

Data Processing Agreement (DPA)

PARTIES:

1. **[Client Name]**, a company incorporated in [Country] (the "Controller").
2. **Olympus Tech Global (OTG)**, a company incorporated in Pakistan (the "Processor").

1. Definitions

- "**Data Protection Laws**" means the UK GDPR, EU GDPR, and CCPA/CPRA, as applicable.
- "**Services**" means the Customer Experience (CX) and Business Process Management (BPM) solutions provided by OTG as defined in the Master Service Agreement.

2. Scope and Subject Matter

This DPA applies to all Personal Data processed by OTG on behalf of the Controller. The nature of processing involves real-time operational coordination, customer support, and administrative business processes.

3. Processor's Obligations

OTG agrees to:

- **Instructions:** Process personal data only on documented instructions from the Controller.
- **Confidentiality:** Ensure that all staff authorized to process data are committed to strict confidentiality agreements (as per OTG's AUP).
- **Security:** Implement technical and organizational measures including **TLS 1.3** for data in transit and **AES 256-bit** encryption for data at rest.
- **Sub-processors:** Not engage any third-party sub-processors without prior written consent from the Controller.

4. Data Subject Rights

OTG shall assist the Controller by appropriate technical and organizational measures for the fulfillment of the Controller's obligation to respond to requests from individuals (Data Subjects), such as "Right to Delete" or "Access" requests, within **48 hours** of receipt.

5. Personal Data Breach

In the event of a suspected or actual data breach, OTG shall notify the Controller **without undue delay**, and in any event, within **48 hours** of becoming aware of the breach, providing full details to allow the Controller to meet their 72-hour regulatory reporting window.

6. Audit Rights

OTG shall make available to the Controller all information necessary to demonstrate compliance with this DPA and allow for and contribute to audits, including inspections, conducted by the Controller or an independent auditor once per calendar year.

7. Return or Deletion of Data

Upon termination of the Services, OTG shall, at the choice of the Controller, delete or return all personal data, unless local law (Pakistan) requires continued storage of certain records for tax or audit purposes.