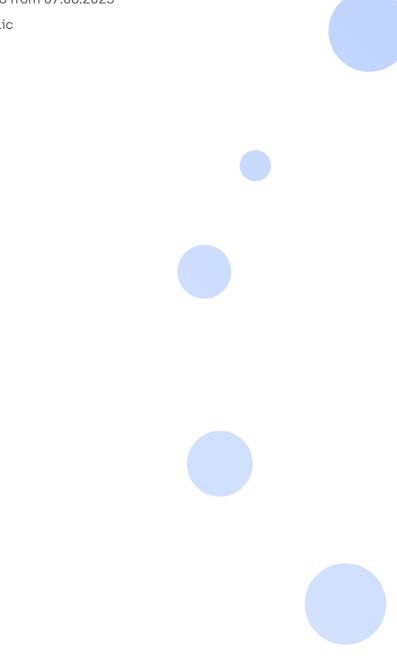
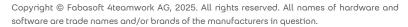


# Information Sheet

Cloud Service Agreement (CSA)

Valid from 07.08.2025 Public





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#### 1 General Information

Contractor: as per offer

Head office of the contractor: as per offer

Customer: as per offer

Services related to Fabasoft OneGov Service Package:

#### 2 Basis of the Contract

- Underlying offer of the Contractor (offer)
- Cloud Service Agreement Information Sheet (CSA Information Sheet) for the respective Service Package
- Cloud Service Agreement (CSA)
- Contract annexes:
  - Software Product Information (SPI)
    - SPI Fabasoft OneGov
    - SPI Fabasoft Cloud
    - SPI Mindbreeze Al
  - Technical Information
  - Data Processing Agreement
    - Technical und organizational measures
  - Sub-processors
    - Sub-processors for Fabasoft OneGov (if applicable)
    - Sub-processors for Fabasoft Cloud
  - Performance Characteristics Data Security
  - o Performance Characteristics Data Center Operation
  - Performance Characteristics 24x7 Support Fabasoft Cloud (if included in the offer)

The general contractual bases with the exception of the respective underlying offer, which will be sent to the customer individually, are available at the link below:

Link to Bosis of the Contract: https://www.fabasoft.com/onegov/contract

#### 3 Possible contacts

### **Possible contacts** Phone (general) +41 31 511 04 00 E-Mail (general) info@4teamwork.ch privacy@fabasoft.com Data privacy Data security support@4teamwork.ch Termination declarations cancel@4teamwork.ch Unsubscribe from newsletter unsubscribe@4teamwork.ch 1st level support cloudsupport@fabasoft.com 1st level support Germany +49 69 6435515-92 (phone) 1st level support Austria +43 732 606162-300 (phone) 1st level support Switzerland +41 31 310 06 43 (phone) Sales sales@4teamwork.ch

# 4 Additional Helpful Links

### Additional Helpful Links

<u> </u>	
Privacy Website	https://www.fabasoft.com/privacy
Cancellation form	https://www.fabasoft.com/cancel
Summary of Certifications and Audits	https://www.fabasoft.com/certificates-and-audits
Cloud Service/System Status	https://www.fabasoft.com/cloudservices/system-status
What's New	https://help.cloud.fabasoft.com/whatsnew/onegov
Annual Report	https://www.fabasoft.com/business-reports