

THIRD PARTY TERMS
for WalkMe Products and/ or Services
of rocon Rohrbach EDV-Consulting GmbH ("rocon")
Status: August 5, 2025

1. SAP

- 1.1. General Terms and Conditions for Cloud Services:
https://www.sap.com/germany/about/trust-center/agreements/cloud/cloud-services.html?sort=latest_desc&search=General%20Terms%20and%20Conditions%20for%20Cloud%20Services
- 1.2. Service Level Agreement for Cloud Services:
https://www.sap.com/germany/about/trust-center/agreements/cloud/cloud-services.html?sort=latest_desc&search=Service%20Level%20Agreement%20for%20Cloud%20Services
- 1.3. Support Schedule for Cloud Services: https://www.sap.com/germany/about/trust-center/agreements/cloud/cloud-services.html?sort=latest_desc&search=Support%20Schedule%20for%20Cloud%20Services
- 1.4. Data Processing Agreement for Cloud Services:
https://www.sap.com/germany/about/trust-center/agreements/cloud/cloud-services.html?sort=latest_desc&search=Data%20Processing%20Agreement%20for%20Cloud%20Services
- 1.5. Technical and Organizational Measures for Cloud Services:
https://www.sap.com/germany/about/trust-center/agreements/cloud/cloud-services.html?sort=latest_desc&search=Technical%20and%20Organizational%20Measures
- 1.6. WalkMe Supplement: https://www.sap.com/germany/about/trust-center/agreements/cloud/cloud-services.html?search=WalkMe&sort=latest_desc
- 1.7. Scope Document for Activation Service for WalkMe Solutions:
https://www.sap.com/germany/about/trust-center/agreements/cloud/cloud-services.html?search=WalkMe&sort=latest_desc

2. SAP Concur

- 2.1. Cloud Service Supplement: https://www.sap.com/germany/about/trust-center/agreements/cloud/cloud-services.html?sort=latest_desc&search=SAP%20Concur
- 2.2. Service Description Guide: https://www.sap.com/germany/about/trust-center/agreements/cloud/cloud-services.html?sort=latest_desc&search=SAP%20Concur

3. WalkMe

- 3.1. Customer Master License And Services Agreement:
https://www.walkme.com/partner_resale_customer_subscription/
- 3.2. Data Processing Agreement: <https://www.walkme.com/walkme-dpa/>

4. NetPlans

- 4.1. Terms and Conditions: <https://www.netplans.de/allgemeine-geschaeftsbedingungen/>
- 4.2. Service Level Agreement: <https://www.netplans.de/service-level-agreement/>

- 4.3. Data Processing Agreement: <https://www.netplans.de/avv-download-anmeldung/>
- 5. **TelemaxX:** <https://www.telemaxx.de/agb/sla>
- 6. **STACKIT:** <https://www.stackit.de/en/general-terms-and-conditions/cloud-services/>