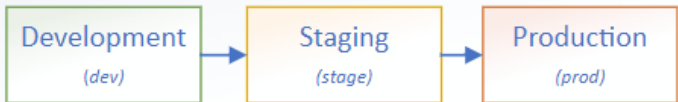


Sunetplus Cloud Service Description - Operations and Security

Operations	Information
Scope of the new solution	The Sunetplus application no longer needs to be installed locally. Sunetplus is now operated in a Citrix cloud environment. BBT is responsible for backing up the database and updating the software and cloud infrastructure.
Data residency location	The data is hosted in a virtualised environment operated by BBT's service partner in Zurich.
BBT service partner	The service partner is CONVOTIS Schweiz AG. BBT has entered into a subcontractor data processing agreement with the service partner to ensure compliance with Swiss data protection legislation. Neither BBT nor the service partner is subject to the CLOUD Act.
Description of the system environments	 <pre> graph LR Dev[Development (dev)] --> Stage[Staging (stage)] Stage --> Prod[Production (prod)] </pre> BBT uses three environments: • Development: testing new functions • Staging: testing interface integration • Production: production system The Development environment contains sample data only (no production data). Production or production-like data (e.g. configurations) is used only in the Staging and Production environments. These environments are protected accordingly. The customer has access exclusively to the Production environment.
Backup	The databases and drive storage are backed up regularly. The backup is stored at another location within Switzerland.
Access to customer data	If processing by the support organisation is required in a support case, particularly as part of data migration, this takes place exclusively with the customer's explicit consent. All access is logged.
Onboarding process	For onboarding, the customer receives an upload link through which the Sunetplus database can be transferred to BBT (Microsoft Access, SQLite or a backup of the Microsoft SQL database). BBT performs the migration and informs the customer as soon as all data has been transferred and the system is ready.

Data transfer upon termination	If the contract is terminated by notice, the customer is provided with a download link through which the customer can download its data (database backup and drive data). All data, including backups, is then irreversibly deleted from the cloud environment.
Security	Information
Certifications / internal control system	BBT and its service partner CONVOTIS Schweiz AG are ISO/IEC 27001 certified. BBT also operates an appropriate and effective internal control system. Its appropriateness and effectiveness are assessed annually by an external audit firm. The report is made available to the customer upon request and for a fee.
Technical and organisational safeguards	• Access according to the principle of least privilege • Users sign in using two-factor authentication with an OTP (one-time password) • Data is transmitted only in encrypted form (SFTP, TLS, HTTPS) [in transit] • The database and database backup are encrypted using TDE (Transparent Data Encryption) [at rest] • File transfers are checked by antivirus software • Active, automated monitoring continuously monitors system status • Firewall monitoring of data traffic Regular checks to ensure and enhance security
Ensuring availability	• The cloud solution is operated in a Tier 4 data centre. Each physical server has two power connections. A redundant failover system is in use.
Separation of customer data	Each customer receives a fully independent data repository that is separated and isolated from other customers.
Integration of the customer's own identity servers (e.g. Active Directory, Microsoft Entra ID, Okta, etc.)	The integration of external identity servers is not included in the standard package. In principle, this option is available and can be assessed individually upon request.

This service description may be amended by BBT at any time. The latest version shall apply.