

**Services Description and Services Specific Terms
of
Hilti ON! Track**

1. Services Description

1.1. The Services will be made available by Hilti to the Customer pursuant to the Software and Services Agreement and the respective Order Form (together referred to as the “**Agreement**”). The Service consists of (i) the Software and (ii) the Customer Support as described in the Agreement.

1.2. The Software consists of:

1.2.1. Web application:

- a) Asset management
- b) Inventory management
- c) Asset tracking
- d) Maintenance management
- e) Health and safety management

1.2.2. Mobile application:

- a) Asset management
- b) Inventory management
- c) Asst tracking
- d) Maintenance management
- e) Health and safety management
- f) Barcode scanning
- g) Background scanning

2. Services Specific Terms

2.1. Software Access

Service Provider shall provide access to the Services upon the completion of the Professional Implementation Services.

2.2. Authorized Users and Rights Granted. Authorized Users shall be Customer’s employees and Customer’s suppliers and/or customers.

2.3. Extraction Period. Upon the end of the Term or Renewal Term (as applicable), Customer is responsible for extracting Customer Data beforehand. The Service provider will delete customer data [180] days thereafter. Customer data can no longer be recovered after this period.

3. Add-on Services

To following add-on services can be added if ordered:

- a) Basic asset cost reports
- b) Quantity items management

4. System Requirements

To be able to implement, use and operate the Services, the Customer must ensure that Customer’s systems, networks and/or devices meet the following System Requirements:

	Microsoft® Internet Explorer®	Microsoft® Edge	Google Chrome™	Mozilla® Firefox®	Apple® Safari®	
ON!Track Web application via laptops or desktops	IE 11+	40.x+	v26+	v57+	11.x+ (MAC OS only)	
	Compatible OS	Compatible browser	Minimum network speed/type	Minimum data plan *Depending on usage	Minimum RAM	Minimum disk space *Depending on usage
ON!Track Smartphone application	Android 5.0.0 and above; iOS 11.0.0 and above	N/A	3G and above	500 MB / month	2GB	200 MB

All system requirements are subject to change at the discretion of service provider due to changes in system setup, design and functionality.

5. Usage Restrictions

When using the Services, the Customer must fully comply with the following Usage Restrictions and is solely responsible to implement the required mitigation steps using its best efforts to avoid any potential incorrect usage:

Any and all Assets shall be handled according to the principles, formulas and security regulations and in accordance with the manufacturer’s technical directions and operating, mounting and assembly instructions, etc., that must be strictly complied with. Any Assets shown in the Software are based on the data Customer puts in. Therefore, Customer bears the sole responsibility for the absence of errors, the completeness and the relevance of the data to be put in by Customer. Further, the data captured in the Software may not represent all data needed to assess the health / monitoring of an Asset. Therefore, Customer bears sole responsibility for monitoring the Asset’s (i) maintenance schedule, (ii) lifecycle management, and (iii) physical Asset inspection from time to time. The Software only serves as a monitoring assistance, but without any warranty or guarantee as to the absence of errors, the correctness or fitness for any intended purpose. Customer must take all necessary and reasonable steps to prevent or mitigate damage caused by the usage of the Services. For complex and sensitive Assets, the involvement of a professional expert for inspecting and maintaining the Assets according to the Asset’s applicable operational menu needs to be adhered to by the Customer and is highly recommend by the Service Provider.

