

**Services Description and Services Specific Terms
of
Hilti Firestop Selector**

1. Services Description

1.1. The Services will be made available by Hilti to the Customer pursuant to the Software and Services Agreement and the respective Order Form (together referred to as the “**Agreement**”). The Service consists of (i) the Software and (ii) the Customer Support as described in the Agreement.

1.2. Free of Charge Services. The Software consists of the following Free of Charge modules:

1.2.1. Web application:

- a) **Hilti Firestop Selector** with standard functionalities for Hilti firestop products:
- a. Selection
 - i. Determine applicable listed approvals and typicals
 - ii. Approvals can be located using direct, guided, or advanced search
 - iii. Firestop Selector results will include products and approvals available based on country and region
 - b. Project Management
 - i. Create/select/rename/delete a project
 - ii. Search for projects
 - iii. View the projects on landing page
 - iv. Sort projects by most recent or alphabetically (A to Z or Z to A)
 - c. Collaboration
 - i. Share project with project team members (pre-requisite: Hilti online registration)
 - ii. Manage access rights on project and document level (3 types of access rights: viewer, editor and owner)
 - iii. Communication possibilities within the project teams
 - iv. Notifications for new projects shared with user
 - d. Document management/File sharing
 - i. Upload project relevant information
 - ii. Create multiple sub-folders to structure the documents in a project
 - iii. Share project relevant information with selected users
 - iv. Search for documents
 - v. Versioning of documents
 - vi. Add comments to documents
 - e. Bill of material
 - i. Export bill of material in .xlsx or .pdf format
 - ii. Link to cart on Hilti online
- b) **Submittal Generator/Report Builder**
- a. Generation of a project report including relevant approvals and product information
 - i. Inclusion of a generic and custom cover letter as part of project report
 - ii. Sharing of project report with others
 - iii. Export project report in .pdf format
- c) **Bill of Material**
- a. Bill of material
 - i. Export bill of material in .xlsx or .pdf format
 - ii. Link to cart on Hilti online
- d) **User Settings**
- a. Change language to one of the available languages (Dutch, English, French, German Italian, Polish, Finnish)
 - i. Change to local currency (CHF, EUR, USD)
 - ii. Select default country

1.2.2. Mobile application:

- a) **Hilti Firestop Selector** provides the following features
- a. Selection
 - i. Determine applicable listed approvals and typicals
 - ii. Approvals can be located using direct or guided search
 - iii. Firestop Selector results will include products and approvals available based on country and region
 - b. Project Management
 - i. Select a project
 - ii. Search for projects
 - iii. View the projects on landing page
 - iv. Sort projects by most recent or alphabetically (A to Z or Z to A)
 - c. Document management
 - i. Search for documents
 - ii. Select Hilti product item numbers available in selected regions
 - iii. Get notification for non-Hilti items
 - d. Mortar volume calculation
 - e. Bill of Materials
 - a. Compile Bill of Materials
 - b. Export Bill of Materials in .xlsx format/ directly to the Hilti Online shopping basket
 - f. Online calculation file handling
 - i. Create/ Archive/ Delete project folder structure
 - ii. Import calculation files
 - g. File sharing
 - i. Share project folders with different stakeholders

2. Services Specific Terms

2.1. Software Access

Service Provider shall provide access to the Software within 2 days upon the Effective Date.

2.2. Authorized Users and Rights Granted. Authorized Users shall be Customer’s employees and Customer’s suppliers and/or customers.

3. System Requirements

To be able to implement, use and operate the Services, the Customer must ensure that Customer’s systems, networks and/or devices meet the following System Requirements:

- Computer which allows to access internet via web browser
- Internet speed minimum 1 MB/s per user and at the same time per session

- Latest available version of web browser

All System Requirements are subject to change at the discretion of Service Provider due to changes in system setup, design and functionality. Updated System Requirements will be communicated and reflected herein from time to time.

