) if Tencent determines at its sole discretion that a breach of the foregoing Sections 12(a) or (b) by you has occurred or is at risk or occurring; or (iv) if Tencent reasonably believes that you or your End User are, or are at risk, of being in violation of Trade Laws or are engaging in activities that would risk placing Tencent in breach of any Trade Laws, Tencent shall not be obliged to perform any of its obligations under these Terms or continue to provide the Services and shall be entitled, in its sole discretion, to terminate these Terms and the provision of the Services with immediate effect, without liability. Tencent is also entitled to, at its sole discretion, take any other remedial actions or relevant actions against you as it deems appropriate in light of the circumstances, including but not limited to, requesting you to remove any content that is subject to export control.

13.GENERAL

(a) Independent Contractors. The relationship of the parties established by these Terms is that of independent contractors, and nothing contained in these Terms should be construed to give either party the power to (i) act as an agent or (ii) direct or control the day-to-day activities of the other. Financial and other obligations associated with each party’s business are the sole responsibility of that party.

(b) Non-Assignability and Binding Effect. Neither party may assign or otherwise transfer, by operation of law or otherwise, its rights or obligations under these Terms without the prior written consent of the other party, except that

Tencent may freely assign or otherwise transfer these Terms without your consent: (i) in connection with a merger, acquisition or sale of all or substantially all of Tencent's assets; or (ii) to any Affiliate or as part of a corporate reorganization. Upon such assignment or transfer taking effect, the successor or permitted assigns (as the case may be) shall assume assignor/transferor's liability and assignor/transferor is released from the same. Any attempted assignment or transfer in violation of the foregoing restriction will be void. Subject to the foregoing, these Terms will be binding upon and inure to the benefit of the parties and their successors and permitted assigns.

(c) Consent to Electronic Communications. By using the Services, you consent to receiving certain electronic communications from us as further described in our Privacy Policy. Please read our Privacy Policy to learn more about our electronic communications practices. You agree that any notices, agreements, disclosures, or other communications that we send to you electronically, whether by e-mail, through the Services platform, or otherwise, will satisfy any legal communication requirements, including that those communications be in writing.

(d) Force Majeure. If the performance of these Terms is prevented, delayed, hindered or restricted, or Tencent breaches these Terms due to an event of force majeure, including but not limited to: (i) natural disasters; (ii) acts of government; (iii) promulgation or change of laws, regulations or policies (including Trade Laws, sanctions, restrictive measures or regulations); (iv) strikes or unrest; or (v) any significant change of circumstances (including changes in applicable laws which would render provision of Services potentially illegal or different from that contemplated by the parties at time of the acceptance of these Terms or first download, install, access, or use the Services), foreseeable or otherwise, in no case shall Tencent be liable for the breach of these Terms, or be otherwise liable for any such failure or delay in the performance of such obligations. If any of the abovementioned events persists for more than 15 calendar days, Tencent may terminate these Terms, without assuming any liability, by immediate written notice to you.

(e) Governing Law and Dispute Resolution. Except as provided in the North America Terms, EEA Consumer Terms, PRC Service Region Terms, Germany Terms, South Korea Terms or other region-specific or Service-specific terms, any claims for equitable relief may be brought any court of competent jurisdiction even if the parties have chosen an exclusive venue below. These Terms are governed by the jurisdiction set forth in Section 3. Unless the North America Terms, EEA Consumer Terms, PRC Service Region Terms, Germany Terms, South Korea Terms or other region-specific or Service-specific terms specify otherwise, all claims arising out of or relating to these Terms or the Services, will be resolved by arbitration administered by the Singapore International Arbitration Centre in accordance with the Arbitration Rules of the Singapore International Arbitration Centre in force when the notice of arbitration is submitted. The seat of the arbitration will be Singapore and the language will be English. All proceedings will be confidential and there will be one arbitrator only.

(f) Waiver and Severability. The waiver by either party of any breach of these Terms does not waive any other breach. Neither party will be treated as having waived any rights by not exercising (or delaying the exercise of) any rights under these Terms. If any part of these Terms is unenforceable, the remaining portions of these Terms will remain in full force and effect.

(g) No Third-Party Beneficiaries. These Terms are not intended to confer any benefits on any third party except to the extent that it expressly states that it does. End Users are not a third party beneficiaries to these Terms.

(h) Entire Agreement. These Terms and the Additional Terms are the final and complete expression of all agreements between you and Tencent regarding their subject matter and supersede all prior oral and written agreements

regarding these matters. The Additional Terms referred to in these Terms are incorporated by this reference. In the event of any conflict between the terms of the main terms and conditions of these Terms and the Additional Terms, these main terms and conditions will control, followed by the Additional Terms. However, the terms and conditions of the PRC Service Region Terms, the North America Terms, the EEA Consumer Terms, the Germany Terms or the South Korea Terms will control, if applicable.

(i) Modification of these Terms, the Privacy Policy and the Cookies Policy. Tencent may amend these Terms, including the Additional Terms, from time to time by posting updated versions to the Tencent Cloud site. Unless specifically provided in these Terms or the Additional Terms, or otherwise indicated by Tencent, the amended terms will take effect within 30 calendar days after they are posted. Notwithstanding the foregoing, any changes relating to Tencent's Services or product functionalities shall take effect immediately. Tencent will use reasonable efforts to notify you of the changes, but you are responsible for periodically checking these Terms, including the Additional Terms, for any modifications. Your continued use of the Services constitutes your acceptance of any amended Terms. Amended terms are not applicable retroactively.

(j) Language. All communications and notices in relation to these Terms shall be made or given in either English or Chinese. Notwithstanding the foregoing, to the extent any translations of these Terms are made, the English version shall prevail.

(k) Publicity. You agree that Tencent may refer to you as a customer of Tencent and use your name and logo in Tencent's marketing materials and websites. Except as otherwise permitted by law, you shall not issue any press release or make any other public communication with respect to these Terms, or the fact that Tencent is providing Services for you. You shall not use Tencent's trademarks, service marks, service or trade names, logos ("**Tencent Marks**"); or identify Tencent as a supplier of the Services without prior written consent of Tencent. Notwithstanding the permission granted, unless otherwise agreed by Tencent in writing, your limited permission to identify Tencent for such purposes and for the use of Tencent's Marks shall terminate as soon as these Terms expire or are terminated, whichever is sooner. Your use of the Tencent Marks shall be subject to any terms, conditions, or guidelines that Tencent may issue from time to time.

(l) Notice. Any notice required or permitted to be given under these Terms will be effective if it is in writing and sent by certified or registered mail, or insured courier, return receipt requested, to the appropriate party at the address set forth above (in the case of Tencent) and the registered billing address or any other address registered with us (in your case) and with the appropriate postage affixed. Either party may change its address for receipt of notice by notice to the other party in accordance with this Section. Notwithstanding the foregoing, any notices, communications, or disclosures sent electronically by Tencent through email, the platform for the Services or otherwise, shall be deemed a valid and binding notice required or permitted to be given under these Terms.