6. Data Protection.

6.1. Processing Details. The details of processing are:

a) The following categories of data subjects are being processed while offering the Services:

<input checked="" type="checkbox"/> customer's employees and former employees	<input checked="" type="checkbox"/> Third party contacts
---	--

b) The following categories of personal data are being processed by Processor on behalf of Controller while offering the Services:

<input checked="" type="checkbox"/> Name, title, functions, gender, language, salutation	<input checked="" type="checkbox"/> Personal contact information (e.g. telephone, e-mail)
<input checked="" type="checkbox"/> identification number(s)	<input checked="" type="checkbox"/> Billing or payment data
<input checked="" type="checkbox"/> Photos or recordings, such as video or phone recordings	<input checked="" type="checkbox"/> Free text fields defined by the customer to provide tool labelling and assignment as well as a grouping/splitting of invoices
<input checked="" type="checkbox"/> connection data (IP address, protocols, etc.)	<input checked="" type="checkbox"/> Active tracking: GPS location of employee's mobile during background scanning

c) **Special categories of personal data**

The Services are not intended to process special categories of personal data.

d) **Subject-matter of the processing**

Processing activity	Processing time
<input checked="" type="checkbox"/> Collection or registration of data	contract period
<input checked="" type="checkbox"/> Organization or structuring of data	contract period
<input checked="" type="checkbox"/> Hosting or storage of the data	contract period
<input checked="" type="checkbox"/> Adaptation or modification of the data	contract period
<input checked="" type="checkbox"/> Extraction or consultation of data	contract period
<input checked="" type="checkbox"/> Limitation (blocking) of data	contract period
<input checked="" type="checkbox"/> Usage of data	contract period
<input checked="" type="checkbox"/> Deletion or destruction of data	contract period
<input checked="" type="checkbox"/> Support and maintenance of data	contract period

6.2. **Subprocessors.** The Subprocessors engaged with the Service Provider are:

Subprocessors for all customers:

Subprocessor	Processing activity	Processing activity takes place in:	
Hilti Asia IT Services Sdn Bhd , Level 5, Brunfield Oasis Tower 3, No.2 Jalan PJU 1A/7A, Oasis Square, 47301 Petaling Jaya, Malaysia ("Hilti Asia IT")	<input checked="" type="checkbox"/> Same as Hilti Corporation	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
Hilti Corporation , Feldkircherstrasse 100, 9494 Schaan, Liechtenstein ("Hilti Corporation")	<input checked="" type="checkbox"/> Collection or registration of data <input checked="" type="checkbox"/> Organization or structuring of data <input checked="" type="checkbox"/> Hosting or storage of the data <input checked="" type="checkbox"/> Adaptation or modification of the data <input checked="" type="checkbox"/> Extraction or consultation of data <input checked="" type="checkbox"/> Usage of data <input checked="" type="checkbox"/> Deletion or destruction of data <input checked="" type="checkbox"/> Support and maintenance of data <input checked="" type="checkbox"/> Limitation (blocking) of data	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
Amazon Web Services, Inc. P.O. Box 81226 Seattle, WA 98108- 1226, USA	<input checked="" type="checkbox"/> Hosting or storage of the data	<input checked="" type="checkbox"/> EU (AWS Ireland , Greenhills Road, Tymon North, Dublin, Ireland)	<input type="checkbox"/> outside EU
Hilti Technology Solutions India Private Limited (HTSI) , 11th floor, Vikram Monarch CTS no. 1115.a/1 Ganeshkind, Shivaji nagar, 411016 Pune, India	<input checked="" type="checkbox"/> Same as Hilti Corporation	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
HEG , Hiltistrasse 2, 86916 Kaufering, Germany	<input checked="" type="checkbox"/> Same as Hilti Corporation	<input checked="" type="checkbox"/> EU	<input type="checkbox"/> outside EU
Hilti Befestigungstechnik AG , Grünastrasse 1a, 9470 Buchs, Switzerland	<input checked="" type="checkbox"/> Same as Hilti Corporation	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
Innominds Software Pvt. Ltd , 6th Floor, QCity, Gachibowli, Hyderabad 500 032, AP, India	<input checked="" type="checkbox"/> Same as Hilti Corporation	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
LogMeIn Ireland Limited , Bloodstone Building, Block C, Riverside IV, 70 Sir John Rogerson's Quay, Dublin 2, Ireland	<input checked="" type="checkbox"/> Storage of the data to be able to provide support services	<input checked="" type="checkbox"/> EU	<input type="checkbox"/> outside EU
ServiceNow BV , Hoekenrode 3, 1102 BR Amsterdam, Netherlands	<input checked="" type="checkbox"/> Storage of the data to be able to provide support services	<input checked="" type="checkbox"/> EU	<input type="checkbox"/> outside EU
Trimble Information Technologies India Private Limited , A-North Block, 9th Floor, Tidel Park Taramani Chennai, TamilNadu 600113, India	<input checked="" type="checkbox"/> Same as Hilti Corporation	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
Trimble Navigation Limited , 835 Stewart Drive, Sunnyvale CA UA 94085, USA	<input checked="" type="checkbox"/> Support and maintenance of data	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
GlobalLogic Worldwide Ltd , 1741 Technology Drive, Suite 400, San Jose, California 95110	<input checked="" type="checkbox"/> Same as Hilti Corporation	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU

Atlassian , Level 6 341 George Street, Sydney, NSW 2000 Australia	<input checked="" type="checkbox"/> Storage of the data to be able to provide support services	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
Didomi Sas , Domaine des Entrepreneurs, 75 Rue de Richelieu, 75002 Paris, France	<input checked="" type="checkbox"/> Storage of the data to be able to provide support services	<input checked="" type="checkbox"/> EU	<input type="checkbox"/> outside EU
Microsoft Azure Cloud Service: SQL Managed Instance , Western Europe	<input checked="" type="checkbox"/> Storage of the data to be able to provide support services	<input checked="" type="checkbox"/> EU	<input type="checkbox"/> outside EU
Infoguard , Lindenstrasse 10, 6340 Baar, Switzerland	<input checked="" type="checkbox"/> Storage of the data to be able to provide support services	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
WalkMe , AWS EU Frankfurt Region (EU-Central-1)	<input checked="" type="checkbox"/> Collection or registration of anonymized WalkMe usage data <input checked="" type="checkbox"/> Hosting or storage of the anonymized data	<input checked="" type="checkbox"/> EU	<input type="checkbox"/> outside EU
SAP (Schweiz) AG , Leugenestrasse 6, 2504 Biel	<input checked="" type="checkbox"/> Hosting or storage of the data	<input checked="" type="checkbox"/> EU (AWS, EU Frankfurt Region (EU-Central-1))	<input type="checkbox"/> outside EU

Subprocessors for customers in the respective countries:

