

Data processing agreement and annexes

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Operator: EMIXANA Technologies; Veldstraat 104, 9140 Temse, BE; KBO 0797.053.354; info@xanderfiber.com. Product: XANDER Fiber Operations Platform. Customer network records, uploads and third-party software remain the property of their respective owners.

For personal data in customer-controlled workspace records, the customer is controller and EMIXANA Technologies is processor. The accepted subscription identifies the customer and duration. Processing consists of hosting, organizing, displaying, communicating, backing up and exporting records to provide XANDER on documented lawful instructions. Data subjects are customer staff, contacts and persons identified in uploaded operational records. Categories include identities, contact details, job and asset records, correspondence and attachments. Special-category data is outside the standard service scope and requires a separate written instruction and suitable safeguards.

The processor binds authorized personnel to confidentiality and applies appropriate access restrictions, company separation, protected uploads, audit records, updates and recovery measures. The customer manages authorized users and the lawfulness and accuracy of source data. EMIXANA assists the controller with rights requests, security incidents and required assessments; it notifies the controller of a personal-data breach without undue delay after awareness and flags instructions it considers unlawful.

Subprocessors require the controller's prior written specific or general authorization, equivalent obligations and advance notice of changes with an opportunity to object. The deployment-specific provider, purpose, location and transfer-safeguard schedule is supplied through the support desk; accepting these terms is not blanket authorization for undisclosed providers. EMIXANA supplies compliance information and permits proportionate audits as required by Article 28 GDPR. At termination, data is returned or deleted on the controller's instructions, except legally required retention, with restricted backups addressed in the recorded closure schedule.