

Assurance report

twoday A/S

Independent auditor's ISAE 3000-II assurance report on information security and measures pursuant to the data processing agreement with customers throughout the period from 1 April 2022 to 31 March 2023

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Section 1: twoday A/S' statement

The accompanying description has been prepared for data controllers, who has signed a data processing agreement with twoday A/S, and who has a sufficient understanding to consider the description along with other information, including information about controls operated by the data controllers themselves in assessing whether the requirements of the EU Regulation on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (hereinafter "the Regulation") have been complied with.

twoday A/S uses the following most significant subprocessors: Microsoft, IT Relation A/S and Cloud Factory A/S. This statement does not include control objectives and related controls at twoday A/S' subprocessors. Certain control objectives in the description can only be achieved, if the subprocessor's controls, assumed in the design of our controls, are suitably designed and operationally effective. The description does not include control activities performed by subprocessors.

Some of the control areas, stated in twoday A/S' description in Section 3 in relation to operation of SaaS solutions and consultancy services, can only be achieved if the complementary controls with the customers are suitably designed and operationally effective with twoday A/S' controls. This assurance report does not include the appropriateness of the design and operational effectiveness of these complementary controls.

twoday A/S confirms that:

- The accompanying description, Section 3, fairly presents how twoday A/S has processed personal data for data controllers subject to the Regulation throughout the period from 1 April 2022 to 31 March 2023. The criteria used in making this statement were that the accompanying description:
 - (i) Presents how twoday A/S' processes and controls were designed and implemented, including:
 - The types of services provided, including the type of personal data processed
 - The procedures, within both information technology and manual systems, used to initiate, record, process and, if necessary, correct, delete, and restrict processing of personal data
 - The procedures used to ensure that data processing has taken place in accordance with contract, instructions, or agreement with the data controller
 - The procedures ensuring that the persons authorised to process personal data have committed to confidentiality or are subject to an appropriate statutory duty of confidentiality
 - The procedures ensuring upon discontinuation of data processing that, by choice of the data controller, all personal data are deleted or returned to the data controller unless retention of such personal data is required by law or regulation
 - The procedures supporting in the event of breach of personal data security that the data controller may report this to the supervisory authority and inform the data subjects
 - The procedures ensuring appropriate technical and organisational safeguards in the processing of personal data in consideration of the risks that are presented by personal data processing, such as accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored, or otherwise processed
 - Controls that we, in reference to the scope of operation of SaaS solutions and consultancy services, have assumed would be implemented by the data controllers and which, if necessary, in order to achieve the control objectives stated in the description, are identified in the description
 - Other aspects of our control environment, risk assessment process, information system (including the related business processes) and communication, control activities and monitoring controls that are relevant to the processing of personal data



- Includes relevant information about changes in the data processor's operation of SaaS solutions and consultancy services in the processing of personal data in the period from 1 April 2022 to 31 March 2023;
- (iii) Does not omit or distort information relevant to the scope of the operation of SaaS solutions and consultancy services being described for the processing of personal data while acknowledging that the description is prepared to meet the common needs of a broad range of data controllers and may not, therefore, include every aspect of operation of SaaS solutions and consultancy services that the individual data controllers might consider important in their particular circumstances.
- b) The controls related to the control objectives stated in the accompanying description were, in our view, suitably designed and operated effectively throughout the period from 1 April 2022 to 31 March 2023. If relevant controls with subprocessors were operationally effective and data controller has performed the complementary controls, assumed in the design of twoday A/S' controls throughout the period from 1 April 2022 to 31 March 2023. The criteria used in making this statement were that:
 - (i) The risks that threatened achievement of the control objectives stated in the description were identified
 - (ii) The identified controls would, if operated as described, provide reasonable assurance that those risks did not prevent the stated control objectives from being achieved; and
 - (iii) The controls were consistently applied as designed, including that manual controls were applied by persons who have the appropriate competence and authority, throughout the period from 1 April 2022 to 31 March 2023.
- c) Appropriate technical and organisational safeguards were established and maintained to comply with the agreements with the data controllers, sound data processing practices and relevant requirements for data processors in accordance with the Regulation.

Copenhagen, 6 March 2024 *t*woday A/S

Lars Engell Berthelsen CEO



Section 2: Independent auditor's ISAE 3000 assurance report with reasonable assurance on information security and measures pursuant to twoday A/S' data processing agreements with customers throughout the period 1 April 2022 to 31 March 2023

To: twoday A/S and their customers

Scope

We were engaged to provide assurance about a) twoday A/S' description, Section 3 of operation of SaaS solutions and consultancy services in accordance with the data processing agreement with costumers as data controllers throughout the period from 1 April 2022 to 31 March 2023 and about b+c) the design and operational effectiveness of controls related to the control objectives stated in the Description. twoday A/S uses the following most significant subprocessors: Microsoft, IT Relation A/S and Cloud Factory A/S. This statement does not include control objectives and related controls at twoday A/S' subprocessors. Certain control objectives in the description can only be achieved if the subprocessor's controls, assumed in the design of our controls, are appropriately designed, and operating effectively. The description does not include control activities performed by subprocessor. Some of the control objectives stated in twoday A/S' description in Section 3 of the operation of SaaS solutions and consultancy services, can only be achieved if the complementary controls with the customers have been appropriately designed and operating effectively with the controls with twoday A/S. The report does not include the appropriateness of the design and operational effectiveness of these complementary controls.

We express reasonable assurance in our conclusion.

twoday A/S' responsibilities

twoday A/S is responsible for: preparing the Description and the accompanying statement, Section 1, including the completeness, accuracy, and the method of presentation of the Description and statement, providing the services covered by the Description; stating the control objectives; and for the design and implementation of operationally effective controls, to achieve the stated control objectives.

Grant Thornton's independence and quality control

We have complied with the independence and other ethical requirements of the International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour and ethical requirements applicable to Denmark. Grant Thornton is subject to the International Standard on Quality Control (ISQC 1) ¹and accordingly uses and maintains a comprehensive system of quality control, including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

Auditor's responsibilities

Our responsibility is to express an opinion on twoday A/S' Description and on the design and operational effectiveness of controls related to the control objectives stated in that Description, based on our procedures. We conducted our engagement in accordance with International Standard on Assurance Engagements 3000, "Assurance Engagements Other than Audits or Reviews of Historical Financial Information", and additional requirements under Danish audit regulation, to obtain reasonable assurance about whether, in all material respects, the description is fairly presented, and the controls are appropriately designed and operating effectively.

