

## MANAGED SECURITY SERVICES ENHANCED HARD DISK ENCRYPTION

This exhibit describes the standard service components provided by DN for **Hard Disk Encryption** ("HDE") and is subject to the other terms and conditions that are referenced in the Ordering Document, including other exhibits as applicable. HDE provides encryption of the internal hard drives of a self-service device and the ability for DN to remotely manage and monitor the encryption status of a customer's ATM fleet. Capitalized terms used herein and not otherwise defined have the meanings listed in the Definitions section below

### 1. SERVICE PREREQUISITES.

Customer must have contracted for DN's Software Deployment services, the terms and conditions of which are described in a separate exhibit. Customer is also required to have a supported Windows Operating System and minimum hardware and bandwidth requirements (which may vary based on fleet size). DN and the Customer will work together to develop a plan that outlines the deployment of the services, including in accordance with DN's telecommunications requirements for this service. Customer itself shall maintain the appropriate processes and systems to enable these services. The parties will agree to technical requirements and supporting Customer obligations in a separately signed document as necessary. Customer itself shall maintain the appropriate processes and systems to enable these services, including accepting and promptly facilitating DN's periodic decisions regarding the appropriate infrastructure and software agents. In the event Customer does not have all the service prerequisites, DN is not obligated to any specific performance level.

### 2. SERVICE COMPONENTS.

**2.1 Hard Disk Encryption Services.** Customer will receive increased security by the protection of the data contained on the self-service terminal when removed or offline. The HDE services are intended to make the Customer's data non-recoverable in the event that the corresponding hard disk is removed, and to prevent malicious software from being added to the hard disk. Encryption will use the Trusted Platform Module ("TPM") if the self-service device has and supports the correct TPM version, above version 1.2. Every self-service terminal will have unique encryption.

DN will maintain a recovery key that is securely stored in the event that a hard disk is removed, and decryption is required (for legal or forensic purposes). The recovery key can later be used to recover the encrypted data.

All information related to the HDE will be kept separate from other DN clients' information. Data will be encrypted with the encryption algorithm Advanced Encryption Standard (AES), which is standard for symmetric encryption. The selected key size is 256 bit.

#### 2.2 Services Scope.

**2.2.1 Set Up and Management.** DN will work with the Customer to:

- Install HDE.
- Monitor and confirm success of HDE installation on production ATM's.
- Store HDE recovery keys.
- Manage HDE keys.

**2.2.2 Ongoing Activities.** DN will continually provide:

- Maintenance and management of the HDE solution.
- Monitoring Encryption Status.

DN will also use reasonable efforts to troubleshoot ATMs that are unresponsive and will make reasonable efforts to correct them, including: remote ATM reboot; remote sync with the server; re-installation of software; and/or dispatch to DN's Second Line Maintenance Services, if the Customer has also contracted for such services. If all reasonable troubleshooting activities have been exhausted, DN will inform the Customer of the issue.

### 3. OUT OF SCOPE.

Any requests for items not listed in scope, or deviations from DN's standard offer, will require a Change Request document or separate agreement and Customer signature. Additional charges may apply and will be documented on a Change Request form.



#### **4. SERVICE REPORTING AND KEY PERFORMANCE INDICATORS.**

Any applicable Service Levels or Key Performance Indicators are specified in the Ordering Document.

#### **5. DEFINITIONS.**

“Change Request” means a change requested by either party to an Ordering Document or other agreement that is in effect, for products, software or services not otherwise covered in such agreement, the documentation and negotiation of which is accomplished through DN’s standard change control process. A Change Request may be required if DN reasonably deems it necessary due to unforeseen circumstances, or if Customer has made a request that increases the scope of DN’s agreed-upon services.

“Ordering Document” means the document executed by Customer that identifies the specific quantities, charges, and other applicable terms and conditions (including other exhibits) of Customer’s order of DN products, software and/or services, as they relate to this exhibit.