

Exhibit A

Details of Processing

Nature and Purpose of Processing: Company will process Customer's Personal Data as necessary to provide the Services under the Agreement, for the purposes specified in the Agreement and this DPA, and in accordance with Customer's instructions as set forth in this DPA. The nature of processing includes, without limitation:

- Storage, hosting, and other Processing necessary to provide, maintain and improve the Subscription Services provided to Customer;
- Disclosure in accordance with the Agreement (including this DPA) and/or as compelled by applicable laws.

Duration of Processing: Company will process Customer's Personal Data as long as required (i) to provide the Services to Customer under the Agreement; (ii) for Company's legitimate business needs; or (iii) by applicable law or regulation. Company Account Data and Company Usage Data will be processed and stored as set forth in Company's privacy policy.

Categories of Data Subjects: Customers and Customer Employees.

Categories of Personal Data: Company processes Personal Data contained in Company Account Data, Company Usage Data, and any Personal Data provided by Customer (including any Personal Data Customer collects from its end users and processes through its use of the Services) or collected by Company in order to provide the Services or as otherwise set forth in the Agreement or this DPA. Categories of Personal Data include Contact Information as defined in the Master Terms (Name, Email, Mailing Address, and Phone Number), IP Address, and any other Personal Data submitted by, sent to, or received by Customer or Customer's end users, via the Subscription Service.

Sensitive Data or Special Categories of Data: None