¹ ISQC 1, Quality control for firms that perform audits and reviews of financial statements, and other assurance and related services engagements.



An assurance engagement to report on the Description, design, and operating effectiveness of controls at a data processor involves performing procedures to obtain evidence about the disclosures in the data processor's description of its operation of SaaS solutions and consultancy services and about the design and operating effectiveness of controls. The procedures selected depend on the auditor's judgment, including the assessment of the risks that the Description is not fairly presented, and that controls are not appropriately designed or operating effectively. Our procedures included testing the operating effectiveness of those controls that we consider necessary to provide reasonable assurance that the control objectives stated in the description were achieved. An assurance engagement of this type also includes evaluating the overall presentation of the Description, the appropriateness of the objectives stated therein, and the appropriateness of the criteria specified by the data processor and described in Section 1.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Limitations of controls at a data processor

twoday A/S' description is prepared to meet the common needs of a broad range of data controllers and may not, therefore, include every aspect of operation of SaaS solutions and consultancy services that the individual data controllers may consider important in their particular circumstances. Also, because of their nature, controls at a data processor may not prevent or detect personal data breaches. Furthermore, the projection of any evaluation of the operating effectiveness to future periods is subject to the risk that controls at a data processor may become inadequate or fail.

Opinion

Our opinion has been formed on the basis of the matters outlined in this auditor's report. The criteria we used in forming our opinion are those described in the *Management's statement* Section 1. In our opinion, in all material respects:

- (a) The Description fairly presents operation of SaaS solutions and consultancy services as designed and implemented throughout the period from 1 April 2022 to 31 March 2023;
- (b) The controls related to the control objectives stated in the Description were appropriately designed throughout the period from 1 April 2022 to 31 March 2023; to obtain reasonable assurance that the control objectives stated in the Description would be obtained if controls with subprocessor were operating effectively and if data controller has designed and implemented the complementary controls, assumed in the design of twoday A/S' controls throughout the period from 1 April 2022 to 31 March 2023, and
- (c) The controls tested, which were those necessary to provide reasonable assurance that the control objectives stated in the Description were achieved, operated effectively throughout the period from 1 April 2022 to 31 March 2023.

Description of tests of controls

The specific controls tested, and the nature, timing, and results of those tests are listed in Section 4.

Intended users and purpose

This report and the description of tests of controls in Section 4 are intended only for data controllers who have used twoday A/S' operation of SaaS solutions and consultancy services who have a sufficient understanding to consider it along with other information, including information about controls operated by the data controllers themselves in assessing whether the requirements of the Regulation have been complied with.

Copenhagen, 6 March 2024

Grant Thornton Godkendt Revisionspartnerselskab

Kristian Randløv Lydolph State Authorised Public Accountant Andreas Moos Director, CISA, CISM



Section 3: twoday A/S' description of processing activity for the supply of the operation of SaaS solutions and consultancy services

The company and our performance

We are an international and leading provider of business-critical IT-solutions in the Nordics. An IT-company who provides software development, data- and analytics solutions, consulting services and bespoke solutions to both private and public sectors.

Across Norway, Sweden, Finland, Lithuania, and Denmark we are more than 2.700 highly skilled colleagues across several entities, who work together every day to create value thru technology and data.

In *t*woday Group we help more than 8.000 customers in creating IT-solutions that makes a difference both locally, and in the larger global perspective. We know that most companies and organisations have digital transformation on the agenda. With our experience, knowledge, and approach we can help making solutions that bring a better tomorrow.

In short, we, twoday, work today, every day, to make a better tomorrow – through the use of technology. We do this with great dedication, heart, and adaptability as basis for achieving great things – with each other, our customers and society.

In the Danish company *t*woday A/S we deliver bespoke software, consulting services and products to the public sector and private companies.

We deliver both products including software as a service (SaaS), and bespoke software to the public sector and large regulated private companies. For customers needing more that standard solutions we provide tailor-made solutions.

Our mission is to expand our position as the preferred partner of software solutions to enable the continuous development of the Digital Society and eGovernment in the Nordic countries. Our Governments in the Nordics have supported the Digital Society since the early 2000s.

We firmly believe that digitalization is a cornerstone in up keeping our welfare society and meet the challenges of the growing elderly population and competition from the developing countries in the future. We must simply become more efficient, and digitization of the public sector is one important answer.

We digitize the Nordics

We continue our long-term effort in digitalizing the Nordics. We help both public and private companies to design, develop, modernize, and maintain software. We provide both bespoke solutions and commercial off- the-shelf solutions. Together with our customers, we create increased productivity and growth in the Nordics for the benefit of all of us.

In close collaboration with customers, we develop end-to-end business software and self- service solutions that help customers to improve productivity by digitization, automation, and integration of business processes. Subsequently we maintain and further develop the solutions as part of the application lifecycle management service to keep the software updated and efficient over time.

Cooperation with our customers

We work according to agile principles and in very close cooperation with our customers. Part of our DNA is to strive for customer value. We do this through professional skills using state of the art methods and tools as well as insights to challenges in the market. As a result, our solutions make an important impact in society and value for our customers' businesses.



With technically advanced expertise and knowledge of our clients, we are analysing, designing, developing, and testing new innovative software solutions to enhance competitiveness. Through implementation and integrations, we can capture, organize, store, analyse, and visualize substantial amounts of information. We also reduce bureaucracy through improved online collaboration and self-service solutions. Our software solutions help large organizations to automate and manage straight-through processing enabling enterprises to become more efficient and profitable.

High degree of rules and regulations

*t*woday Group is managing some of the largest ICT contracts in the public sector with values exceeding 100 MDKK each. Many of the contracts are long-term contracts (4-6 years) and include mission critical solutions with high degree of rules and regulations. Consequently, we have established long-term relations with our customers, and we invest in building value creating domain knowledge to ensure continuous satisfied customers. Some of our customers have a track record of more than 25 years.

