

Information Sheet

# Cloud Service Agreement (CSA)

Talents on Fabasoft PROCECO

Valid from June 1<sup>st</sup>, 2023

Confidential

Copyright © Fabasoft R&D GmbH, AT-4020 Linz, 2022.

All rights reserved. All names of hardware and software are trade names and/or brands of the manufacturers in question.

These documents are confidential.

The mere fact of having transferred and presented these documents alone does not constitute any right to our software, our services and service results or any other protected rights.

It is prohibited to forward, publish or reproduce these documents.

To aid readability, the third-person plural pronoun will be used instead of gendered pronouns (e.g. they/them instead of he/him). These plural pronouns shall be used for both singular and plural references, encompassing all genders.

## 1 General Information

<b>Contractor:</b>	as per offer
<b>Head office of the Contractor:</b>	as per offer
<b>Customer:</b>	as per offer
<b>Service Package:</b>	Services related to Talents on Fabasoft PROCECO (Fabasoft Talents)

## 2 Basis of the Contract

- **Underlying offer of the Contractor (offer)**
- **Cloud Service Agreement Information Sheet (CSA Information Sheet)**
- **Cloud Service Agreement (CSA)**
- **Contract annexes:**
  - Software Product Information (SPI)
    - SPI Fabasoft Personnel File (Fabasoft Talents)
    - SPI Fabasoft Cloud
  - Technical Information
  - Data Processing Agreement
    - Technical und organizational measures
  - Sub-processors
    - Sub-processors for PROCECO Solution (unavailable)
    - 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/personnelfile/contract>

### 3 Possible contacts

Possible contacts	
Phone (general)	+43 732 606162-0
Email (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	<a href="https://www.fabasoft.com/privacy">https://www.fabasoft.com/privacy</a>
Cancellation form	<a href="https://www.fabasoft.com/cancel">https://www.fabasoft.com/cancel</a>
Summary of Certifications and Audits	<a href="https://www.fabasoft.com/trust">https://www.fabasoft.com/trust</a>
Cloud services/system status	<a href="https://www.fabasoft.com/cloudservices/system-status">https://www.fabasoft.com/cloudservices/system-status</a>
What's New	<a href="https://help.cloud.fabasoft.com/talents/whatsnew">https://help.cloud.fabasoft.com/talents/whatsnew</a>