

# Technical and Organisational Measures (TOM) acc. to Art. 32 DS-GVO/GDPR

of the contractor

Version: 2024

Contractors who collect, process or use personal data themselves or on behalf of others shall take the technical and organisational measures necessary to ensure compliance with the provisions of the data protection laws. Measures are only necessary if their cost is in reasonable proportion to the intended protective purpose.

The contractor fulfils this requirement through the following measures:

## 1. Confidentiality pursuant to Art. 32 (1) lit. DSGVO (GDPR)

### 1.1. Admittance control

The purpose of admittance control is to prevent unauthorised persons from accessing data processing devices.

Fulfilled	Technical Measure	Responsible	Fulfilled	Organisational Measure	Responsible
x	Security lock	Contractor	x	Picking up and escorting visitors	Contractor

### 1.2. Access control

The purpose of access control is to prevent unauthorised persons from gaining access to IT systems.

Fulfilled	Technical Measure	Responsible	Fulfilled	Organisational Measure	Responsible
x	Login to customer platform with username + password	Yoummday/ Client	x	Implementation of the Yoummday Policy "Secure Password"	Contractor
x	Antivirus & Antimalware software	Contractor	x	Set up screens so that they cannot be seen by third parties	Contractor
x	Use of a Firewall	Contractor			

x	Automatic desktop lock after max. 10 minutes	Contractor			
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### 1.1. Access control (2)

Only authorised users are allowed to collect, process and use data in IT systems.

Fulfilled	Technical Measure	Responsible	Fulfilled	Organisational Measure	Responsible
x	Data access only after authorisation	Yoummday/ Client	x	Documentation of data destruction measures	Contractor
			x	Prohibition of recording any data	Contractor

### 1.2. Separation control

Separate control shall ensure that no misappropriation of personal data is possible. The purpose for which the data was collected must not be changed. For this reason, it is important that data collected for different purposes are stored completely separately from each other.

Fulfilled	Technical Measure	Responsible	Fulfilled	Organisational Measure	Responsible
x	With regard to personal data of different clients, a logical separation of the data takes place	Yoummday	x	Control via authorization concept	Yoummday/ Client

## 2. Integrity (Art. 32 Abs. 1 lit. b DSGVO (GDPR))

### 2.1. Transfer control

The purpose of the transfer control is to prevent personal data from being viewed or processed by unauthorised persons during transmission or transport.

Fulfilled	Technical Measure	Responsible	Fulfilled	Organisational Measure	Responsible
x	Secure deletion of data on data carriers	Yoummday	x	Commissioning of reliable transport companies	Yoummday

### 2.2. Input control

Input control is intended to verify who entered and processed what data, when, and on which systems.

<b>Fulfilled</b>	<b>Technical Measure</b>	<b>Responsible</b>	<b>Fulfilled</b>	<b>Organisational Measure</b>	<b>Responsible</b>
x	Technical logging of the entry, modification and deletion of data	Yoummday/ Client	x	Clear responsibilities for deletion	Yoummday/ Client

### 3. Availability and resilience (Art. 32 Abs. 1 lit. b DSGVO (GDPR))

#### 3.1. Availability control

Availability control means protection against data loss and destruction, as well as all measures for recovery.

<b>Fulfilled</b>	<b>Technical Measure</b>	<b>Responsible</b>	<b>Fulfilled</b>	<b>Organisational Measure</b>	<b>Responsible</b>
x	Installation of smoke detection systems	Yoummday	x	Backup & Recovery Concept	Yoummday
x	Hard disk mirroring	Yoummday	x	Existence of an emergency plan	Yoummday

Please describe further measures here:

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### 4. Procedures for regular review, assessment and evaluation (Art. 32 Abs. 1 lit. d DSGVO (GDPR); Art. 25 Abs. 1 DSGVO (GDPR))

#### 4.1. Data protection management

<b>Fulfilled</b>	<b>Technical Measure</b>	<b>Responsible</b>	<b>Fulfilled</b>	<b>Organisational Measure</b>	<b>Responsible</b>
x	A review of the effectiveness of the technical protective measures is carried out at least annually	Yoummday	x	Internal or external data protection officer	Yoummday

Please describe further measures here:

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The measures described below will be implemented as soon as the agreed scope of work allows.

Frequency analysis for unambiguous authentication of the contractor: The voice frequencies of the contractor are analysed and automatically checked by means of a voice comparison to see whether they match previous voice frequencies of the contractor.

Typing behaviour for unambiguous authentication of the contractor: The contractor's behaviour when typing on the keyboard is measured on the Yoummday platform. The contractor can be identified based on the measured characteristics by matching stored data. In particular, the takeover of the computer by another person can be detected.

Silent monitoring for unique authentication of the contractor: Yoummday GmbH has the possibility to listen to currently running conversations and thus to determine whether the contractor or an unauthorised third person is participating in the conversation.

Voice recording for clear authentication of the contractor: The conversations of the contractor can be electronically recorded by Yoummday GmbH in order to determine whether the contractor or an unauthorised third party is participating in the conversation. However, only the spoken word of the contractor is stored, but not that of the conversation partner.

#### 4.2. Incident-Response-Management

Support in responding to security breaches

Fulfilled	Technical Measure	Responsible	Fulfilled	Organisational Measure	Responsible
x	Use of Firewall and regular updating	Yoummday	x	Process for the detection and reporting of security incidents and data breaches	Yoummday
x	Use of spam filters and regular updating	Yoummday	x	Termination of the current call in the event of a security breach detected by the verification measures	Yoummday
x	Use of virus scanner and regular updating	Yoummday	x	Immediate report to the yoummday/client by the contractor after a security breach has been detected.	Contractor

#### 4.3. Privacy-friendly default settings (Art. 25 Abs. 2 DSGVO (GDPR))

Privacy by design / Privacy by default

<b>Fulfilled</b>	<b>Technical Measure</b>	<b>Responsible</b>	<b>Fulfilled</b>	<b>Organisational Measure</b>	<b>Responsible</b>
x	No more personal data is collected than is necessary for the respective purpose.	Yoummday			

#### **4.4. Order control (outsourcing to third parties)**

The purpose of order control is to ensure that potential external service providers process personal data solely in accordance with the client's instructions.

We hereby affirm that we do not use any subcontractors in the sense of order data processing.

We hereby affirm that subcontractors used comply with the necessary security measures connected with order data processing and that we check this at regular intervals.