

Cloud Service Agreement

Between:

Bank Name: Alpine Bank AG

Cloud Service Provider: SkyCloud Solutions GmbH

CMT Field Name	Value
Term Type	Fixed Term – 36 Months
Effective Date	01 January 2026
Outsourcing	Yes
Total Contract Value (TCV)	€2,500,000
Penalties Agreed	Yes
Penalty Rules – Where To Find In Contract?	Section 12.3 – Service Level Breach
Cloud	Public Cloud – Multi-Region Deployment
GDPR	Yes
GDPR 28 Data Processor / Data Controller	Data Processor

Penalty Rules:

- SLA breach: €10,000 per incident
- Data breach: €50,000 per incident

Compliance:

- Provider must maintain ISO 27001 certification
- GDPR compliance audits annually

Bank Representative Cloud Provider Representative