TENCENT CLOUD PRC SERVICE REGION TERMS

To the extent you have purchased a subscription to Services from a Tencent Cloud Partner or Second-Level Reseller subject to the Tencent Cloud Reseller Customer Terms of Service ("Terms") for which the PRC is the Service Region, such Services shall be provided by Tencent Cloud Computing (Beijing) Co., Ltd. ("**Tencent Cloud Beijing**") and subject to the terms of these PRC Service Region Terms as well as any applicable PRC laws and regulations. Any terms used but not defined in these PRC Service Region Terms have the meaning given to them in the Terms.

1. You hereby acknowledge and agree that (a) whilst Tencent Cloud Beijing shall provide the Services hereunder in accordance with these Terms and PRC Service Region Terms, it will not otherwise be responsible for your product, service, content and data used in connection with the Services; and (b) you have obtained, and shall maintain for the term of the Terms all applicable and valid regulatory, legal, and/or governmental licenses, filings, recordings, approvals, permits, etc. as may be required by any applicable PRC laws and regulations for the use of the Services and for your business operations using the Services in the PRC Region.

2. Prohibited Conduct. When using Services in the PRC, you must comply with all applicable PRC laws, regulations, rules and policies, and safeguard cybersecurity. You must not engage in, or facilitate, any activities that constitute a violation of such applicable laws, regulations, rules and policies, including but not limited to:

(a) activities that contravene the Basic Principles of the Constitution of the PRC, jeopardize national security, reputation or interests; incite subversion of state power; overthrow the socialist system; incite division of state and sabotage national unity; advocate terrorism or extremism; incite ethnic hatred or discrimination; undermine the national religion policy and/or promote cults or feudal superstitions;

(b) deceptive, false or misleading practices, or practices that infringe the intellectual property rights or legitimate rights and interests of others, such as using “private servers” or “plug-ins”;

(c) the posting, publishing or dissemination of spam or unlawful content that disrupt national order, jeopardize national security, or advocate for feudal superstitions, obscenity, pornography or vulgarity;

(d) violation of operating rules relating to networks, devices or services linked to the Tencent Cloud network; unlawful or unauthorized access, misappropriation, interference or surveillance any actual or attempted sabotage of network security, including but not limited to performing malicious scanning of websites and servers, hacking into a system, or unlawfully accessing data by using viruses, Trojans or malicious codes, phishing and so forth;

(f) any actual or attempted modification of system configuration set by Tencent or any actual or attempted sabotage of system security; using technological means to undermine or disrupt the operation or others' use of the Services; any actual or attempted disruption of the normal operation of any products of Tencent or any part or functions thereof in any way, or the production, posting or dissemination of such tools or methods;

(g) you being frequently attacked (including but not limited to DDoS attacks) as a result of the provision of Services, including but not limited to "DNS resolution", "security services", "domain name proxy" and "reverse proxy", and failing to correct your practices in a timely manner, or failing to eliminate the effects as requested by Tencent, thereby causing an impact on the Services platform or on others;

(h) activities violating the “Seven Bottom Lines”, where the “Seven Bottom Lines ” refers to the baseline standards in the following seven areas: laws and regulations, socialist system, national interests, citizens' legitimate rights and interests, national order, moral risks, and information veracity, as promulgated by the competent authorities, and which may be updated or amended from time to time; and

(i) any other illegal or non-compliant practices, including but not limited to illegal activities such as gambling, violence, murder, terrorism, instigating crime, defamation, abuse, disruption of internet security and order, etc.

3. Your Information.

(a) You shall provide truthful, legitimate and valid information (the "Information") in accordance with the registration procedures for the Services, including but not limited to your name, contact, email, telephone number, mailing

address, industrial and commercial registration documents and so forth. If any change occurs to the Information, you shall promptly notify Tencent of such change.

(b) To ensure account and transaction security, Tencent shall be entitled to require you to carry out real-name authentication at any time, and you shall cooperate accordingly. You agree that Tencent Cloud may authenticate your Information with third parties, and you authorize Tencent to obtain all necessary information relating to your use of the Services.

(c) In order to reasonably protect your interests and those of your users and other right holders, Tencent shall be entitled to put in place processes and systems specifically devoted to dealing with infringement and complaints, and you shall comply with such processes and systems. If Tencent receives a complaint or report from a third party against you, Tencent shall be entitled to disclose your information (including but not limited to your registered name, identification, contacts, telephone number and so forth) to the complainant as necessary and urge you to consult with the complainant, with a view to promptly resolving such complaint or dispute and protecting the legitimate rights and interests of all parties concerned. You shall extend your cooperation; failure to do so may affect your use of the Services.

4. Security. You will not install or use any pirated software on the Services, and must take security measures to protect your computer information systems as required under applicable PRC laws, regulations, rules, including but not limited to installing any required State-approved security products specifically designed for computer information systems.

5. Remedies. If Tencent discovers, on its own or based on information provided by the competent authorities or complaints filed by rights holders, that you have violated applicable PRC laws, regulations or rules, or breached the Terms, including these PRC Service Region Terms, Tencent will be entitled to take any one or more of the following actions at its own discretion:

- (a) demand that you immediately remove or modify the content in question;
- (b) immediately remove or block the content in question or disable the links in question;
- (c) restrict or suspend the provision of the Services to you (including but not limited to directly taking your services offline and withdrawing the relevant resources or setting restrictions on your operations under your Account(s));
- (d) in case of serious violations or breaches, Tencent will have the right to terminate the provision of Services to you and terminate the Terms (including but not limited to directly taking all of your services offline and withdrawing the relevant resources). The Fees already paid by you for any unused service period will be credited to Tencent as liquidated damages; and
- (e) pursuing other liabilities against you in accordance any applicable PRC laws and regulations.

Tencent shall not be responsible or held liable for any damages or losses, including but without limitation to the suspension of your business operations, deletion of data, etc., arising from the actions taken by Tencent hereunder due to your breach of these Terms and PRC Service Region Terms. You shall indemnify and hold harmless Tencent, its Affiliates, and each of their respective licensors, employees, officers and directors in respect of any damages or losses arising as a result of your breach of these Terms and PRC Service Region Terms.

6. Cooperation with Authorities. In accordance with any applicable PRC laws or regulations, or otherwise in compliance with the inquiry, request, order, or direction of any PRC governmental authorities, regulators, judicial,

administrative or other competent authorities, and notwithstanding any confidentiality obligations or non-disclosure obligations whether set forth in these Terms or otherwise, Tencent will be entitled to render cooperation to the aforementioned authorities and regulators in respect of any inquiries, investigations, proceedings or otherwise, including providing the relevant information to such regulators and authorities, to facilitate the resolution of complaints and disputes in a timely manner and protect the legitimate rights and interests of all parties concerned.

7. Governing Law. The provision of Section 13(e) and the provisions of Section 3 concerning governing law of the Terms are hereby deleted and restated as follows:

The formation, validity, effectiveness, performance and interpretation of, and dispute resolution in relation to, these Terms will be governed by the laws of the PRC (excluding the conflicts of law provisions). In the event of any dispute arising out of these Terms, the parties will first attempt to resolve the dispute through consultations in good faith; if the parties fail to resolve the dispute through such consultations, either party may refer the dispute or conflict to the People's Court in Nanshan District, Shenzhen.