Solutions and service

Solutions and Services from twoday Group:

- Bespoke solutions and services
- Systems development and project delivery
- Application Lifecycle Management
- Business intelligence
- Big Data
- Machine Learning
- Predictive analytics
- Case & Document Management
- Business Process Management & straight-through processing
- Electronic signature
- Signing as a Service
- E-government solutions
- Self-service solutions
- E-commerce solutions
- Content Management solutions
- Mobile solutions

Compliance

Both services and products are delivered according to mutual, written, agreement between the customer and *t*woday A/S. Agreement are by default based on *t*woday A/S' template, tailored for our services. In cases where the agreements are based on the customer's template, including public tenders and agreements under the SKI' frame agreements, *t*woday ensures that services are fit for purpose of the agreement.

Where twoday A/S process personal data we have entered into a data processing agreement (DPA) which outlines the basis and boundaries for the processing of personal data. DPA are by default based on twoday A/S' standard template but can also upon mutual agreement be based on other templates. For SaaS boundaries for data processing is typically outlined in the terms of service.

Nature of processing

The purpose of the data processor's processing of personal identifiable information (PII) is based on the client's needs and instructions as stated in the Data Processing Agreement (DPA) with each client. The nature of the processing and the data differs from client to client. *t*woday A/S does not store data of any EU citizen themselves - all infrastructure related to processing of EU PII is presently located with external hosting partner.



Personal information

*t*woday A/S has stored:

- Personal information (Name, Address, email, phone etcetera)
- Classified information (CPR, Income)

Categories of data subjects that are used in a DPA

- Pension takers
- Unemployed workers in Denmark (at one time or another)
- Digital Signers
- Pension Brokers
- People in Fishery (employees, ship owners, fishermen)

Practical deployments

Management in twoday Group or twoday A/S has approved all procedures, controls, internal tools, and instructions to sub data processors.

Organizationally all employees have been informed about personal identifiable data and information security, including security incident procedures - what to do in case of an incident. This happens through an e-learning course and a one-hour meeting where security awareness is presented.

Access to *t*woday A/S requires access card and code, except the main entrance inside working hours where there is a staffed reception.

Risk management

As a part of each project that manages PII, the project management together with the customer does a risk analysis with regards to data risk and data subject rights according to the general Risk Management Process. Furthermore, *t*woday A/S performs every year an analysis and documents all the data where *t*woday A/S is a data controller.

Control measures

Processing instructions

We always do what the DPA says. We act on behalf of the data owner, who gives the instructions on what and how to process the data.

Procedure control

There is a yearly review of all procedures based on incidents, risk assessments etc. It is carried out by the Data Protection Manager and the Security Officer.

Procedure for access control

Access to individual projects is given based on the respective Team Leads authorization. Team Lead initially presents a list of employees that need access to resources and support grants the access. Subsequent access can only be given if Team Lead approves. Access is also revoked on Team Lead request and all access (except support) is revoked upon termination of project.

Procedure for development

Most of *t*woday A/S' projects are performed at client site where *t*woday has little influence on how the development should be performed. For in house development, the data protection manager visits each project yearly (and always at least once if the project lasts less than a year) and inspects if data subjects' rights are managed within the project – i.e., can the project support the data subjects' rights (Can they delete data, find data on request etcetera). Projects with significant risk is visited more frequent.



Procedure for data subject requests

The Privacy mailbox is processed on daily basis by *t*woday Data Protection Counsil for any request, including registered data subjects, for further processing.

Procedure for security incidents

Security (and privacy) incidents are managed through Incident Management/SOC in *t*woday Group. They are available 24/7 and they are contacted in case of breach. From there they follow a strict procedure to contain, collect information and remedy the situation.

Sub processors

Customer data for EU citizens are all hosted with external Danish hosting providers. Each year the reports (ISAE 3402, ISAE 3000) is evaluated by the projects using a hosting provider.

Employees

It is stated in each employee contract that the employee is obligated to hold each client's data private.

Significant changes in the period

The former business division Custom Solutions under Visma was separated out from Visma and sold off to the capital fond CVC Capital partners. Custom Solutions was in whole, expect a few product companies outside of Denmark, established as *t*woday Group. *t*woday Group is in the period September 2022 until end 2023 in a separation process, and during the entire process under the Visma control framework. *t*woday Group will during the separation process establish and implement own ISO27001 and ISMS control framework, including continue and extent the framework for ISAE3402 and ISAE3000.

This includes establishing a new IT Security and Governance, Risk and Compliance organisation as well as ISMS framework for managing security, risk and compliance across the Group, countries, and entities.

Complementary controls with customers

For all our projects, where data is stored outside *t*woday A/S' control – e.g., public projects where data is stored with customers. Thus, it is the customer that is responsible for maintaining the security and privacy for all data stored. It is also the customer that controls the access to data – gives access, audits, and revokes access again. *t*woday A/S follows the procedures given to gain access and follows the DPA that *t*woday A/S has with the customer – *t*woday A/S is still responsible for how its employees act within the systems hosted at the customer when access has been granted.

For a number of projects, *twoday* A/S works together with a third party for the customer. The contract with the third party is with the customer, but *twoday* A/S will exchange data with the third party. How the third party fulfils the requirements for security and privacy is agreed between the customer and the third party and it is also the customer that audits that these requirements are fulfilled.



Section 4: Control objectives, controls, tests, and results hereof

We conducted our engagement in accordance with ISAE 3000, assurance engagements other than audits or review of historical financial information.

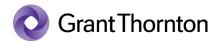
Our test of the functionality has included the control objectives and attached controls, selected by management and which are stated in the control objectives A-I below. Our test has included the controls, we find necessary to establish reasonable assurance for compliance with the articles stated throughout the period from 1 April 2022 to 31 March 2023.

Our statement, does not apply to controls, performed at twoday A/S' subprocessors.

Further, controls performed at the data controller are not included in this statement.

