

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 |
| Service Package: | Services related to Fabasoft Talents |

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 Talents
 - SPI Fabasoft Cloud
 - SPI Mindbreeze AI
 - Technical Information
 - Data Processing Agreement
 - Technical und organizational measures
 - Sub-processors
 - Sub-processors for Fabasoft Talents (if applicable)
 - Sub-processors for Fabasoft Cloud
 - Performance Characteristics Data Security
 - 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 Basis of the Contract: <https://www.fabasoft.com/talents/contract>

3 Possible contacts

| Possible contacts | |
|---------------------------------------|---------------------------|
| Phone (general) | +43 732 606162-0 |
| E-Mail (general) | talents@fabasoft.com |
| Data privacy | privacy@fabasoft.com |
| Data security | support@fabasoft.com |
| Termination declarations | cancel@fabasoft.com |
| Unsubscribe from newsletter | unsubscribe@fabasoft.com |
| 1st level support | cloudsupport@fabasoft.com |
| 1st level support Germany (phone) | +49 69 6435515-92 |
| 1st level support Austria (phone) | +43 732 606162-300 |
| 1st level support Switzerland (phone) | +41 31 310 06 43 |
| Sales | talents@fabasoft.com |

4 Additional Helpful Links

Additional Helpful Links

| | |
|--------------------------------------|---|
| 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/talents |
| Annual Report | https://www.fabasoft.com/business-reports |