Subprocessor	Processing activity	Processing activity takes place in:	
Hilti Asia Ltd. 701-704, 7/F, Tower A, Manulife Financial Centre, 223 Wai Yip Street, Kwun Tong, HK-Kowloon, Hong Kong for customers domiciled in: <u>Hong Kong, Australia, New Zealand, Japan, China, Korea, Taiwan, Singapore, Philippines, Malaysia, Thailand, Indonesia, Vietnam, India</u>	<input checked="" type="checkbox"/> Support and maintenance of data	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
Hilti CR spol. s r.o. Uhrineveska 734, P.O. Box 29, CR-25243 Prag-Pruhonice for customers domiciled in: <u>Czech Republic, Slovakia, Hungary, Estonia, Latvia, Lithuania</u>	<input checked="" type="checkbox"/> Support and maintenance of data	<input checked="" type="checkbox"/> EU	<input type="checkbox"/> outside EU
Hilti Deutschland AG , Hiltistrasse 2, 86916 Kaufering, Germany for customers domiciled in: <u>Austria, Germany, Liechtenstein, Switzerland, Netherlands, Poland</u>	<input checked="" type="checkbox"/> Support and maintenance of data	<input checked="" type="checkbox"/> EU	<input type="checkbox"/> outside EU
Hilti Emirates L.L.C. , Dubai Investment Park, Dubai, United Arab Emirates for customers domiciled in: <u>United Arab Emirates, Qatar, Turkey, South Africa, Saudi Arabia, Bahrain, Kuwait, Oman, Morocco, Algeria</u>	<input checked="" type="checkbox"/> Support and maintenance of data	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
Hilti France SAS , 126 rue Gallieni, 92100 Boulogne Billancourt, France for customers domiciled in: <u>France, Monaco, Spain, Belgium, Luxembourg, Portugal</u>	<input checked="" type="checkbox"/> Support and maintenance of data	<input checked="" type="checkbox"/> EU	<input type="checkbox"/> outside EU
Hilti (Gt. Britain) Ltd. 1 Trafford Wharf Road Trafford Park GB-M17 1BY Manchester, UK for customers domiciled in: <u>Great Britain, Ireland, Sweden, Denmark, Finland, Norway</u>	<input checked="" type="checkbox"/> Support and maintenance of data	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
Hilti, Inc. , Hilti North America Corporate Headquarters, 7250 Dallas Parkway, Suite 1000, US-Plano, TX 74146, USA for customers domiciled in: <u>United States, Canada, Puerto Rico</u>	<input checked="" type="checkbox"/> Support and maintenance of data	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
Hilti Mexicana, S.A. De C.V. , Avenida Jaime Balmes 8, Polanco, Polanco I Secc, 11510 Ciudad de México, CDMX, Mexico for customers domiciled in: <u>Mexico, Columbia, Chile, Argentina, Brazil</u>	<input checked="" type="checkbox"/> Support and maintenance of data	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
Hilti Distribution Ltd. 141402 Moscow region, Khimki, Russia Leningradsкая st. 25 I Business center "Mebe One" Floor 14 for customers domiciled in: <u>Russia, Kazakhstan, Belarus, Ukraine</u>	<input checked="" type="checkbox"/> Support and maintenance of data	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
Hilti Italia S.p.A. Piazza Montanelli 20 IT-20099 Sesto San Giovanni (Milano), Italy for customers domiciled in: <u>Italy, Vatican, San Mario, Romania, Bulgaria, Slovenia, Greece, Israel</u>	<input checked="" type="checkbox"/> Support and maintenance of data	<input checked="" type="checkbox"/> EU	<input type="checkbox"/> outside EU
Softline , Derbenevskaya emb. 7, Building 8, Business Quarters "Novospassky", Moscow, Russia, 115114 for customers domiciled in: <u>Russia</u>	<input checked="" type="checkbox"/> Hosting or storage of the data	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU

7. Professional Services

The following Professional Services are available for and or related to the Services and shall be performed by Hilti, provided that Customer has ordered them accordingly:

7.1. On-Site Analysis

The On-Site Analysis Services are conducted by the Service Provider at the Customer premises. They may include the following activities:

- Assessment of Customer status quo with respect to the tracking and management of construction Assets
- Identification of improvement levers with respect to the tracking and management of construction Assets
- Quantification of savings potential by implementing corresponding service module(s) from the Service Provider
- Definition of implementation plan Hilti ON!Track

7.2. Software Setup

The Software Set up is conducted by the Service Provider outside the Customer premises. They may include the following activities:

- Definition of data structure, e.g. for Asset categories and locations
- Definition of user roles
- Data export/import/entry support

7.3. Tagging and Implementation days

The Tagging and Implementation days are conducted by the Service Provider at the Customer premises. They may include the following activities:

- Attachment of tags to customers assets
- Adding of assets to the ON!Track Software

7.4. On-Site Training

The On-Site Training Services are conducted by the Service Provider at the Customer premises. They may include the following activities:

- Introduction to the system and key definitions
- Training on how to set up and use the web-based application
- Training on how to set up and use the smartphone application
- Training on how to use the Hardware if purchased from Service Provider
- Process recommendations
- Recommendation on how to tag different types of Assets

7.5. Online Training

The Online Training Services are conducted by the Service Provider via internet. They may include the following activities:

- Introduction to the system and key definitions
- Training on how to set up and use the web-based application
- Training on how to set up and use the smartphone application

8. Non-Hilti Services

- Firebase Cloud messaging
- Firebase Remote Config
- Apple Push Notification service