We performed our test of controls at twoday A/S by the following actions:

Method	General description
Inquiries	Interview with appropriate personnel at twoday A/S. The interviews have in- cluded questions about, how controls are performed.
Observation	Observing how controls are performed.
Inspection	Review and evaluation of policies, procedures and documentation concerning the performance of controls. This includes reading and assessment of reports and documents in order to evaluate whether the specific controls are designed in such a way, that they can be expected to be effective when implemented. Further, it is assessed whether controls are monitored and controlled ade- quately and with suitable intervals. The effectiveness of the controls during the audit period, is assessed by sample testing.
Re-performance	Re-performance of controls to verify that the control is working as assumed.



List of control objectives compared to GDPR-articles, ISO 27701, and ISO 27001/2

Below, control objectives are mapped against the articles in GDPR, ISO 27701 and ISO 270001/2. Articles and points about main areas are written in bold.

Control activity	GDPR articles	ISO 27701	ISO 27001/2:2013
A.1	5, 26, 28 , 29, 30, 32, 40, 41, 42, 48	8.5.5, 5.2.1, 6.12.1.2, 6.15.1.1, 8.2.1, 8.2.2	New scope compared to ISO 27001/2
A.2	28 , 29, 48	8.5.5, 6.15.2.2, 6.15.2.2	18.2.2
A.3	28	8.2.4, 6.15.2.2	18.2.2
B.1	31, 32 , 35, 36	5.2.2	4.2
B.2	32, 35, 36	7.2.5, 5.4.1.2, 5.6.2	6.1.2, 5.1, 8.2
B.3	32	6.9.2.1	12.2.1
B.4	28 stk. 3; litra e, 32; stk. 1	6.10.1.1, 6.10.1.2, 6.10.1.3 , 6.11.1.3	13.1.2 , 13.1.3, 14.1.3, 14.2.1
B.5	32	6.6.1.2, 6.10.1.3	9.1.2, 13.1.3, 14.2.1
B.6	32	6.6	9.1.1, 9.2.5
B.7	32	6.9.4	12.4
B.8	32	6.15.1.5	18.1.5
B.9	32	6.9.4	12.4
B.10	32	6.11.3	14.3.1
B.11	32	6.9.6.1	12.6.1
B.12	28, 32	6.9.1.2, 8.4	12.1.2
B.13	32	6.6	9.1.1
B.14	32	7.4.9	New scope compared to ISO 27001/2
B.15	32	6.8	11.1.1-6
C.1	24	6.2	5.1.1, 5.1.2
C.2	32, 39	6.4.2.2, 6.15.2.1, 6.15.2.2	7.2.2, 18.2.1,18.2.2
C.3	39	6.4.1.1-2	7.1.1-2
C.4	28, 30, 32, 39	6.10.2.3 , 6.15.1.1, 6.4.1.2	7.1.2, 13.2.3
C.5	32	6.4.3.1, 6.8.2.5, 6.6.2.1	7.3.1, 11.2.5, 8.3.1
C.6	28, 38	6.4.3.1, 6.10.2.4	7,3.1, 13.2.4
C.7	32	5.5.3, 6.4.2.2	7.2.2, 7.3
C.8	38	6.3.1.1, 7.3.2	6.1.1
C.9	6, 8, 9, 10, 15, 17, 18, 21, 28, 30 , 32, 44, 45, 46, 47, 48, 49	6.12.1.2, 6.15.1.1, 7.2.2, 7.2.8 , 7.5.1, 7.5.2, 7.5.3, 7.5.4, 8.2.6 , 8.4.2, 8.5.2, 8.5.6	New scope compared to ISO 27001/2
D.1	6, 11, 13, 14, 32	7.4.5 , 7.4.7 , 7.4.4	New scope compared to ISO 27001/2
D.2	6, 11, 13, 14, 32	7.4.5 , 7.4.7 , 7.4.4	New scope compared to ISO 27001/2
D.3	13, 14	7.4.7 , 7.4.4	New scope compared to ISO 27001/2
E.1	13, 14, 28, 30	8.4.2, 7.4.7, 7.4.8	New scope compared to ISO 27001/2
E.2	13, 14, 28, 30	8.4.2, 7.4.7, 7.4.8	New scope compared to ISO 27001/2
F.1	6, 8, 9, 10, 17, 18, 22, 24, 25, 28, 32, 35, 40, 41, 42	5.2.1, 7.2.2 , 7.2.6 , 8.2.1, 8.2.4, 8.2.5, 8.4.2, 8.5.6, 8.5.7	15
F.2	28	8.5.7	15
F.3	28	8.5.8 , 8.5.7	15
F.4	33, 34	6.12.1.2	15
F.5	28	8.5.7	15
F.6	33, 34	6.12.2	15.2.1-2
G.1	15, 30, 44, 45, 46, 47, 48, 49	6.10.2.1, 7.5.1 , 7.5.2, 7.5.3, 7.5.4, 8.5.1 , 8.5.2, 8.5.3	13.2.1, 13.2.2
G.2	15, 30, 44, 45, 46, 47, 48, 49	6.10.2.1, 7.5.1, 7.5.2, 7.5.3, 7.5.4, 8.4.2, 8.5.2, 8.5.3	13.2.1
G.3	15, 30, 44, 45, 46, 47, 48, 49	6.10.2.1, 7.5.1 , 7.5.2, 7.5.3, 7.5.4, 8.5.3	13.2.1
H.1	12, 13, 14, 15, 20, 21	7.3.5, 7.3.8, 7.3.9	New scope compared to ISO 27001/2
H.2	12, 13, 14, 15, 20, 21	7.3.5, 7.3.8, 7.3.9	New scope compared to ISO 27001/2
I.1	33, 34	6.13.1.1	16.1.1-5
1.2	33, 34 , 39	6.4.2.2, 6.13.1.5, 6.13.1.6	16.1.5-6
1.3	33, 34	6.13.1.4	16.1.5
1.4	33, 34	6.13.1.4 , 6.13.1.6	16.1.7