TENCENT CLOUD NORTH AMERICA TERMS

To the extent you wish to purchase a subscription to Services from a Tencent Cloud Partner or Second-Level Reseller in North America and you are subject to the Tencent Cloud Reseller Customer Terms of Service ("**Terms**") and the country specified in your registered billing information with Tencent Cloud Partner or Second-Level Reseller is in North America, you shall be subject to the terms of these North America Terms. Any terms used but not defined in these North America Terms have the meaning given to them in the Terms.

TENCENT CLOUD NORTH AMERICA TERMS

To the extent you wish to purchase a subscription to Services from a Tencent Cloud Partner or Second-Level Reseller in North America and you are subject to the Tencent Cloud Reseller Customer Terms of Service ("**Terms**") and the country specified in your registered billing information with Tencent Cloud Partner or Second-Level Reseller is in North America, you shall be subject to the terms of these North America Terms. Any terms used but not defined in these North America Terms have the meaning given to them in the Terms.

1. Dispute Resolution and Arbitration

(a) Except for the right of either party to apply to any court of competent jurisdiction for a temporary restraining order, a preliminary injunction, or other equitable relief to preserve the status quo or prevent irreparable harm, any dispute, controversy or claim arising in any way out of or in connection with the Terms, including the existence, validity, interpretation, performance, breach or termination of the Terms, or any dispute regarding pre-contractual or non-contractual rights or obligations arising out of or relating to it ("**Dispute**") will be referred to and finally resolved by binding arbitration. Arbitration is less formal than a lawsuit in court. Arbitration uses a neutral arbitrator instead of a judge or jury, may allow for more limited discovery than in court, and can be subject to very limited review by courts. Arbitrators can award the same damages and relief that a court can award. This agreement to arbitrate disputes includes all claims arising out of or relating to any aspect of these Terms, whether based in contract, tort, statute, fraud, misrepresentation, or any other legal theory, and regardless of whether a claim arises during or after the termination of these Terms. YOU UNDERSTAND AND AGREE THAT, BY ENTERING INTO THESE TERMS, YOU AND TENCENT ARE EACH WAIVING THE RIGHT TO A TRIAL BY JURY OR TO PARTICIPATE IN A CLASS ACTION.

(b) Any arbitration between you and Tencent will be administered by the American Arbitration Association (“**AAA**”) under its rules in force when the Notice of Arbitration is submitted in accordance with those Rules (“**Rules**”), which Rules are deemed to be incorporated by reference into this clause and as may be amended by the rest of this clause. The Rules and filing forms are available online at www.adr.org or by calling the AAA at 1-800-778-7879. The Federal Arbitration Act and federal arbitration law apply to the Terms. All arbitration proceedings between the parties will be confidential unless otherwise agreed by the parties in writing.

(c) Tencent will reimburse you for your payment of the filing fee, unless your claim is for more than \$10,000, in which case the payment of any fees will be decided by the Rules. Any arbitration hearing will take place at a location to be agreed upon in Santa Clara County, California, but if the claim is for \$10,000 or less, you may choose whether the arbitration will be conducted: (a) solely on the basis of documents submitted to the arbitrator; (b) through a non-appearance based telephone hearing; or (c) by an in-person hearing as established by the Rules in the county (or parish) of your billing address. The arbitration tribunal will consist of three arbitrators to be appointed in accordance with the Rules. Arbitration will be conducted in English. Judgment upon the award rendered by the arbitrators may be entered in any court of competent jurisdiction.

(d) YOU AND TENCENT AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING. Further, unless both you and Tencent agree otherwise, the arbitrator may not consolidate more than one person’s claims, and may not otherwise preside over any form of a representative or class proceeding.

2. Third Party Connectivity Services

The Services provided to you may include broadband data connectivity services that connect your location(s) to Tencent Cloud (the “Third Party Connectivity Services”). Tencent acts as a network manager and obtains the Third Party Connectivity Services on your behalf as an element of the Services you receive. The Third Party Connectivity Services are provided by one or more broadband service provider(s) subject to the terms and conditions of such provider(s). The Third Party Connectivity Services are subject to certain performance limitations that impact your use of the same. You may contact Tencent at cloudlegalnotices@tencent.com to obtain additional information about the Third Party Connectivity Services that are being used as an element of your Services, including the provider(s)’ network practices, performance characteristics, and applicable commercial terms. Tencent passes through any costs for the Third Party Connectivity Services from the provider(s) to you and may charge a network manager fee as part of the Services offered.

TENCENT CLOUD EUROPEAN ECONOMIC AREA, SWITZERLAND AND UK (“EEA”) CONSUMER TERMS

If you are not a business user and you are purchasing the Services for personal use, to the extent you wish to purchase a subscription to Services from a Tencent Cloud Partner or Second-Level Reseller in EEA and you are subject to the Tencent Cloud Reseller Customer Terms of Service (“**Terms**”) and the country specified in your registered billing information with Tencent Cloud Partner or Second-Level Reseller is in EEA, such Services shall be subject to the terms of these EEA Consumer Terms. Any terms used but not defined in these EEA Consumer Terms have the meaning given to them in the Terms.

1. Governing Law

These terms shall be governed by English law, except that (if you are a consumer and not a business user) and if you live in a country (which, for these purposes, includes Scotland or Northern Ireland) of the European Union other than England, there may be certain mandatory applicable laws of your country which apply for your benefit and protection in addition to or instead of certain provisions of English law and those mandatory laws will apply.

You agree that any dispute between you and us regarding these terms or the Services will only be dealt with by the English courts, except that if you are a consumer and not a business user) and if you live in a country (which, for these purposes, includes Scotland or Northern Ireland of the European Union other than England, you can choose to bring legal proceedings either in your country or in England, but if we bring legal proceedings, we may only do so in your country. If you are a consumer within the EEA, to the extent there is any conflict, this provision shall take precedence over any term in the front-end of these Terms.

If you reside in EEA you may also have recourse to a mediation procedure body designated by us or an alternative dispute resolution process. The European Commission provides consumers with an online dispute settlement platform accessible at the following address: <http://ec.europa.eu/consumers/odr/>.

2.Cancellation Right

You normally have the right to cancel the Services within 14 days after the date the Services start being provided. However, you acknowledge that we start provision of the Services immediately following acceptance of your selection of the Services (which, by selecting the Service, you request us to do) and that you will have no right to change your mind and cancel under the Consumer Contracts Regulations once the Services have been fully carried out. If you cancel before the Services have been fully carried out (and within the 14-day period) then the charge you paid to Tencent Cloud Partner or Second-Level Reseller (and which Tencent Cloud Partner or Second-Level Reseller will deduct from any refund otherwise due to you) will be proportionate to the Services that have been used by the time you cancel, and will not exceed our reasonable costs of providing the Services up until that point.

