

Local Research Support Account

Company_Name

Version: 3 Jan 2024

(I) anDREa BV

and

(II) Company_Name

Subject to Contract

THIS AGREEMENT is effective as of {START_DATE} and will be automatically and will be continued silently after 15th of November of each year for one more year (the “**Support End Date**”).

- I. **BETWEEN** anDREa BV a company incorporated in The Netherlands with registered number 83360263 whose registered office is at Reinier Postlaan 4, 6525EX Nijmegen, The Netherlands (hereinafter referred to as “**anDREa**”);

AND

- II. [Company_Name] a company with registered number [Company_Number] whose registered office is at [Company_Address] (hereinafter referred to as “[**Company_Reference**]”);

Hereinafter collectively referred to as the “Parties” and individually to as the “Party”.

A. WHEREAS

anDREa is a company that, among other things, provides 'software as a service'. anDREa enables customers to create and manage secure environments for the storage and processing of (privacy-sensitive) data that can be processed in collaboration with their own tooling;

- B. the Parties agree to [RS_Name] to be a Local Research Support to [Company_Reference] for its use of anDREa's myDRE (hereinafter referred to as “**Scope**”).

The following definitions are used in this Agreement:

“Research Support”

The person or people that support the usage of myDRE and meets [Appendix A: Research Support as a Service Procedures](#)

“Controller”

The natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data. [GDPR Art 4.7.](#)

“Processor”

A natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller. [GDPR Art 7.8](#)

“Ticket System”

anDREa's Ticket System and Knowledge Base <https://support.mydre.org>

NOW IT IS HEREBY AGREED as follows:

1. Purpose of this Agreement

- 1.1. The purpose of this Agreement is to formalise that anDREa Research Support can act to be Local Research Support for **Company_Reference**.
- 1.2. The Agreement is an addendum to the agreement entered by **Company_Reference** and anDREa. Insofar as these documents contradict each other, the agreement entered shall prevail over the latter mentioned:
 1. The agreement including its sub agreements between **RS_Name** and anDREa on the use of myDRE;
 2. This Agreement;

2. Contacts

The persons who maintain contacts regarding the implementation of the Agreement are:

On behalf of **Company_Reference** }:

Contact_Role, currently **Contact_Name** is authorised to bind the **Company_Reference** insofar as it concerns the execution of the Agreement and can be contacted via:

Contact_Email
Contact_Phone

On behalf of the anDREa:

The Operations Manager, currently Johanna Hakonen, is authorised to bind the anDREa insofar as it concerns the execution of the Agreement and can be contacted via:

johanna.hakonen@mydre.org
+31 6 4812 1117

3. Obligations of the Parties

- 3.1. In order to complete the tasks assigned to either Party, either Party undertakes to provide suitable professional resources and replace them if the other Party deems their performance to be unsatisfactory.
- 3.2. The expected obligations/activities are:
 - anDREa
 - Train and provide support to **Company_Reference** Research Support
 - Provide and include **Company_Reference** Research Support in Research Support setup (agent in the ticket system, access to the knowledge base, participate in Research Support meetings)
 - **Company_Name**
 - Mandates **RS_Name** to act on behalf of **Company_Reference** for [Research Support responsibilities](#) with respect to myDRE
 - Informs anDREa directly when **RS_Name** no longer can act as Research Support for **Company_Reference**
 - **RS_Name**
 - Will complete after training the [Research Support Training/Quiz](#) with the minimum required score
 - Will read, agree, and work in accordance with [Research Support Agreement](#)

4. Contact details of **RS_Name**

RS_Phone

RS_Email

5. Financial agreements

- 5.1. **Company_Reference** pays anDREa at cost the yearly [ZoHo desk license fee for Enterprise](#)
 - **2 full agents and one light agent is included in the myDRE licence**
- 5.2. anDREa shall invoice the agreed on yearly basis the Research Support fee mentioned in 4.1
- 5.3. **Company_Name** pays within 30 calendar days after receipt of the invoice
- 5.4. Upon signing **Company_Reference** provides the purchasing order and other relevant payment details to finadmin@mydre.org. If changes occur in the purchasing order or payment details, {COMPANY} ensures that this will be communicated to finadmin@andrea-cloud.com **before the next invoicing moment.**

6. Termination

- 6.1. Except as is elsewhere expressly provided for, this Agreement shall terminate only on:
- 6.1.1. termination of the agreement **Company_Reference** and anDREa have for the use of myDRE
 - 6.1.2. written instruction of **Company_Reference** before 15th of November per calendar year
 - 6.1.3. mutual and written approval of the Parties
 - 6.1.4. failure to agree on the essential terms of the Agreement;
 - 6.1.5. either Party committing a breach of this Agreement and not remedying that breach within 30 working days of receipt of written notice from the other thereof

IN WITNESS whereof this Agreement has been entered into the day and year first above written.

For and on behalf of anDREA BV	For and on behalf of Company_Name
Signed:	Signed:
Name: Johanna Hakonen Position: Operations Manager	Name: Contact_Name Position: Contact_Role