Control objective A - Instructions regarding processing of personal data Procedures and controls are complied with to ensure that instructions for the processing of personal data are complied with consistently with the data pro- cessing agreement entered into.			
No.	twoday A/S' control activity	Test performed by Grant Thornton	Result of test
A.1	Written procedures exist which include a require- ment that personal data must only be processed when instructions to this effect are available. As- sessments are made on a regular basis – and at least once a year – as to whether the procedures should be updated.	We have inspected that formalised procedures exist to en- sure that personal data are only processed according to in- structions. We have inspected that the procedures include a require- ment to assess at least once a year the need for updates, in- cluding in case of changes in the data controller's instruc- tions or changes in the data processing. We have inspected that procedures are up to date.	No deviations noted.
A.2	The data processor only processes personal data stated in the instructions from the data controller.	We have inspected that management ensures that personal data are only processed according to instructions. We have, by sample test, inspected that personal data processing operations are conducted according to instructions.	No deviations noted.
A.3	The data processor immediately informs the data controller if an instruction, in the data processor's opinion, infringes the Regulation or other European Union or member state data protection provisions.	We have inspected that formalised procedures exist ensuring verification that personal data are not processed against the Regulation or other legislation. We have inspected that procedures are in place for informing the data controller of cases where the processing of personal data is evaluated to be against legislation. We have inquired that the data controller was informed in cases where the processing of personal data was evaluated to be against legislation.	We have been informed that the data pro- cessor has not received instructions, that in the data processor's opinion infringes the Regulation or other Union or Member State data protection provisions, wherefore we have not tested the effectiveness of the control. No deviations noted.



Control objective B - Technical measures Procedures and controls are complied with to ensure that the data processor has implemented technical measures to safeguard relevant security of processing.			
No.	twoday A/S' control activity	Test performed by Grant Thornton	Result of test
B.1	Written procedures exist which include a require- ment that safeguards agreed are established for the processing of personal data in accordance with the agreement with the data controller. Assessments are made on a regular basis – and at least once a year – as to whether the proce- dures should be updated.	We have inspected the existence of formalised policies en- suring that processing of personal data is carried out solely in accordance with instructions. We have inspected that the policies are up to date. We have, by sample test, inspected that the safeguards agreed in the data processing agreements, have been estab- lished.	No deviations noted.
B.2	The data processor has performed a risk assess- ment and based on this, implemented the tech- nical measures considered relevant to achieve an appropriate level of security, including establish- ment of the safeguards agreed with the data con- troller.	We have inspected that formalised procedures are in place to ensure that the data processor performs a risk assess- ment to achieve an appropriate level of security. We have inspected that the risk assessment performed is up to date and comprises the current processing of personal data. We have inspected that the data processor has implemented the technical measures ensuring an appropriate level of se- curity, consistent with the risk assessment. We have inspected that the data processor has implemented the safeguards agreed with the data controller.	No deviations noted.
B.3	For the systems and databases used in the pro- cessing of personal data, antivirus software has been installed that is updated on a regular basis.	We have inspected that, for the systems and databases used in the processing of personal data, antivirus software has been installed. We have inspected that antivirus software is up to date.	We have, by sample test, inspected that antivirus has not been installed on two out of five servers. We have been informed that the lack of antivirus on the two servers is a manage- ment accepted risk at Twoday A/S as those are Linux servers. No further deviations noted.
B.4	External access to systems and databases used in the processing of personal data takes place through a secured firewall.	We have inspected that external access to systems and da- tabases used in the processing of personal data takes place only through a secured firewall.	No deviations noted.



	twoday A/S' control activity	Test performed by Grant Thornton	Result of test
		We have inspected that the firewall has been configured in accordance with the relevant internal policy.	
8.5	Internal networks have been segmented to ensure restricted access to systems and databases used in the processing of personal data.	We have inquired into whether internal networks have been segmented to ensure restricted access to systems and data- bases used in the processing of personal data. We have inspected network diagrams and other network documentation to ensure appropriate segmentation.	No deviations noted.
3.6	Access to personal data is isolated to users with a work-related need for such access.	We have inspected that formalised procedures are in place for restricting users' access to personal data. We have inspected that formalised procedures are in place for following up on users' access to personal data being con- sistent with their work-related need. We have, by sample test, inspected that the users' access rights have been approved. We have, by sample test, inspected that resigned employees have had their access rights cancelled.	No deviations noted.
8.7	For the systems and databases used in the pro- cessing of personal data, system monitoring has been established with an alarm feature.	We have inspected that, for systems and databases used in the processing of personal data, system monitoring has been established with an alarm feature.	No deviations noted.



Control objective B - Technical measures Procedures and controls are complied with to ensure that the data processor has implemented technical measures to safeguard relevant security of processing			
No.	twoday A/S' control activity	Test performed by Grant Thornton	Result of test
B.8	Effective encryption is applied when transmitting confidential and sensitive personal data through the internet or by email.	We have inspected that there are formalized procedures en- suring that the transmission of sensitive and confidential in- formation over the Internet is protected by strong encryption based on a recognized algorithm.	No deviations noted.
		We have inspected that technological solutions for encryption have been available and activated during the declaration period.	
		We have inspected that encryption is used for transmissions of sensitive and confidential personal data via the Internet or by e-mail.	
B.9	Logging has been established in systems, data- bases, and networks. Log data are protected against manipulation, tech- nical errors and are reviewed regularly.	We have inspected that formalised procedures exist for set- ting up logging of user activities in systems, databases or networks that are used to process and transmit personal data, including review of and follow-up on logs. We have inspected that logging of user activities in systems, databases or networks that are used to process or transmit personal data has been configured and activated. We have inspected that user activity data collected in logs are protected against manipulation or deletion.	No deviations noted.
B.10	Personal data used for development, testing or similar activity are always in pseudonymised or anonymised form. Such use only takes place to accomplish the data controller's purpose accord- ing to agreement and on the data controller's be- half.	We have inspected that formalised procedures exist for using personal data for development, testing or similar activity to ensure that such use only takes place in pseudonymised or anonymised form. We have, by sample test, inspected that personal data in- cluded in development or test databases are pseudonymised or anonymised. We have, by sample test, inspected development or test da- tabases in which personal data are pseudonymised or anon- ymised, that this has taken place according to agreement with, and on behalf of, the data controller.	No deviations noted.



