

Frequently Asked Questions About GDPR

Q: Does JDA use sub processors?

A: As per JDA's data processing addendum (DPA), JDA and its affiliates, as named in the DPA, will be retained as sub processors. JDA and its affiliates may engage partner sub processors in connection with the delivery of its services. Where JDA engages a third-party processor, the third party will be contractually bound to ensure adequate data protection provisions, as applicable.

Q: How is JDA generally engaging with its vendors to ensure they are GDPR compliant?

A: JDA is reviewing its contractual agreements with its vendor processors and implementing new GDPR contractual terms where required.

Q: Can JDA delete personal data on request?

A: Administrators can export customer data via the functionality of the relevant solutions or platform services, at any time during the term of the parties' respective agreement. Customers can also delete customer data via the functionality provided through the services or software functionality. When JDA receives a complete deletion instruction, it will delete the relevant customer data from its systems within an agreed time or within the timeframes dictated by applicable law, unless legal data retention obligations apply.

Q: Will JDA be maintaining an Article 30 record of processing?

A: JDA will be maintaining an Article 30 record of its processing activities which will be reviewed and updated on a regular basis as part of JDA's post-GDPR operationalization plans.

Q: Which mechanism does JDA use to transfer data outside of the European Economic Area?

A: JDA utilizes model clauses to transfer of data outside of the European Economic Area.

Q: Where does JDA process data?

A: JDA data is processed within the following locations as part of our global footprint: EEA: UK, Poland, Germany, France, Sweden North America: Arizona, Texas, Kansas, Maryland, Canada APAC: Hyderabad, Chennai, Singapore, New South Wales, New Zealand LATAM: Mexico

Q: Is JDA updating its customer agreements?

A: We have updated our agreements to reflect the GDPR requirements, where applicable. Please contact us via privacy@jda.com if you are an existing customer and wish to receive our GDPR contract addendum. You may also review some of our contractual documents on <https://jda.com/legal/general-data-protection-regulation>

Q: What third-party standards and certifications does JDA hold?

A: JDA holds a number of standards and certifications. Those include but are not limited to ISO 27000 Certification with respect to the operation of the JDA Cloud Services. JDA has achieved ISO 27001 Certification for its Cloud Services from an independent third-party auditor. JDA also holds Service Organization Controls (SOC) reports: JDA's information security control environment applicable to the covered services is subject to an independent evaluation in the form of SOC 1 (SSAE 18) audit.

Q: Does JDA act as a controller or processor in relation to customer data?

A: In relation to customer data, JDA acts as the data processor. Due to the nature of JDA's product offerings, only the personal data required is captured to provide the service in question.

Q: Does JDA process data according to instructions provided?

A: Any data that a customer and its users place into our systems will only be processed in accordance with JDA's obligations as agreed by the parties in their respective agreements and if applicable, additional customer's instruction.

Q: Do you require your employees to sign confidentiality agreements and undertake security training?

A: All JDA employees and contractors are required to sign a confidentiality agreement which includes privacy obligations. JDA employees are also required to complete mandatory privacy, security and code of conduct training and are provided with regular updated training for the duration of their employment.

Q: Does JDA have access management controls in place?

A: Data access is restricted on a role-based requirement with controls to review and remove access when required.

Q: When will JDA notify customers in the event of a data breach?

A: JDA will promptly inform its customers in the event of a customer data incident in accordance with JDA's data and security incident policy and procedures

Q: Does JDA have a Brexit contingency plan in place?

A: JDA operates in a number of EU member states including the UK and has Data Centers located within the UK and outside of the UK, within the EU and in other locations worldwide. JDA has also established a Brexit working group of key senior stakeholders.

Q: Have JDA updated its Privacy Policy in accordance with the GDPR?

A: Yes, JDA has updated its Privacy Policy and it can be found on <https://jda.com/privacy-policy>