

Product Specific Terms

Product	Ibexa Connect
Product description	Integration platform that enables connections and data exchange between third-party applications, services, and data sources, including the creation of automated workflows. Ibexa Connect is an additional product and can only be subscribed to in conjunction with one of the main Products. It cannot be purchased or licensed on a standalone basis.
Services provision	SaaS licence
Version	2026 Sep

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OBLIGATIONS OF THE CUSTOMER

USAGE AND LIMITATIONS

Unless otherwise agreed in the Order Form, the Customer is solely responsible for the configuration, setup, and operation of automated scenarios and workflows within Ibexa Connect. The Provider provides technical documentation however is not responsible for the operational implementation of the Customer's third-party integrations, unless a separate professional services agreement is in place.

Customer shall not:

- publicly disseminate performance information or analysis (including, without limitation, benchmarks) from any source relating to the Product;
- utilize any equipment, device, software, or other means designed to circumvent or remove any form of the Product access keys or copy protection used by the Provider in connection with the Product, or use the Product together with any authorization code, serial number, or other copy protection device not supplied by the Provider.

When using Ibexa Connect with integrated third-party solutions or platforms, the Customer remains solely responsible for the compliance of transmitted data, the validity of its own subscriptions with the relevant third parties, and compliance with the terms of use applicable to such third-party services. Provider disclaims all liability for malfunctions or data loss attributable to third-party services or platforms connected via the solution.

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

CHANNELS

Online Customer Portal at requests.support.ibexa.co

HOURS

Standard Support is available during regular Office Hours (Monday to Friday, 09:00–18:00 UK & France local time), including public holidays.

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
< 99.5%	2%

DATA PROCESSING AGREEMENT

DATA PROCESSING ACTIVITIES

Item	Description
Purpose and nature of processing	Integrate and automate various third-party applications, websites and services maintained by the Controller. Personal Data is primarily used to provide access to the Service by the Processor. If Personal Data is used for application-related usage analysis, the data will be anonymized.
Categories of personal data	Further categories of Personal Data, depending on the Controller's use of the Services.
Categories of data subjects	Further categories of Data Subjects, depending on the Controller's use of the Services.
Duration of processing	Applicable Service Term

LIST OF SUB-PROCESSORS

CELONIS

Item	Description
About	A software company specializing in Process Intelligence and Process Mining solutions. Its platform helps organizations analyze business processes, identify inefficiencies, and optimize process performance
Registered offices	Paseo de la Castellana 77, 28046 Madrid, Spain
Contact	Celonis Privacy Team – privacy@celonis.com
Processing purpose	To provide and operate the Celonis platform and related services, including processing and analyzing customer-provided business/process data, generating process insights and visualizations, providing customer support, maintaining and securing the platform, and fulfilling contractual and legal obligations
Processing location	Processing may take place in the data region selected for the customer's Celonis environment and through Celonis-approved subprocessors. EU/EEA hosting options may be available. Specific processing locations should be confirmed in the applicable Celonis Data Processing Agreement (DPA) and service configuration
Security measures	Celonis implements technical and organizational security measures designed to protect personal and customer data against unauthorized access, disclosure, alteration, loss, or destruction. Measures include access management, authentication and authorization controls, encryption, security monitoring, vulnerability management, incident response, and organizational security controls. Celonis maintains security and privacy certifications/assessments including ISO/IEC 27001, ISO/IEC 27701, SOC 1, and SOC 2

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](#).