4. Usage Restrictions

When using the Services, the Customer must fully comply with the following Usage Restrictions and is solely responsible to implement the required mitigation steps using its best efforts to avoid any potential incorrect usage:

- **Generally applicable for all Services:** Any and all information and data contained in the Services concern solely the use of Hilti products and are based on the principles, formulas and security regulations in accordance with Hilti's technical directions and operating, mounting and assembly instructions, etc., that must strictly complied with. The Hilti product portfolio to be used in connection with the Services may vary from country to country. The results of the selections carried out by means of the Services are based essentially on the data Customer puts in. Therefore, Customer bears the sole responsibility for the absence of errors, the completeness and the relevance of the data to be put in by Customer. Moreover, Customer bears sole responsibility for having the results of the selection checked and cleared by an expert, particularly with regard to compliance with applicable norms and permits, prior to using them for Customer's specific facility. The Software serves only as an aid to interpret norms and permits without any guarantee as to the absence of errors, the correctness and the relevance of the results or suitability for a specific application. Customer must take all necessary and reasonable steps to prevent or limit damage caused by the Services. All selection results are recommendations and need to be confirmed with a professional designer, engineer and/or architect to ensure that the selection results are suitable and adequate for Customer's specific jurisdiction and project requirements.

5. Data Protection.

5.1. Processing Details. The details of processing are:

- a) The following categories of data subjects are being processed while offering the Services:

<input checked="" type="checkbox"/> Customer's employees and former employees	<input type="checkbox"/> Customer's contacts (e.g. suppliers, etc.)
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- b) The following categories of personal data are being processed by Processor on behalf of Controller while offering the Services:

<input checked="" type="checkbox"/> Name, title, functions, gender, language, salutation	<input checked="" type="checkbox"/> Personal contact information (e.g. telephone, e-mail)
<input checked="" type="checkbox"/> Identification number(s)	<input type="checkbox"/> Billing or payment data
<input type="checkbox"/> Photos or recordings, such as video or phone recordings	<input type="checkbox"/> Free text fields defined by the customer to provide tool labelling and assignment as well as a grouping/splitting of invoices
<input type="checkbox"/> Economic and financial information (income, financial situation, tax situation, etc.)	<input type="checkbox"/> Information related to the contract (contractual relationships, interests in products, services or contracts)
<input type="checkbox"/> Bank details (RIB, IBAN, bank card number, transactions)	<input type="checkbox"/> Police reports to apply and process the theft coverage service
<input checked="" type="checkbox"/> Connection data (IP address, protocols, etc.)	

- c) **Special categories of personal data**

The Services are not intended to process special categories of personal data.

- d) **Subject-matter of the processing**

Processing activity	Processing time
<input checked="" type="checkbox"/> Collection or registration of data	Contract Period
<input checked="" type="checkbox"/> Organization or structuring of data	Contract Period
<input checked="" type="checkbox"/> Hosting or storage of the data	Contract Period
<input checked="" type="checkbox"/> Adaptation or modification of the data	Contract Period
<input checked="" type="checkbox"/> Extraction or consultation of data	Contract Period
<input checked="" type="checkbox"/> Limitation (blocking) of data	Contract Period
<input checked="" type="checkbox"/> Usage of data	Contract Period
<input checked="" type="checkbox"/> Deletion or destruction of data	Contract Period
<input checked="" type="checkbox"/> Support and maintenance of data	Contract Period

5.2. Subprocessors. The Subprocessors engaged with the Service Provider are:

Subprocessors for all customers:

Subprocessor	Processing activity	Processing activity takes place in	
Hilti Asia IT Services Sdn Bhd, Level 5, Brunsfield Oasis Tower 3, No.2 Jalan PJU 1A/7A, Oasis Square, 47301 Petaling Jaya, Malaysia ("Hilti Asia IT")	<input checked="" type="checkbox"/> Same as Hilti Corporation	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
Hilti Corporation, Feldkircherstrasse 100, 9494 Schaan, Liechtenstein ("Hilti Corporation")	<input checked="" type="checkbox"/> Collection or registration of data <input checked="" type="checkbox"/> Organization or structuring of data <input checked="" type="checkbox"/> Hosting or storage of the data <input checked="" type="checkbox"/> Adaptation or modification of the data <input checked="" type="checkbox"/> Extraction or consultation of data <input checked="" type="checkbox"/> Usage of data <input checked="" type="checkbox"/> Deletion or destruction of data <input checked="" type="checkbox"/> Support and maintenance of data <input checked="" type="checkbox"/> Limitation (blocking) of data	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU

Amazon Web Services, Inc. P.O. Box 81226 Seattle, WA 98108-1226, USA	<input checked="" type="checkbox"/> Hosting or storage of the data	<input checked="" type="checkbox"/> EU (AWS Ireland , Greenhills Road, Tymon North, Dublin, Ireland)	<input type="checkbox"/> outside EU
Hilti Technology Solutions India Private Limited (HTSI) , 11th floor, Vikram Monarch CTS no. 1115.a/1 Ganeshkind, Shivaji nagar, 411016 Pune, India	<input checked="" type="checkbox"/> Same as Hilti Corporation	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
HEG , Hiltistrasse 2, 86916 Kaufering, Germany	<input checked="" type="checkbox"/> Same as Hilti Corporation	<input checked="" type="checkbox"/> EU	<input type="checkbox"/> outside EU
Hilti Befestigungstechnik AG , Grünastrasse 1a, 9470 Buchs, Switzerland	<input checked="" type="checkbox"/> Same as Hilti Corporation	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
ServiceNow BV , Hoekenrode 3, 1102 BR Amsterdam, Netherlands	<input checked="" type="checkbox"/> Storage of the data to be able to provide support services	<input checked="" type="checkbox"/> EU	<input type="checkbox"/> outside EU
GlobalLogic Worldwide Ltd. , 1741 Technology Drive, Suite 400, San Jose, California 95110	<input checked="" type="checkbox"/> Same as Hilti Corporation	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
Nous Infosystems Pvt Ltd , 7th Cross Road, 983 - 985, 24th Main Road, Vanganahalli, 1st Sector, HSR Layout, Bengaluru, Karnataka 560102	<input checked="" type="checkbox"/> Same as Hilti Corporation	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
Hilti, Inc., Hilti North America Corporate Headquarters , 7250 Dallas Parkway, Suite 1000, US-Plano, TX 74146, USA	<input checked="" type="checkbox"/> Same as Hilti Corporation	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
GitLab Inc , 268 Bust Street #350 San Francisco, CA 94104 United States of America	<input checked="" type="checkbox"/> Storage of the data to be able to provide support services	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
Empolis Information Management GmbH , Europaallee 10 67657, Kaiserslautern, Rheinland-Pfalz Germany	<input checked="" type="checkbox"/> Same as Hilti Corporation	<input checked="" type="checkbox"/> EU	<input type="checkbox"/> outside EU

Subprocessors for customers in the respective countries:

Subprocessor	Processing activity	Processing activity takes place in	
Hilti, Inc., Hilti North America Corporate Headquarters , 7250 Dallas Parkway, Suite 1000, US-Plano, TX 74146, USA for customers domiciled in: United States, Canada, Puerto Rico	<input checked="" type="checkbox"/> Support and maintenance of data	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
Hilti France SAS , 126 rue Gallieni, 92100 Boulogne Billancourt, France for customers domiciled in: France, Monaco, Spain, Belgium, Luxembourg, Portugal	<input checked="" type="checkbox"/> Support and maintenance of data	<input checked="" type="checkbox"/> EU	<input type="checkbox"/> outside EU
Hilti (Gt. Britain) Ltd. 1 Trafford Wharf Road Trafford Park GB-M17 1BY Manchester, UK for customers domiciled in: Great Britain, Ireland, Sweden, Denmark, Finland, Norway	<input checked="" type="checkbox"/> Support and maintenance of data	<input type="checkbox"/> EU	<input checked="" type="checkbox"/> outside EU
Hilti Italia S.p.A. Piazza Montanelli 20 IT-20099 Sesto San Giovanni (Milano), Italy for customers domiciled in: Italy, Vatican, San Mario, Romania, Bulgaria, Slovenia, Greece, Israel	<input checked="" type="checkbox"/> Support and maintenance of data	<input checked="" type="checkbox"/> EU	<input type="checkbox"/> outside EU
Hilti Deutschland AG , Hiltistrasse 2, 86916 Kaufering, Germany for customers domiciled in: Austria, Germany, Liechtenstein, Switzerland, Netherlands, Poland	<input checked="" type="checkbox"/> Support and maintenance of data	<input checked="" type="checkbox"/> EU	<input type="checkbox"/> outside EU