To cancel the Services, you must clearly inform us, preferably:

by contacting customer service by submitting a work order through the console at <https://console.intl.cloud.tencent.com/workorder/category>, giving us your name, address, and account information;

or

Nothing in this section affects your legal rights.

3.Refunds policy

If you cancel the Services within the 14-day cooling-off period (see above), we will notify Tencent Cloud Partner or Second-Level Reseller and Tencent Cloud Partner or Second-Level Reseller shall process your refund request in accordance with the Tencent Cloud Partner's or Second-Level Reseller's refund policies and applicable laws in the EEA.

4.Defective Services

If any Services you order are defective (in other words, they do not comply with the requirements of these Terms), you may have one or more legal remedies available to you, depending on when you make us aware of the problem, in accordance with your legal rights. If you believe the Services are defective, you should inform us as soon as possible by contacting customer service by submitting a work order through the console at

<https://console.intl.cloud.tencent.com/workorder/category>, giving your name, address and account information.

Nothing in this section affects your legal rights.

5. France Specific Terms

If you are a consumer residing in France, please note that the exclusion and limitation of liability provisions included in Sections 11(a) and 11(b) of the Terms above, will not apply to you.

TENCENT CLOUD GERMANY TERMS

To the extent you wish to purchase a subscription to Services from a Tencent Cloud Partner or Second-Level Reseller in Germany and you are subject to the Tencent Cloud Reseller Customer Terms of Service (“Terms”) and the country specified in your registered billing information with Tencent Cloud Partner or Second-Level Reseller is Germany, you shall be subject to the terms of these Germany Terms, which prevail over the general Tencent Cloud Reseller Customer Terms of Service in case of any contradictions. Any Terms used but not defined in these Germany Terms have the meaning given to them in the Terms.

1. **Privacy Policy.** Our Privacy Policy does not form part of the Terms. It only serves for informational purposes and provides information on how we process personal data within the scope of the Services.
2. **Changes to the Service and/or the Terms.** We reserve the right to change the Service and/or the Terms. We will notify you of the changed conditions by email at least six (6) weeks before their effective date and will indicate the intended application of these new Terms. If you do not object to the application of the new Terms within this period of time or if you continue to use the Services after the changed Terms have entered into force, the new Terms will be considered to have been accepted. We will notify you of the importance of the six (6) week period, the right to object, and the legal consequences of silence. If you do not accept the new Service and/or Terms, which are essential for the continued provision of our Services, we may terminate our contractual relationship with you.
3. **Third Party Software.** No terms and conditions applicable to Third Party Software form part of the Terms. You are not bound by any terms and conditions applicable to Third Party Software by these Terms.
4. **Limitation of Liability, Indemnification.** Notwithstanding Section 11 of the Tencent Cloud Reseller Customer Terms of Service, the following applies to you:
 - (a) For damages with respect to injury to health, body or life caused by Tencent, Tencent’s representatives or Tencent’s agents in the performance of the contractual obligations, we are fully liable.
 - (b) Tencent is fully liable for damages caused wilfully or by gross negligence by Tencent, Tencent’s representatives or Tencent’s agents in the performance of the contractual obligations. The same applies to damages which result from the absence of a quality which was guaranteed by Tencent or to damages which result from malicious action.
 - (c) If damages, except for such cases covered by Sections 4(a), 4(b) or 4(d), with respect to a breach of a contractual core duty are caused by slight negligence, Tencent is liable only for the amount of the total fees that you have paid to Tencent under these terms in the twelve (12) months immediately preceding the date that event giving rise to the liability first occurred. Contractual core duties, generally, are such duties whose accomplishment enables proper performance of an agreement in the first place and whose performance a contractual party regularly may rely on.
 - (d) Tencent’s liability based on the German Product Liability Act remains unaffected.
 - (e) Any further liability of Tencent is excluded.

(f) The limitation period for claims for damages against Tencent expires after one (1) year, except for such cases covered by sections 4(a), 4(b), or 4(d).

5. Inapplicable Clauses. The following Section of the Tencent Cloud Reseller Customer Terms of Service do not apply to you: Section 9(b)(iv), Section 9(d), Section 10, and Section 12(g).

6. Consent to Electronic Communications. Notwithstanding Section 12(c) of the Tencent Cloud Reseller Customer Terms of Service, we will ask you for a separate consent to receiving certain electronic communications from us.

7. Term and Termination. Irrespective of Section 9 of the Tencent Cloud Reseller Customer Terms of Service, Tencent may terminate the Terms at any time and for any and no reason upon providing to you 30 days' written notice.

8. Governing Law. Notwithstanding Section 3(a) of the Tencent Cloud Reseller Customer Terms of Service, if you use our Services as a consumer, the governing law that applies to the Terms is German law.

TENCENT CLOUD SOUTH KOREA TERMS

To the extent you wish to purchase a subscription to Services from a Tencent Cloud Partner or Second-Level Reseller in South Korea and you are subject to the Tencent Cloud Reseller Customer Terms of Service ("Terms") and the country specified in your registered billing information with Tencent Cloud Partner or Second-Level Reseller is South Korea, you shall be subject to the terms of these South Korea Terms, which prevail over the general Tencent Cloud Reseller Customer Terms of Service in case of any conflict or inconsistency. Any terms used but not defined in these South Korea Terms have the meaning given to them in the Terms.

1. Eligibility

Section 2 concerning eligibility of Terms is hereby restated as follows: You must be at least 19 years old to use the Services. By agreeing to these Terms (including South Korea Terms, hereinafter the same), you represent and warrant to us that: (a) you are at least 19 years old; (b) you have not previously been suspended or removed from the Services; and (c) your registration and your use of the Services is in compliance with any and all applicable laws and regulations. If you are an entity, organization or company, the individual accepting these Terms on your behalf represents and warrants that they have authority to bind you to these Terms and you agree to be bound by these Terms.

2. Changes on Services or Fees

If Tencent changes the Services or Fees, Tencent will specify the reason for the change, the content of the Services or Fees to be changed, and the date of provision, etc., and post such information on the initial screen of the Service at least 7 days prior to the date of implementation of such change. However, if the change in Service or Fees is unfavorable or material to you, we will notify you at least 30 days in advance and obtain consent from you with respect to the change.

3. Cancellation

(a) If you are an end-user of the Services and a consumer under Act on the Consumer Protection in Electronic Commerce, etc., you may cancel the Services within 7 days after the date of commencement of the Services. However, notwithstanding the above, if the contents of the Services are different from the contents displayed or advertised by Tencent, or if the contents are performed differently from contents specified in the Terms and other agreements related to the Services, you may cancel the Services within three months after the date of commencement of the Services, or within 30 days after the date you knew or could have known such fact.