Control objective B - Technical measures Procedures and controls are complied with to ensure that the data processor has implemented technical measures to safeguard relevant security of processing.			
No.	twoday A/S' control activity	Test performed by Grant Thornton	Result of test
B.11	The technical measures established are tested on a regular basis in vulnerability scans and penetra- tion tests.	We have, by sample test, inspected that documentation ex- ists regarding regular testing of the technical measures es- tablished. We have inspected that any deviations or weaknesses in the technical measures have been responded to in a timely and satisfactory manner, and has been communicated to the data controllers as appropriate	No deviations noted.
B.12	Changes to systems, databases or networks are made consistently with procedures established that ensure maintenance using relevant updates and patches, including security patches.	We have inspected that formalised procedures exist for han- dling changes to systems, databases, or networks, including handling of relevant updates, patches, and security patches. We have inspected, via extracts from technical security pa- rameters and setups, that systems, databases, or networks have been updated using agreed changes and relevant up- dates, patches, and security patches.	No deviations noted.
B.13	A formalised procedure is in place for granting and removing users' access to personal data. Users' access is reconsidered on a regular basis, includ- ing the continued justification of rights by a work- related need.	We have inspected that formalised procedures exist for granting and removing users' access to systems and data- bases using to process personal data. We have inquired that documentation exists that user ac- cesses granted are evaluated and authorised on a regular basis – and at least once a year.	We have been informed that no access rights have been formally reviewed in the assurance period. No further deviations noted.
B.14	Systems and databases processing personal data that involve a high risk for the data subjects are accessed as a minimum by using two-factor au- thentication.	We have inspected that formalised procedures exist to en- sure that two-factor authentication is applied in the pro- cessing of personal data that involves a high risk for the data subjects. We have inspected that users' access to processing per- sonal data that involve a high risk for the data subjects can only take place by using two-factor authentication.	No deviations noted.



Control objective B - Technical measures

Procedures and controls are complied with to ensure that the data processor has implemented technical measures to safeguard relevant security of processing.

No.	twoday A/S' control activity	Test performed by Grant Thornton	Result of test
B.15	Physical access safeguards have been estab- lished so as to only permit physical access by au- thorised persons to premises and data centres at which personal data are stored and processed.	We have inspected that formalised procedures exist to en- sure that only authorised persons can gain physical access to premises and data centres at which personal data are stored and processed. We have inspected documentation that, throughout the as- surance period, only authorised persons have had physical access to premises and data centres at which personal data are stored and processed.	No deviations noted.

Control objective C - Organisational measures

Procedures and controls are complied with to ensure that the data processor has implemented organisational measures to safeguard relevant security of processing.

No.	twoday A/S' control activity	Test performed by Grant Thornton	Result of test
C.1	Management of the data processor has approved a written information security policy that has been communicated to all relevant stakeholders, includ- ing the data processor's employees. The IT secu- rity policy is based on the risk assessment per- formed. Assessments are made on a regular basis – and at least once a year – as to whether the IT security policy should be updated.	We have inspected that an information security policy exists that management has considered and approved within the past year. We have inspected documentation that the information secu- rity policy has been communicated to relevant stakeholders, including the data processor's employees	No deviations noted.



Control objective C - Organisational measures Procedures and controls are complied with to ensure that the data processor has implemented organisational measures to safeguard relevant security of processing.

No.	twoday A/S' control activity	Test performed by Grant Thornton	Result of test
C.2	Management of the data processor has checked that the information security policy does not con- flict with data processing agreements entered into.	We have inspected documentation of management's assess- ment that the information security policy generally meets the requirements for safeguards and the security of processing in the data processing agreements entered into. We have, by sample test, inspected that the requirements in data processing agreements are covered by the require- ments of the information security policy for safeguards and security of processing.	No deviations noted.
C.4	Upon appointment, employees sign a confidential- ity agreement. In addition, the employees are in- troduced to the information security policy and procedures for data processing as well as any other relevant information regarding the employ- ees' processing of personal data.	 We have, by sample test, inspected that employees appointed during the assurance period have signed a confidentiality agreement. We have, by sample test, inspected that employees appointed during the assurance period have been introduced to: Information security policy. Procedures for processing data and other relevant information. 	No deviations noted.
C.5	For resignations or dismissals, the data processor has implemented a process to ensure that users' rights are deactivated or terminated, including that assets are returned.	We have inspected procedures ensuring that resigned or dis- missed employees' rights are deactivated or terminated upon resignation or dismissal and that assets such as access cards, computers, mobile phones, etc. are returned. We have, by sample test, inspected that rights have been de- activated or terminated and that assets have been returned for employees resigned or dismissed during the assurance period.	We have, for one out of five terminated employees ascertained that the offboard- ing checklist were not completed including the return of assets. No further deviations noted.



Control objective C - Organisational measures

Procedures and controls are complied with to ensure that the data processor has implemented organisational measures to safeguard relevant security of processing.

No.	twoday A/S' control activity	Test performed by Grant Thornton	Result of test
C.6	Upon resignation or dismissal, employees are in- formed that the confidentiality agreement signed remains valid and that they are subject to a gen- eral duty of confidentiality in relation to the pro- cessing of personal data performed by the data processor for the data controllers.	We have inspected that formalised procedures exist to en- sure that resigned or dismissed employees are made aware of the continued validity of the confidentiality agreement and the general duty of confidentiality. We have, by sample test, inspected that documentation ex- ists of the continued validity of the confidentiality agreement and the general duty of confidentiality for employees re- signed or dismissed during the assurance period.	No deviations noted.
C.7	Awareness training is provided to the data proces- sor's employees on a regular basis with respect to general IT security and security of processing re- lated to personal data.	We have inspected that the data processor provides aware- ness training to the employees covering general IT security and security of processing related to personal data. We have inspected documentation that all employees who have either access to or process personal data have com- pleted the awareness training provided.	No deviations noted.

Control objective D - Return and deletion of personal data

Procedures and controls are complied with to ensure that personal data are deleted or returned if arrangements are made with the data controller to this effect.

No.	twoday A/S' control activity	Test performed by Grant Thornton	Result of test
D.1	Written procedures exist which include a require- ment that personal data must be stored and deleted in accordance with the agreement with the data con- troller. Assessments are made on a regular basis – and at least once a year – as to whether the procedures should be updated.	We have inspected that formalised procedures are in place for storing and deleting personal data in accordance with the agreement with the data controller. We have inspected that the procedures are up to date.	We have ascertained that the procedure was not updated within the assurance pe- riod. We have however been informed that the procedure is still valid. No further deviations noted.



