

UK DIGITAL IDENTITY AND ATTRIBUTES TRUST FRAMEWORK (“DIATF”) ADDENDUM

This DIATF Addendum supplements the Jumio Terms and Conditions and the applicable Order(s) between Jumio and Customer and only applies to Customer’s use of the Certified Service. In the event of any conflict between this DIATF Addendum and the Jumio Terms and Conditions or any applicable Order(s), this DIATF Addendum will prevail solely to the extent necessary to satisfy the Trust Framework flow-down requirements. If the Office for Digital Identities and Attributes (OfDIA), the Department for Science, Innovation and Technology (DSIT), or an accredited certification body updates the DIATF rules or statutory regulations, the Parties agree to negotiate in good faith any necessary contractual adjustments to maintain compliance. If Jumio’s DIATF certification is suspended, revoked, modified in scope, or surrendered, Jumio may suspend, modify, or withdraw the affected service upon written notice to Customer without liability, and will provide Customer with a reasonable period of time to migrate to alternative providers, to the extent permitted under applicable law and regulatory directives. Capitalized terms used and not defined herein shall have the meanings assigned to such terms as set forth in the applicable Order.

1. Definitions.

- 1.1. **“Attribute”** means a piece of information provided by Jumio as a part of a Certified Service that describes something about a User.
- 1.2. **“Certified Service”** means Jumio’s digital verification service that has been certified against the Trust Framework.
- 1.3. **“Relying Party”** means Customer where Customer consumes a Certified Service.
- 1.4. **“Trust Framework”** means the UK Digital Identity and Attributes Trust Framework (and any statutory successor framework established under section 28 of the Data (Use and Access) Act) published by DSIT/OfDIA.

2. Customer Responsibilities. The Trust Framework requires Jumio to flow down terms to a Relying Party to ensure that its practices comply with the Trust Framework principles and support Jumio’s certification obligations. When using the Certified Service, Customer agrees to the following:

- 2.1. **Fraud Management.** Customer shall implement and maintain processes to prevent, detect, and respond to fraud or misuse of the Attributes and Certified Service. Customer shall promptly notify Jumio upon discovering or suspecting (i) any such fraud or misuse, or (ii) a security incident affecting Attributes or the Certified Service, and Customer shall cooperate with Jumio and relevant authorities, as reasonably necessary, to investigate and remediate any such event.
- 2.2. **Information Security.** Customer shall apply appropriate documented technical and organizational security controls to protect the confidentiality, integrity, and availability of Attributes, including restricting access to authorized personnel, and protecting Attributes against unauthorized access, alteration, destruction, or disclosure.
- 2.3. **Data Retention.** Customer shall retain and delete Attributes and associated data in accordance with the Trust Framework and applicable legislative and regulatory requirements.
- 2.4. **Personal Data Processing.** Customer shall process personal data within Attributes in accordance with applicable data protection legislation, including by establishing a valid lawful basis prior to processing, and where required by law, completing a Data Protection Impact Assessment. Customer shall ensure that data subjects are provided with clear, concise, and transparent privacy notices, detailing who is collecting their data and why it is being processed.
- 2.5. **Data Minimisation.** Customer shall ensure that personal data it processes in connection with the Certified Service is adequate, relevant, and limited to what is necessary for Customer’s particular purpose. Customer shall not request data beyond what is necessary for that purpose, and shall not

use, share internally, or further process such personal data in a manner that exceeds what is necessary for that purpose.

- 2.6. **Data Accuracy and Repair.** Customer shall have processes in place to ensure the accuracy of personal data it holds in connection with the Certified Service, including personal data it collects or creates in connection with the Certified Service.
- 2.7. **Identity Repair and Recourse.** Customer shall publish easily accessible contact details by which Users can seek support in relation to identity repair (i.e., regaining the use of a User's rightful identity after experiencing identity theft) and shall have documented processes in place to advise Users on steps they can take if they believe they have become a victim of identity theft or fraud in connection with the Certified Service.
- 2.8. **Resolution of Incidents and Complaints.** Customer shall have documented processes for dealing with complaints and disputes involving Users. Customer shall publish easily accessible details of these processes (including contact details) and retain records of complaints as required by applicable law. Customer shall promptly notify Jumio if any complaint or incident relates to or may affect the integrity, security, or availability of Attributes or the Certified Service, and shall cooperate with Jumio in the investigation and remediation of such complaints or incidents.
- 2.9. **Holder Service Provider Restriction.** Customer shall not act as a Holder Service Provider (as defined under the Trust Framework).
- 2.10. **Downstream Transfers.** Customer shall not transfer, disclose, or share Attributes with any third party unless such third party is bound by contractual obligations no less restrictive than those set forth in this DIATF Addendum.
- 2.11. **Compliance Verification.** Upon reasonable request, Customer shall promptly provide Jumio (or its accredited certification body) with documentation, self-assessments, or information reasonably necessary to demonstrate Customer's compliance with the obligations in this Addendum.
- 2.12. **Suspension and Remediation.** Jumio reserves the right to suspend or terminate Customer's access to the Certified Service immediately upon written notice if: (a) Customer materially breaches any provision of this DIATF Addendum; or (b) Jumio is directed to do so by DSIT, OfDIA, or an accredited certification body.