- (b) You may not cancel the Services against Tencent's intention if the Services that Tencent has provided are temporary or with only partial functions.
- (c) In order to cancel the Services, you must clearly inform us, preferably by contacting customer service by submitting a work order through the console at <https://consoleintl.cloud.tencent.com/workorder/category>, giving us your name, address, and account information.
- (d) Cancellation will take effect from the date of sending your intention to cancel.
- (e) If you cancel, Tencent will delete and terminate your Service without delay and Tencent Cloud Partner or Second-Level Reseller shall refund Fees within 3 days after the date of deletion/termination.
- (f) In the event that Tencent Cloud Partner or Second-Level Reseller delays the refund in paragraph (e), Tencent Cloud Partner or Second-Level Reseller will pay you the delayed interest calculated by multiplying the delayed period by the interest rate prescribed by the Act on the Consumer Protection in Electronic Commerce, Etc. and the Enforcement Decree.
- (g) Tencent will request, through Tencent Cloud Partner or Second-Level Reseller, the business operator who provided the Payment Method used to pay the Fees to suspend or cancel the charge for the Fees without delay. However, if Tencent Cloud Partner or Second-Level Reseller has already received Fees from the payment company, it will be refunded to the payment company and notify to you.
- (h) If you have used some of the Services, Tencent is entitled to make a claim against you for an amount equivalent to the benefits you have obtained by using the Services or the cost of supplying the Services for you.
- (i) Tencent may not claim a penalty or compensation for damages on the grounds of cancellation.

4.Modification of the Terms

If Tencent intends to amend the Terms, Tencent will post the updated version on the Tencent Cloud website. Updated versions will be effective no earlier than 7 days after the date of posting. Your continued use of the Services after the effective date of the updated Terms constitutes your acceptance of any amended Terms. However, if the modification in the Terms is unfavorable or material to you, we will notify you at least 30 days in advance and obtain consent from you with respect to the modification.

5.Governing Law

Notwithstanding Section 3(a) of the Terms, if you use our Services as an end-user or consumer, the governing law that applies to the Terms will be Korean Law.

Partner Academy

Applying for Partner Academy Access

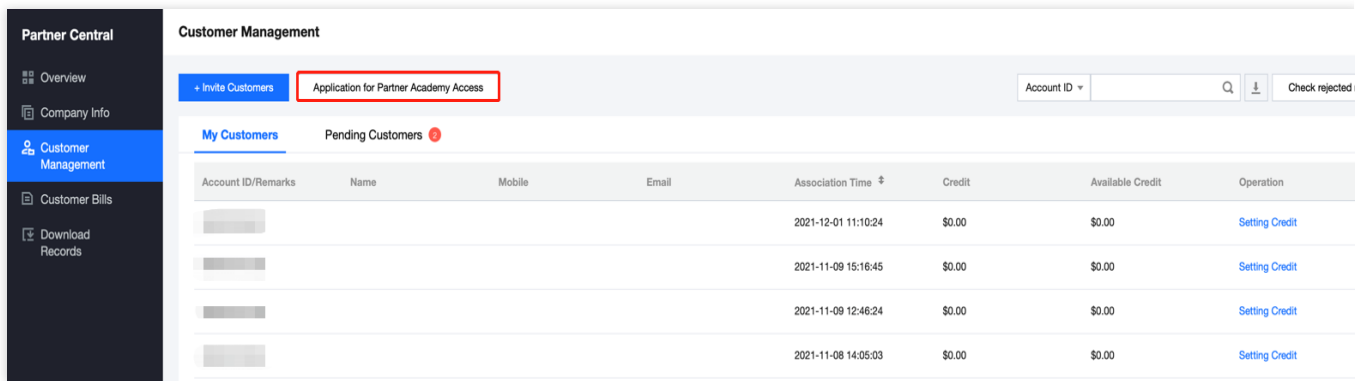
Last updated : 2022-04-20 16:07:37

Application for Partner Academy Access

Note:

Tencent Cloud partners can directly log in to the Partner Academy and apply for access for their employees. The procedure is as follows.


1. Use your partner account to log in to [Tencent Cloud](#) and enter the [Partner Center](#).
2. Click **Application for Partner Academy Access**



3. Enter the application information as prompted and upload the certificates.

Application for Partner Academy Access ✕

Account ID

Documents 

Notes:

1. [Download template](#) and fill it out as instructed. [See Certificate Sample](#)
2. Supported formats of uploaded files include .webp, .bmp, .jpg, .png, .tif, .gif, and .apng, and the size of an image cannot exceed 1 MB.
3. The review process takes approximately 3 business days. You and your customers will be notified if the application is approved.

I confirm that I have read and agree to the [Tencent Cloud Partner Program Terms and Conditions](#) and [Tencent Cloud International Partner Academy Program Terms of Service](#) .

I have read and acknowledge the [Tencent Cloud International Partner Academy Privacy Notice](#) .

I confirm that I have obtained the explicit consent from the applicant employee(s) and/or representative(s) to share their personal information to Tencent in accordance with [Tencent Cloud International Partner Academy Privacy Notice](#), and that they have read and acknowledge the [the Tencent Cloud International Partner Academy Privacy Notice](#).

Note:

You must use a Tencent Cloud International account to apply for Partner Academy access.

If you have already applied for or obtained Partner Academy access, do not apply again.

Do not apply for Partner Academy access with the account of another partner or partner's customer.

Fill out the certificates to be uploaded according to the downloaded template.

An uploaded image cannot exceed 1 MB in size.

The review takes about 1–2 days, and the result will be emailed to you and your customer.

4. Click **Submit**. After the access application is successfully submitted, wait for the approval.

5. After the approval email is received, the access application is completed.



The application for Partner Academy access was approved

Dear Partner,

Your application for Partner Academy access for the Tencent Cloud account (account ID: [REDACTED], account name: [REDACTED]) was approved. This account can log in to the Partner Academy now.

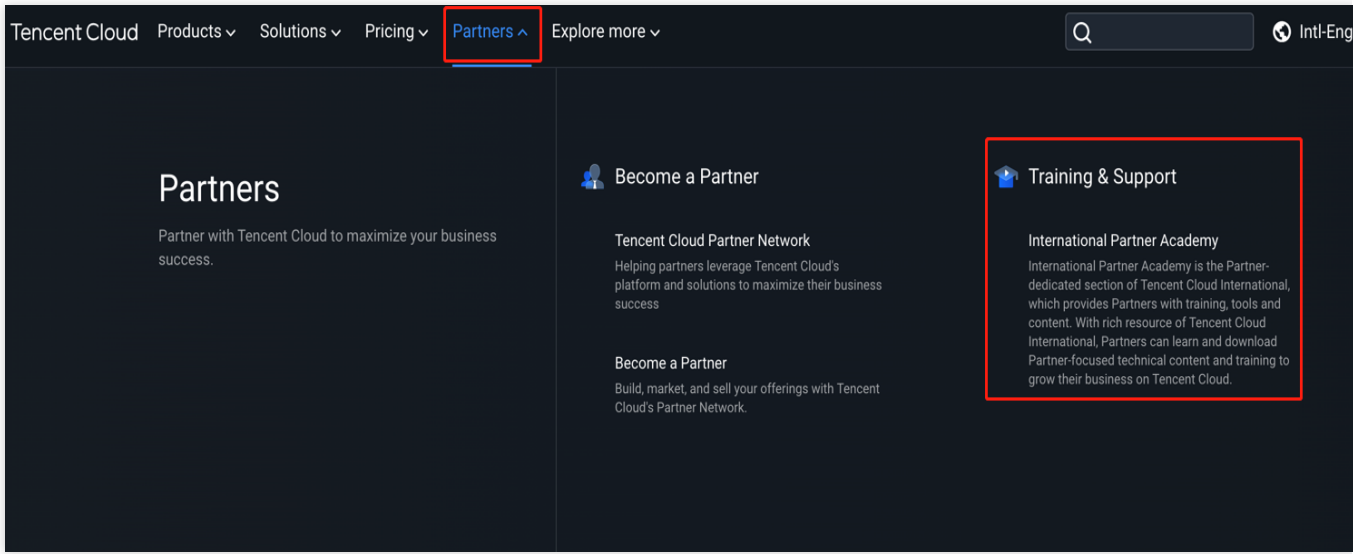
Thank you!

