



Data Processing Agreement (DPA)

Prepared by: Haven, A Division of Shout Media Inc.

Last Updated Date: May 29, 2025

This Data Processing Agreement ("DPA") is an appendix to the Master Subscription and Services Agreement (MSA) between Haven, A Division of Shout Media Inc. ("Haven") and [Customer Name] ("Customer"), effective as of the date outlined in the MSA.

Purpose

This agreement outlines each party's responsibilities and obligations regarding the handling of personal data in accordance with applicable data protection laws.

Scope of Data Processing

Haven will be customized and deployed to meet the specific requirements of [Company Name]. The implementation includes:

Data Categories: Personal data provided by Customer, typically including but not limited to names, contact details, employee records, training data, and certification statuses.

Data Subjects: Individuals whose personal data is processed, such as employees, contractors, affiliates, or customers of the Customer.

Haven's Responsibilities

- Implement appropriate technical and organizational measures to safeguard personal data.
- Handle personal data only as instructed by the Customer.
- Maintain the confidentiality of all personal data.

Customer's Responsibilities

- Provide lawful and clear instructions to Haven regarding data processing.
- Comply with all applicable data protection and privacy regulations.
- Notify Haven of any special data processing requirements or restrictions.

Data Breaches

Haven will notify the Customer within 48 hours of becoming aware of any data breach affecting Customer's personal data.

Haven will fully cooperate with the Customer to investigate, resolve, and report the breach as required by law.

Data Storage and Transfers

Data will be stored and processed in Canada, unless otherwise agreed in writing by both parties.

Duration and Termination

This DPA is effective for the duration of the main Agreement and will terminate automatically when that Agreement ends.

Data Deletion

Upon termination or expiration, Haven will securely delete or return all personal data within 30 days, unless legally required to retain it.

Audit Rights

The Customer may request an annual review or audit of Haven's data protection practices, with 30 days' advance notice.

This Data Processing Agreement is incorporated by reference into the Haven Proposal. No separate signature is required; execution of the Proposal confirms acceptance of this DPA.

For any questions, please contact:

Haven, A Division of Shout Media Inc.

info@havenworkplace.com

+1 807-285-3404