
Advanced Delivery Framework (North America) For contracts subject to other privacy laws

Processing

Kyndryl will process Client Personal Data using this tool/capability for delivering the Services as described in the Agreement, including the DPA at <https://www.kyndryl.com/terms/dpa> and this DPA Exhibit.

Duration of Processing

Kyndryl will process Client Personal Data for the duration of the Services and/or as required by applicable law.

Processing Activities

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

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

Client Personal Data

Categories of Data Subjects

The following lists the Categories of Data Subjects whose Personal Data is Processed within the Services:

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

Types of Client Personal Data

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

Identity of the Individual

- Online Identifier
- Person Name
- Technology Identifiers

General

Kyndryl will Process the Types of Client Personal Data of the identified Categories of Data Subjects listed above in accordance with the Agreement.

Technical and Organizational Measures

The technical and organizational measures (TOMs) applicable to the Services are available at: <https://www.kyndryl.com/terms/dsp>.

Deletion and return of Client Personal Data

The deletion and/or return of Client Personal Data will be as defined in the Agreement.

Subprocessors

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

- a. Kyndryl Companies:

Kyndryl Subprocessors and Locations
(The Kyndryl legal entity with which the client contract is signed should be disregarded from this list, as applicable)
Kyndryl, Inc., United States of America (EU-U.S. DPF)
Kyndryl Hungary K. [Kyndryl Hungary Korlátolt Felelősségű Társaság], Hungary
Kyndryl Client Center s.r.o, Czech Republic
Kyndryl Global Services Delivery Centre Polska Sp.Z.o.o., Poland
Kyndryl Solutions Private Limited, India

- b. Third-Party Subprocessors:

Third-Party Subprocessors and Locations
Microsoft* https://www.kyndryl.com/terms?id=Microsoft

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

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

Kyndryl Privacy Contact and Notifications

The Chief Privacy Office can be contacted at ChiefPrivacyOffice@kyndryl.com.