Tencent Cloud

Logging in to Partner Academy

Last updated : 2022-05-07 14:38:49

1. Go to [Tencent Cloud website](#) .
2. Click **Partners** on the topbar to redirect to the Partner Academy as shown below:



Note:

You need to log in to your Tencent Cloud account before entering the Partner Academy.

You can log in to the Partner Academy only with a Tencent Cloud International partner root account but not a partner sub-account, collaborator account, or other accounts.

If you don't meet the requirement for partner root account, you can ask your partner to apply for access on your behalf.

For more information, see [Application for Partner Academy Access](#).

3. After entering the Partner Academy, you will be automatically redirected to the Partner Academy homepage.



Recommended Courses

More

Technical Sharing Session

Powering Growth in China (China Connect Series)

Powering Growth in China - English & Chinese Sessions

2 sections 2 learned

Certification Training

Tencent Cloud Solutions Architect Professional

Chapter 1 - Tencent Cloud Solutions Architect Professional

3 sections 3 learned

Certification Training

Tencent Cloud SysOps Associate

Chapter 1 - Tencent Cloud SysOps Associate

5 sections 0 learned

Latest Documents

More

- Lighthouse_v1.0_EN-US 2022-04-28 20:40
- EdgeOne_v1.0_EN-US 2022-04-28 20:16
- TRTC_v1.0_EN-US 2022-03-24 17:44
- TRTC_One-Pager_v1.0_EN-US 2022-03-24 17:44
- Cloud Monitor_v1.0_EN-US 2022-03-24 17:43

LibraryCategory

- Solutions
- Compute and ...
- Storage
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- Networking an...
- Security
- Enterprise App...
- Artificial Intellig...
- Middleware an...
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Noticeboard

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WELCOME TO PARTNER ACADEMY

You can learn our Partner-focused technical content and training to grow your business with Tencent Cloud.

If you have a question related to Partner Academy, please feel free to contact us as below.

charlixchen@tencent.com

barryccwang@tencent.com

My pending (4)

More

TCI-PA Practitioner

Project · There is no time for the time.

0/7

TCI-PA Solutions Architect Associ...

Project · There is no time for the time.

0/6

TCI-PA SysOps Associate

Project · There is no time for the time.

0/7

Agreement Management

Tencent Cloud International Partner Academy

Privacy Notice

Last updated : 2022-03-30 09:09:48

1.INTRODUCTION

This Notice applies if you have a Tencent Cloud account and would like to access, or apply for access to, the Partner Academy at lexiangla.com (“Partner Academy”). This Notice incorporates the Tencent Cloud privacy policy located at (“[Privacy Policy](#)”). Terms used but not defined in this Notice shall have the meaning given to them in the Privacy Policy. In the event of any conflict between the Privacy Policy and this Notice, this Notice shall apply to the extent of the inconsistency.

2.CONTROLLERSHIP

The controller of the personal information described in this Notice is as specified in the Privacy Policy.

3.HOW WE USE PERSONAL INFORMATION

We will use the information in the following ways and in accordance with the following legal basis:

Application to access Partner Academy

| Personal Information | Use | Legal Basis |
|--|--|---|
| Partner, Employee and Representative Access Data: Information you provide as part of filling out the application form, including the applicant’s name, Tencent Cloud ID, UIN, APPID, relationship with Partner, reason for application (if applicable), and company name. | We use this information for the purpose of processing your application to, and verify the applicant’s eligibility (as the Partner, the Partner’s employee or representative, as applicable) to, access the Partner Academy. Please note that this data is stored in our TencentDB for MySQL feature. | We process this information as it is necessary for us to perform our contract with you. |

Access to Partner Academy

| Personal Information | Use | Legal Basis |
|-----------------------------------|--|---|
| Sign-Up Data: User ID | We use this information for the purpose of verifying whether you (and/or employee(s) and representative(s), as applicable) have access to Partner Academy. Please note that this data is stored and backed up in our TencentDB for MySQL feature. | We process this information as it is necessary for us to perform our contract with you. |
| Verification Data: Open ID | We use this information for the purpose of verifying whether you (and/or employee(s) and representative(s), as applicable) have access to Partner Academy. Please note that this data is stored and backed up in our TencentDB for MySQL feature. Please note that this data will be hashed before it is also shared with the Partner Academy for this purpose and for account management. | We process this information as it is necessary for us to perform our contract with you. |

4.HOW WE STORE AND SHARE PERSONAL INFORMATION

As specified in the Privacy Policy. Additionally, we will hash verification data before sharing it with **Shenzhen Tencent Computer System Co. Ltd.** for the purpose stated above.

5.DATA RETENTION

We will retain personal information in accordance with the following:

| Personal Information | Retention Policy |
|---|---|
| Partner, Employee and Representative Access Data | This data is held for so long as an account exists. Information is erased within thirty (30) days of the date the account is deleted. |
| Sign-Up Data | This data is held for so long as an account exists. Information is erased within thirty (30) days of the date the account is deleted. |
| Verification Data | This data is held for so long as you have access to the Platform Academy, and then erased within 30 days. |

Tencent Cloud International Partner Academy Program Terms Of Service

Last updated : 2022-03-30 09:11:44

To the extent you have accepted the terms and conditions to govern your participation in Tencent Cloud International Partners Program (“[Tencent Cloud International Partner Terms](#)”), and you wish to receive services under the Tencent Cloud International Partner Academy Program, these Tencent Cloud International Partner Academy Program Terms (“**Terms**”) will govern your access to and use of the Tencent Cloud International Partner Academy Program, and related services provided or received on or via the Tencent Cloud International Partner Academy Program (collectively, the “**Program**”). By accessing or using the Program, or by ticking “I Agree” or “I Accept” in the application form, you confirm that you have read and understood, and you agree to be bound by, these Terms. For the purposes of these Terms, “**Tencent**”, “**we**”, “**our**” and “**us**” refer to the applicable entities as listed in the Tencent Cloud International Partner Terms. These Terms prevail over the general [Tencent Cloud International Partner Terms](#) in case of any conflict or inconsistency. Any term used but not defined in these Terms have the meaning given to them in the Tencent Cloud International Partner Terms, and any term in the Tencent Cloud International Partner Terms that has not been explicitly modified in these Tencent Cloud International Partner Academy Program Terms shall remain in full force and effect between you and Tencent

1. Program Content Offering.

By registering for and accessing a Program account, Tencent might offer you text, images, audio, video, or other content (excluding software) related to the Program (“Program Content Offering”), through the [Tencent Cloud International Partner Academy Program](#) site. Subject to your compliance with the Terms, Tencent grants you a limited, revocable, worldwide, non-exclusive, non-sublicensable, and non-transferrable license to view, download, and distribute (only for those materials we have made explicitly available for download) the Program Content Offering solely for the purpose of marketing Tencent Cloud services to your customers. You may not modify, alter, create derivative works of, license, sublicense, sell, resell or otherwise misuse any Program Content Offering unless expressly permitted by Tencent. Tencent and/or its licensors shall own and reserve all right, title, and interest in and to the Program Content Offering, and related intellectual property rights, and except as expressly described herein, no rights to the Program Content Offering, or related intellectual property rights are transferred or licensed pursuant to the Terms.