Control objective D - Return and deletion of personal data Procedures and controls are complied with to ensure that personal data are deleted or returned if arrangements are made with the data controller to this effect.			
No.	twoday A/S' control activity	Test performed by Grant Thornton	Result of test
D.2	Specific requirements have been agreed with re- spect to the data processor's storage periods and deletion routines.	We have inspected that the existing procedures for storage and deletion, include specific requirements for the data pro- cessor's storage periods and deletion routines. We have, by sample test, inspected that documentation ex- ists of personal data being stored in accordance with the agreed storage periods in data processing agreements. We have, by sample test, inspected that documentation ex- ists that personal data are deleted in accordance with the agreed deletion routines in data processing agreements.	No deviations noted.
D.3	 Upon termination of the processing of personal data for the data controller, data have, in accordance with the agreement with the data controller, been: Returned to the data controller; and/or Deleted if this is not in conflict with other legislation. 	We have inspected that formalised procedures are in place for processing the data controller's data upon termination of the processing of personal data. We have, by sample test, inspected that documentation ex- ists that the agreed deletion or return of data has taken place for terminated data processing sessions during the assurance period.	No deviations noted.

Control objective E – Storage of personal data Procedures and controls are complied with to ensure that the data processor will only store personal data in accordance with the agreement with the data controller.

No.	twoday A/S' control activity	Test performed by Grant Thornton	Result of test
E.1	 Written procedures exist which include a requirement that personal data must only be stored in accordance with the agreement with the data controller. Assessments are made on a regular basis – and at least once a year – as to whether the procedures should be updated. 	We have inspected that formalised procedures exist for only storing and processing personal data in accordance with the data processing agreements. We have inspected that the procedures are up to date.	We have ascertained that the procedure was not updated within the assurance pe- riod. We have however been informed that the procedure is still valid. No further deviations noted.



Control objective E – Storage of personal data

Procedures and controls are complied with to ensure that the data processor will only store personal data in accordance with the agreement with the data controller.

No.	twoday A/S' control activity	Test performed by Grant Thornton	Result of test
E.2	Data processing and storage by the data proces- sor must only take place in the localities, countries or regions approved by the data controller.	We have inspected that the data processor has a complete and updated list of processing activities stating localities, countries, or regions. We have, by sample test, inspected that documentation ex- ists that the processing of data, including the storage of per- sonal data, takes place only in the localities stated in the data pro-cessing agreement – or otherwise as approved by the data controller.	No deviations noted.

Control objective F – Use of subprocessors

Procedures and controls are complied with to ensure that only approved subprocessors are used and that, when following up on such processors' technical and organisational measures to protect the rights of data subjects and the processing of personal data, the data processor ensures adequate security of processing.

No.	twoday A/S' control activity	Test performed by Grant Thornton	Result of test
F.1	Written procedures exist which include require- ments for the data processor when using subpro- cessors, including requirements for sub-data pro- cessing agreements and instructions. Assessments are made on a regular basis – and at least once a year – as to whether the proce- dures should be updated.	We have inspected that formalised procedures are in place for using subprocessors, including requirements for sub-data processing agreements and instructions. We have inspected that procedures are up to date.	No deviations noted.
F.2	The data processor only uses subprocessors to process personal data that have been specifically or generally approved by the data controller.	We have inspected that the data processor has a complete and updated list of subprocessors used. We have, by sample test, inspected that documentation ex- ists that the processing of data by the subprocessor is stated in the data processing agreements – or otherwise as ap- proved by the data controller.	No deviations noted.



Control objective F – Use of subprocessors Procedures and controls are complied with to ensure that only approved subprocessors are used and that, when following up on such processors' technical and organisa-tional measures to protect the rights of data subjects and the processing of personal data, the data processor ensures adequate security of processing.

No.	twoday A/S' control activity	Test performed by Grant Thornton	Result of test
F.3	When changing the generally approved subpro- cessors used, the data controller is informed in time to enable such controller to raise objections and/or withdraw personal data from the data pro- cessor. When changing the specially approved subprocessors used, this has been approved by the data controller.	We have inspected that formalised procedures are in place for informing the data controller when changing the subpro- cessors used. We have inspected documentation that the data controller was informed when changing the subprocessors used throughout the assurance period. We have inquired whether there has been new or changed subprocessors in the audit period.	We have been informed that there have been no changes to the use of subproces- sors, hence we have not been able to test the effectiveness of the control. No deviations noted.
F.4	The data processor has subjected the subproces- sor to the same data protection obligations as those provided in the data processing agreement or similar document with the data controller.	We have inspected for existence of signed sub-data pro- cessing agreements with subprocessors used, which are stated on the data processor's list. We have, by sample test, inspected that sub-data processing agreements include the same requirements and obligations as are stipulated in the data processing agreements between the data controllers and the data processor.	No deviations noted.
F.5	The data processor has a list of approved subpro- cessors.	We have inspected that the data processor has a complete and updated list of subprocessors used and approved. We have inspected that, as a minimum, the list includes the required details about each subprocessor.	No deviations noted.



Control objective F – Use of subprocessors Procedures and controls are complied with to ensure that only approved subprocessors are used and that, when following up on such processors' technical and organisa-tional measures to protect the rights of data subjects and the processing of personal data, the data processor ensures adequate security of processing.

No.	twoday A/S' control activity	Test performed by Grant Thornton	Result of test
F.6	Based on an updated risk assessment of each subprocessor and the activity taking place at such processor, the data processor regularly follows up thereon through meetings, inspections, reviews of auditor's reports or similar activity. The data con- troller is informed of the follow-up performed at the subprocessor.	We have inspected that formalised procedures are in place for following up on processing activities at subprocessors and compliance with the sub-data processing agreements. We have inspected documentation that each subprocessor and the current processing activity at such processor are subjected to risk assessment. We have inquired documentation that technical and organi- sational measures, security of processing at the subproces- sors used, third countries' bases of transfer and similar mat- ters are appropriately followed up on.	No deviations noted.



