



Processing Details

This document of **Processing Details** describes the nature and scope of Personal Data Processing performed by MPMX in connection with the provision of its Services. This Processing Details document forms part of the Data Processing Terms and may be updated from time to time to reflect changes in the Services, technical architecture, or regulatory requirements.

1. Subject Matter of Processing

Processing of Personal Data by MPMX for the purpose of providing, operating, securing, supporting, and maintaining the Services made available to Customer under the Agreement.

Processing may also occur where necessary for troubleshooting, technical support, system administration, and security monitoring.

2. Duration of Processing

Processing of Customer Personal Data continues for the duration of the Services Term.

Following termination or expiration of the Services, Personal Data may remain in backup systems for a limited retention period in accordance with MPMX's backup and deletion procedures, after which it is deleted in the ordinary course.

3. Nature of Processing

Processing activities may include, depending on Customer's use of the Services:

- hosting and storage
- organization and structuring
- retrieval and consultation
- transmission and sharing as instructed by Customer
- analysis and visualization
- system administration
- troubleshooting and technical support
- security monitoring and logging
- deletion or anonymization

Processing is performed solely as necessary to provide the Services and in accordance with Customer instructions.

4. Purpose of Processing

Processing is carried out solely for the following purposes:

- provision of SaaS services and hosted software functionality
- embedded analytics functionality including OEM components
- platform security and operational integrity
- system performance monitoring
- customer support and incident resolution
- compliance with legal obligations

MPMX does not Process Customer Personal Data for advertising purposes or for selling Customer data.

5. Categories of Data Subjects

Data Subjects may include, depending on Customer's use:

- Customer employees
- Customer contractors
- Customer business partners
- Customer end users
- Customer customers or prospects
- other individuals whose Personal Data is uploaded by Customer

6. Categories of Personal Data

Categories of Personal Data may include, depending on Customer's use:

- names and identifiers
- business contact information
- login and authentication data
- user account information
- role and permission settings
- technical usage data and logs
- system interaction data
- files, datasets, and business records uploaded by Customer

MPMX does not intentionally require special categories of Personal Data (Article 9 GDPR). Customer shall not upload such data unless expressly agreed in writing.

7. Processing Operations by Service Type

Processing may occur in the following service contexts:

- SaaS Hosting Services
Processing of Customer Personal Data stored within the hosted application environment.
- Embedded Analytics Components
Processing necessary to provide analytics, dashboards, visualization, and reporting functionality (including OEM analytics providers).
- Support Services
Processing may occur where Customer provides files, system access, or troubleshooting information containing Personal Data.
- Professional Services (if purchased)
Processing may occur where required to configure, implement, or support Customer's deployment.

8. Frequency of Processing

Processing occurs on a continuous basis, initiated and controlled by Customer's use of the Services.

9. Customer Responsibilities

Customer determines:

- what Personal Data is uploaded
- which users access the Services
- retention settings and deletion actions
- configuration choices affecting Processing

Customer remains responsible for ensuring lawful collection and use of Personal Data uploaded to the Services.

10. Updates to Processing Details

MPMX may update this Processing Details document from time to time to reflect technical changes, new features, architectural improvements, or regulatory requirements.

Such updates does not materially reduce Customer's data protection safeguards.

These Processing Details are effective as of the date of publication. Last updated: 01 May 2026.