2. Account and Registration.

When you register for a Program account (“Account”) (whether in your capacity as a Partner and/or for and on behalf of your employees and representatives), you may be required to provide us with some information, such as your (and/or your employees’ and representatives’) name, postal address, email address, and other contact information. You agree that the information you provide to us (whether in your capacity as a Partner and/or of your employees and

representatives, as applicable) is accurate and that you will keep it accurate and up-to-date at all times. You warrant and agree that you have obtained all necessary consents from the applicable employees and representatives to share their personal information for purposes of the Program (including to apply for access to the Program and register for an Account).

We may deny you the right to create an account. Any entities or individuals that access the Program under your Account, and any of your employees and representatives who are authorized to access the Program with their own Account, are referred to in these Terms as “End Users.” You and your authorized End Users may access and use the Program Content Offering in accordance with these Terms during the Term (as defined below). If you or your End Users become aware of any unauthorized use of your or your End Users’ Account or the password for your or your End Users’ Account, you will notify Tencent as promptly as possible. You are responsible for safeguarding any and all of your and your End Users’ Account details and access credentials. Any breach of these Terms or any use of your and/or your End Users’ Account by anyone to whom you disclose your username or password will be treated as if the breach or use had been carried out by you, and will not relieve you of your obligations to us.

3. Modification of Program.

Tencent will have the right to modify the features of, cease the offering of, amend the terms and conditions of, or make any other adjustments or modifications to the Program, any time as deemed necessary without prior written notice to you.

4. Feedback.

If you provide Tencent or its Affiliates with any suggestions, ideas, comments, or other feedback about the Program (including the Program Content Offering) (“Feedback”), Tencent and its Affiliates may use and otherwise exploit that Feedback without restriction and without obligation to you; provided, however, Tencent will not publicly disclose Feedback in a way that is identifiable to you.

5. Disclaimers.

THE PROGRAM CONTENT OFFERING IS PROVIDED ON AN “AS IS” BASIS WITHOUT WARRANTY OF ANY KIND, WHETHER EXPRESS OR IMPLIED. TENCENT SPECIFICALLY DISCLAIM ANY AND ALL WARRANTIES AND CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT, AND ANY WARRANTIES ARISING OUT OF COURSE OF DEALING OR USAGE OF TRADE. TENCENT FURTHER DISCLAIM ANY AND ALL LIABILITY RELATED TO YOUR ACCESS OR USE OF PROGRAM CONTENT OFFERING OR ANY RELATED CONTENT OR YOUR PARTICIPATION IN THE PROGRAM. YOU ACKNOWLEDGE AND AGREE THAT ANY ACCESS TO OR USE OF THE PROGRAM CONTENT OFFERING OR ANY PARTICIPATION IN THE PROGRAM IS AT YOUR OWN RISK.

6. Limitation of Liability.

(A) TO THE MAXIMUM EXTENT PERMITTED BY LAW, TENCENT SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR ANY LOSS OF PROFITS OR

REVENUES, WHETHER INCURRED DIRECTLY OR INDIRECTLY, OR ANY LOSS OF DATA, USE, GOODWILL, OR OTHER INTANGIBLE LOSSES, RESULTING FROM YOUR AND/OR YOUR END USERS' ACCESS TO OR USE OF OR INABILITY TO ACCESS OR USE THE PROGRAM CONTENT OFFERING OR YOUR AND/OR YOUR END USERS' PARTICIPATION IN THE PROGRAM. IN NO EVENT SHALL TENCENT'S AGGREGATE LIABILITY FOR ALL CLAIMS RELATED TO THE PROGRAM EXCEED ONE HUNDRED U.S. DOLLARS (\$100).

(B) YOU ACKNOWLEDGE AND AGREE THAT THE DISCLAIMERS AND THE LIMITATIONS OF LIABILITY SET FORTH IN THIS TERMS OF USE REFLECT A REASONABLE AND FAIR ALLOCATION OF RISK BETWEEN YOU AND TENCENT, AND THAT THESE LIMITATIONS ARE AN ESSENTIAL BASIS TO TENCENT'S ABILITY TO MAKE THE PROGRAM AND/OR THE PROGRAM CONTENT OFFERING AVAILABLE TO YOU ON AN ECONOMICALLY FEASIBLE BASIS.

(C) YOU AGREE THAT ANY CAUSE OF ACTION RELATED TO THE PROGRAM MUST COMMENCE WITHIN ONE (1) YEAR AFTER THE CAUSE OF ACTION ACCRUES. OTHERWISE, SUCH CAUSE OF ACTION IS PERMANENTLY BARRED.

7. Indemnification.

You will indemnify, defend, and hold harmless Tencent, its Affiliates, and each of their respective licensors, employees, officers and directors from any and all claims, liabilities, expenses, and damages, including reasonable attorneys' fees and costs, made by any third party related to: (a) your and your End Users' participation in the Program or use or attempted use of the Program Content Offering in violation of the Terms; or (b) your violation of any law or rights of any third party.

8. Term and Termination; Suspension.

(a) These Terms will commence when you accept these Terms or first download, install, access, or use the Program Content Offering and continue until terminated as set forth in Tencent Cloud International Partner Terms ("Term").

(b) Without prejudice and in addition to its rights and remedies at law or equity, Tencent may suspend or terminate the Terms and/or limit or restrict your rights to participate in the Program or use Program Content Offering, immediately upon written notice to you if, in the reasonable opinion of Tencent, you have engaged in any of the following: (a) breached or prejudiced the Terms; (b) used the Program Content Offering in a way that poses a security risk to the Tencent platform or any third party; (c) used the Program Content Offering in a way that subjects, or will subject, Tencent to liability; (d) engaged in any fraudulent, deceptive or unlawful act; or (e) become the subject of any bankruptcy, reorganization, liquidation, dissolution or similar proceedings.