Control objective G – Transfer of personal data to third countries Procedures and controls are complied with to ensure that the data processor will only transfer personal data to third countries or international organisations in accordance with the agreement with the data controller by using a valid basis of transfer.

No.	twoday A/S' control activity	Test performed by Grant Thornton	Result of test
G.1	Written procedures exist which include a require- ment that the data processor must only transfer personal data to third countries or international or- ganisations in accordance with the agreement with the data controller by using a valid basis of trans- fer. Assessments are made on a regular basis – and at least once a year – as to whether the proce- dures should be updated.	We have inspected that formalised procedures exist to en- sure that personal data are only transferred to third countries or international organisations in accordance with the agree- ment with the data controller by using a valid basis of trans- fer. We have inspected that procedures are up to date.	No deviations noted.
G.2	The data processor must only transfer personal data to third countries or international organisa- tions according to instructions by the data control- ler.	We have inquired if transfer of personal data to third coun- tries or international organisations has occurred.	We have been informed that no transfer of personal data to third countries or interna- tional organisations has occurred. No deviations noted.
G.3	As part of the transfer of personal data to third countries or international organisations, the data processor assessed and documented the exist- ence of a valid basis of transfer.	We have inquired if transfer of personal data to third coun- tries or international organisations has occurred.	We have been informed that no transfer of personal data to third countries or interna- tional organisations has occurred. No deviations noted.



Control objective H – Rights of the data subjects Procedures and controls are complied with to ensure that the data processor can assist the data controller in handing out, correcting, deleting, or restricting information on the processing of personal data to the data subject.

No.	twoday A/S' control activity	Test performed by Grant Thornton	Result of test
H.1	Written procedures exist which include a require- ment that the data processor must assist the data controller in relation to the rights of data subjects. Assessments are made on a regular basis – and at least once a year – as to whether the proce- dures should be updated.	We have inspected that formalised procedures are in place for the data processor's assistance to the data controller in relation to the rights of data subjects. We have inspected that procedures are up to date.	We have ascertained that the procedure was not updated within the assurance pe- riod. We have however been informed that the procedure is still valid. No further deviations noted.
H.2	The data processor has established procedures as far as this was agreed that enable timely assis- tance to the data controller in handing out, correct- ing, deleting, or restricting or providing information about the processing of personal data to data sub- jects.	 We have inspected that the procedures in place for assisting the data controller include detailed procedures for: Handing out data Correcting data Deleting data Restricting the processing of personal data Providing information about the processing of personal data to data subjects. We have inspected documentation that the systems and databases used support the performance of the relevant detailed procedures. 	We have been informed that the data pro- cessor has not received requests from data controllers in relation to data subjects' rights, wherefore we have not tested the effectiveness of the control. No deviations noted.

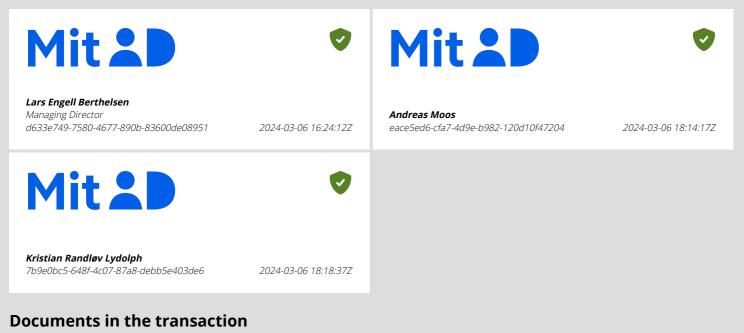


Control objective I – Managing personal data breaches Procedures and controls are complied with to ensure that any personal data breaches are responded to in accordance with the data processing agreement entered into.				
No.	twoday A/S' control activity	Test performed by Grant Thornton	Result of test	
Ι.1	 Written procedures exist which include a requirement that the data processor must inform the data controllers in the event of any personal data breaches. Assessments are made on a regular basis – and at least once a year – as to whether the procedures should be updated. 	We have inspected that formalised procedures are in place which include a requirement to inform the data controllers in the event of any personal data breaches. We have inspected that procedures are up to date.	We have ascertained that the procedure was not updated within the assurance pe- riod. We have however been informed that the procedure is still valid. No further deviations noted.	
1.2	The data processor has established controls for identification of possible personal data breaches.	We have inspected that the data processor provides aware- ness training to the employees in identifying any personal data breaches. We have inspected documentation that network traffic is monitored and that anomalies, monitoring alarms, large file transfers, etc. are followed up on. We have inspected documentation that logging of access to personal data, including follow-up on repeated attempts to gain access, is followed up on, on a timely basis.	No deviations noted.	
1.3	If any personal data breach occurred, the data processor informed the data controller without un- due delay after having become aware of such per- sonal data breach at the data processor or a sub processor.	We have inquired into whether the data processor has a list of security incidents disclosing the individual incidents in- volved in a personal data breach. We have inquired that the data processor has included any personal data breaches at subprocessors in the data proces- sor's list of security incidents. We have inquired into whether all personal data breaches recorded at the data processor or the subprocessors have been communicated to the data controllers concerned with- out undue delay after the data processor became aware of the personal data breach.	We have inspected that no personal data breaches have been registered during the audit period, wherefore we have not tested the effectiveness of the control. No deviations noted.	



Control objective I – Managing personal data breaches Procedures and controls are complied with to ensure that any personal data breaches are responded to in accordance with the data processing agreement entered into. Test performed by Grant Thornton No. twoday A/S' control activity Result of test 1.4 The data processor has established procedures We have inspected that the procedures in place for informing No deviations noted. for assisting the data controller in filing reports the data controllers in the event of any personal data breach with the Danish Data Protection Agency: include detailed procedures for: • Describing the nature of the personal data breach • Nature of the personal data breach Probable consequences of the personal data Describing the probable consequences of the personal • ٠ breach data breach Measures taken or proposed to be taken to re- • Describing measures taken or proposed to be taken to • spond to the personal data breach. respond to the personal data breach. We have inspected documentation that the procedures available support that measures are taken to respond to the personal data breach.

Signers



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