Product Specific Terms

Product	Cohesivo SaaS
Product description	A Content Management System (CMS) designed for multi-market scalability, enabling the Customer to manage diverse languages, brands, and geographies from a single interface. This Product streamlines the centralized management and distribution of digital assets across global markets and omni-channel environments. The Product is only “headless” (i.e.: The CMS back-office is provided as a service, while the front-end application must be hosted by the Customer itself).
Services provision	SaaS licence
Version	2026 Sep

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OBLIGATIONS OF THE CUSTOMER

CUSTOMER DATA UPON CONTRACT TERMINATION

Customer Data is available to Customer for export or download at any time during the Service Term.

Customer undertakes and agrees that Customer shall be solely responsible and liable for uploading Customer Data and making appropriate backups of such Customer Data.

SERVICE LEVEL AGREEMENT

SUPPORT

Channels

Online Customer Portal at requests.support.ibexa.co

Hours

Office Hours: 08:00 to 17:00 Central European Time.

SERVICE LEVELS

Service uptime

Uptime target: 99.5%

First Response Time

First Response Time is measured within Office Hours.

Priority	Estimated response time
P1	2h
P2	4h
P3	8h

P4	Best effort

Mitigation time

Mitigation times in this table are objectives. Depending on the volume and priority of requests submitted to Support, response and resolution times may vary.
Mitigation times are measured within Office Hours.

Priority	Mitigation time objective
P1	8h
P2	72h
P3	1080h
P4	Best effort

SERVICE CREDITS

Uptime	Credit
<99.9%	2%

DATA PROCESSING AGREEMENT

DATA PROCESSING ACTIVITIES

Item	Description
Purpose and nature of processing	To provide, operate, secure and maintain a headless CMS enabling customers to create, manage and publish digital content through a back-office and an API. This includes user access management, content storage, technical support, troubleshooting and platform security. The front-end

	website or application is published and hosted by the Customer itself. Where the Customer configures forms through the CMS, to receive, store and make submitted personal data available, in accordance with the Customer instructions.
Categories of personal data	The personal data processed by the Provider on behalf of the Customer is determined by the Customer, in particular when designing a form or adding content that includes personal data to the Product. In addition, the Product records the editorial activity of the Customer's Users (identifiers, timestamps and nature of the changes they make to the content repository).

Categories of data subjects	- Customer's Users : employees, administrators, editors, authors, contributors and other authorised users of customer organisations,
	  - responsible for configuring or managing the CMS.
	  - identified in content published or managed through the CMS
	  - whose personal data appear in support requests or incident reports
	- End Users :
	  - individuals browsing Customer's website or interacting with their content
	  - submitting information through forms published on the customer website

Duration of processing	Editorial activity data is retained for the sole purpose of operating the Service and is automatically and permanently deleted after a rolling period of thirty (30) days. This period cannot be changed by the Customer. For personal data contained in the content repository, including personal data collected through forms, the Customer is solely responsible for the duration of the data retention period. The Provider does not provide any automatic deletion of this personal data after a predefined

period, and content and its archived versions are retained for as long as the Customer decides to keep them. The Product retains up to five (5) archived versions of each content item; earlier archived versions are removed automatically. The Product moreover contains functionalities to ensure the End Users' rights guaranteed by the regulations, and more particularly functionalities allowing the deletion of a specific End User's personal data and the deletion of the personal data collected through an entire form. It is therefore the Customer's responsibility to adapt the retention of this data according to its data retention policy.

In any event, the Provider undertakes to permanently delete all personal data processed for the Customer, no later than one (1) month after the end of the Contract. After personal data has been deleted, a further three (3) months are required to ensure a full deletion of this personal data in our backups.

If required by European Union or Member State law, the Provider may keep personal data for a period longer than that mentioned above.

LIST OF SUB-PROCESSORS

Upsun

Item	Description
About	https://upsun.com
Registered offices	Platform.sh SAS, 131 boulevard de Sébastopol, 75002 Paris, France
Contact	dpo@upsun.com
Processing purpose	Cloud application hosting. Provides the infrastructure, runtime, and hosting environment on which the Product is hosted.
Processing location	European Union

Security measures	ISO/IEC 27001, SOC 2 Type 2, PCI DSS Level 1, HIPAA; further details on request

OVH

Item	Description
About	https://www.ovh.com/
Registered offices	2 rue Kellermann, 59100 Roubaix, France
Processing purpose	Hosting of assets
Processing location	OVH datacenters are located in Europe (3 datacenters in France, one in Germany and one in Poland)
Security measures	• https://www.ovhcloud.com/en/datacenters-ovhcloud/ • OVH is certified SOC 1 type II (SSAE 16 and ISAE 3402), SOC 2 type II and ISO 27001 • https://www.ovhcloud.com/en-gb/enterprise/certification-conformity/iso-27001-27017-27018/

Atlassian

Item	Description
About	https://www.atlassian.com
Registered offices	Atlassian Pty Ltd, Level 6, 341 George Street, Sydney, New South Wales 2000, Australia
Contact	privacy@atlassian.com
Processing purpose	Support, issue tracking, and collaboration tooling (e.g. Jira). Used to process support requests and related information; may involve Customer contact/personal data included in tickets.
Processing location	European Union
Security measures	Details provided on request

Google Workspace

Item	Description
About	https://workspace.google.com/
Registered offices	Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland
Contact	https://support.google.com/cloud/contact/dpo
Processing purpose	Collaboration and productivity tools (email solution and document management).
Processing location	The Provider only uses datacenters located in European Union
Security measures	https://support.google.com/a/answer/60762?hl=en Additional security measure taken prior to onboard this sub-processors: ● Sub-processor ISO27001 certification. ● Encryption at rest provided by Google Workspace. ● Ad hoc exports are encrypted before being stored on Google Workspace. Encryption key is externally managed by the Provider.
Certification	https://cloud.google.com/security/compliance/compliance-reports-manager#/ReportType=Certificate

JIRA

Item	Description
About	https://www.atlassian.com/software/jira
Registered offices	Atlassian Pty Ltd, Level 6, 341 George St, Sydney NSW 2000, Australia
Contact	privacy@atlassian.com
Processing purpose	Issue escalation to level 2 support and to development teams
Processing location	Data residency configured in Europe (Frankfurt, Germany)
Security measures	• https://www.atlassian.com/trust/security/security-practices • https://www.atlassian.com/trust/data-protection • Atlassian maintains ISO/IEC 27001 certification and SOC 2 compliance reports. • Encryption in transit and at rest.

SECURITY MEASURES

For the latest version of our Technical and Organizational Measures, please visit our Trust Center.