Tencent Cloud International Partner Academy Application Form Sample

Last updated : 2022-03-30 09:10:53

Application Form

| | |
|---|---|
| Partner Company Name [↕] | Tencent Holdings Ltd. [↕] |
| Tencent Cloud Account ID of Applicant [↕] | 100000750XXX [↕] |
| <p>↕</p> <p><input checked="" type="checkbox"/> I confirm that I have read and agree to the Tencent Cloud Partner Program Terms and Conditions and Tencent Cloud International Partner Academy Program Terms of Service.[↕]</p> <p>↕</p> <p><input checked="" type="checkbox"/> I have read and acknowledge the Tencent Cloud International Partner Academy Privacy Notice.[↕]</p> <p>↕</p> <p><input checked="" type="checkbox"/> I confirm that I have obtained the explicit consent from the applicant employee(s) and/or representative(s) to share their personal information to Tencent in accordance with Tencent Cloud International Partner Academy Privacy Notice, and that they have read and acknowledge the Tencent Cloud International Partner Academy Privacy Notice.[↕]</p> <p>↕</p> | |
| <p>↕</p> <p>Applicant Signature[↕]</p> <p>↕</p> <p>XXXX[↕]</p> <p>_____[↕]</p> <p>↕</p> | <p>Tencent Cloud Approval Result[↕]</p> <p>↕</p> <p>↕</p> <p><input type="checkbox"/> Approve ↓</p> <p><input type="checkbox"/> Disapprove ↓</p> <p>↕</p> <p>Reason of disapprove: _____[↕]</p> |
| <p>↕</p> <p>Partner Company Chop/Signature[↕]</p> <p>↕</p> <p>XXXX[↕]</p> <p>_____[↕]</p> | |

[Tencent Cloud Partner Program Terms and Conditions](#)

[Tencent Cloud International Partner Academy Program Terms of Service](#)

[Tencent Cloud International Partner Academy Privacy Notice](#)

Access Management

CAM Overview

Last updated : 2022-11-15 12:06:26

Note:

If you do not need to manage permissions to International Partners resources for sub-accounts, you can skip this section, and this won't affect your understanding and use of other documents.

If you use multiple Tencent Cloud services such as Cloud Virtual Machine (CVM), VPC, and TencentDB that are managed by different users sharing your cloud account key, you may face the following problems:

Your key will be easily compromised because it is shared by several users.

You cannot restrict the access from other users and your service will be vulnerable to the security risks caused by their misoperations.

You can avoid the problems above by allowing different users to manage different services through sub-accounts. By default, a sub-account has no access to International Partners. Therefore, you need to create a policy to grant different permissions to the sub-accounts.

Cloud Access Management (CAM) is a Tencent Cloud web service that helps you securely manage and control access to your Tencent Cloud resources. CAM allows you to create, manage or terminate users (groups), and control who have access to which Tencent Cloud resources based on identity and policy management.

You can use CAM to bind a user or user group to a policy that allows or denies their access to specified resources to complete specified tasks.

For more information on CAM sub-users, see [Creating Sub-User](#).

For more information on CAM policies, see [Policies](#).

Preset Policies

Last updated : 2023-01-03 18:33:31

Note:

This document describes the access management feature of International Partners. For more information on access management for other Tencent Cloud services, see [CAM-Enabled Products](#).

Essentially, this feature is used to bind sub-accounts to policies or grant policies to sub-accounts. You can use preset policies directly in the console to implement some simple authorization operations.

International Partners currently provides the following preset policies:

| Policy | Description |
|-------------------------------------|--|
| QcloudIntlpartnersmgtFullAccess | Full read/write access to International Partners |
| QcloudIntlpartnersmgtReadOnlyaccess | Read-only access to International Partners |

Example of Using Preset Policies

Creating a sub-account with International Partners permissions

1. Access the [User List](#) page in the CAM console as a Tencent Cloud [root account](#) and click **Create User**.
2. Select **Custom Creation** to enter the **Create Sub-User** page.

Note:

Finish the steps before going to the **User Permissions** page as instructed in [Creating Sub-User](#).

3. On the **User Permissions** page:

3.1 Search for and select the preset policy `Intlpartnersmgt`.

3.2 Click **Next**.

4. In the **Review** step, click **Complete**. After the sub-user is created successfully, download the login link and security credential file and keep them properly. They contain the following information.

| Information | Source | Purpose | Saving Required |
|-------------|------------------------------|--|-----------------|
| Login URL | Copied on the page | For quick console login (there is no need to enter the root account) | No |
| Username | Security credential CSV file | For console login | Yes |
| Password | Security credential CSV file | For console login | Yes |
| SecretId | Security credential | For calling server APIs. For details, see Access Key | Yes |

| | | | |
|-----------|---------------------------------|--|-----|
| | CSV file | | |
| SecretKey | Security credential CSV file | For calling server APIs. For details, see Access Key | Yes |

5. With the above login URL and security credentials, the authorized sub-user will have the permission to perform operations related to International Partners, such as accessing the International Partners console and calling International Partners server APIs.

Granting an existing sub-account permissions to access International Partners

1. Access the [User List](#) page in the CAM console as a Tencent Cloud [root account](#) and click the sub-account to which you want to grant permissions.
2. On the **User Details** page, click the **Permission** tab and click **Add Permissions**. If **there are available permissions**, click **Associate Policy** instead.
3. Click the **Select policies from the policy list** tab, search for the preset policy `Intlpartnersmgt` and select it, then finish the further steps as prompted.

Disassociating International Partners permissions from a sub-account

1. Access the [User List](#) page in the CAM console as a Tencent Cloud [root account](#) and click the sub-account from which you want to disassociate permissions.
2. On the **User Details** page, click the **Permission** tab, click **Disassociate** on the right of the preset policy `Intlpartnersmgt`, then finish the further steps as prompted.

CAM-Supported APIs

Last updated : 2022-11-15 12:06:26

Basic Information

| Product Name | Abbreviation in CAM | Authorization Granularity |
|------------------------|---------------------|---------------------------|
| International Partners | Intlpartnersmgt | Operation level |

Note:

The authorization granularity of Tencent Cloud products includes service, operation, and resource levels.

Service level: It defines whether a user is authorized to access the service as a whole. A user can have either full access or no access to the service. For Tencent Cloud products with the service-level authorization granularity, permissions cannot be authorized to their specific APIs.

Operation level: It defines whether a user is authorized to call a specific API of a service. For example, granting an account read-only access to vouchers is an operation-level authorization.

Resource level: It is the finest authorization granularity that defines whether a user is authorized to access specific resources. For example, granting an account read/write access to a specific voucher is a resource-level authorization. The Tencent Cloud product that supports resource-level APIs will be considered to have used resource-level authorization granularity.

API Authorization Granularity

Resource-level API: It supports the authorization of a specific resource.

Operation-level API: It doesn't support the authorization of a specific resource.

For authentication through a resource-level API, the Tencent Cloud product will deliver the six-segment format of the specific resource to CAM for authentication, thereby supporting authorization and authentication of the specific resource.

For authentication through an operation-level API, the Tencent Cloud product will not pass the six-segment format of a specific resource to CAM for authentication but an asterisk (*) that indicates all resources. If a resource is specified in the policy syntax during authorization but not passed through the API for authentication, CAM will determine that the API is out of the authorization scope and therefore has no permissions.