

Exhibit B - Data Processing Addendum Exhibit Technology Support Services

This Data Processing Addendum Exhibit (DPA Exhibit) specifies the DPA for the identified Service.

1. Processing

Merge Healthcare Solutions, Inc. (“Merge”) – an IBM company - will process Client Personal Data for the Service, as described in the Transaction Document, or TD (which may be Merge Sales Order), and as supplemented and specified by this DPA Exhibit.

1.1 Duration of Processing

The duration of the Processing will be based on the length of the support services agreement. If no agreement is in place, duration of the processing will be for a period of one year after the purchase of software for which services will be provided.

1.2 Processing Activities

The processing activities with regard to Client Personal Data include:

Activity	Use*
Problem, change, configuration, and management of servers, software and networks	Remote access to Customer’s systems and/or storage and retrieval for management and resolution of problems and changes
Web-server monitoring, problem determination and problem resolution	Remote access to Customer’s systems and/or storage and retrieval for management and resolution of problems and changes
Database administration configuration and support	Remote access to Customer’s systems and/or storage and retrieval for management and resolution of problems and changes
Server configuration and support	Remote access to Customer’s systems and/or storage and retrieval for systems administration, systems management and resolution of problems and changes
Security and “health checks” of servers and network	Remote access to Customer’s systems and/or storage and retrieval for management and resolution of problems and changes including data restoration
Backup and restore	Remote access to Customer’s systems and/or storage and retrieval for management and resolution of problems and changes including data restoration
SAN/Storage Management	Remote access to Customer’s systems and/or storage and retrieval for storage administration, storage management and resolution of problems and changes

* Data obtained in the performance of any of the activities described above may be used in support of the other activities. For example, data obtained for “health checks” of servers may also be used for error analysis. There is no intention on the part of the data importers to collect, inspect, amend, process or use personal data for other purposes.

2. Client Personal Data

2.1 Categories of Data Subjects

The categories of data subjects related to the Client Personal Data are:

- Customers
- Patients and their relatives or representatives
- Potential customers or patients
- Business partner, visitors, users of external website(s)

The list set out above is information about the Categories of Data Subjects whose Personal Data generally can be processed within the Service.

Given the nature of the Services, Client acknowledges that Merge is not able to verify or maintain the above list of Categories of Data Subjects. Therefore, Client will notify Merge about any required changes of the list above by contacting the email ID referenced in Section 7, "Data Privacy Officer and Other Controllers." Merge will process Personal Data of all Data Subjects listed above in accordance with the Agreement. If changes to the list of Categories of Data Subjects require changes of the agreed Processing, Client shall provide Additional Instructions to Merge as set out in the DPA.

2.2 Types of Client Personal Data and Special Categories of Client Personal Data

Client is responsible to provide Merge with, and keep updated, a list of Types of Client Personal Data and Special Categories of Client Personal Data that Merge can have access to during the Service. Client will notify Merge about any required changes of the list above by contacting the email ID referenced in Section 7, "Data Privacy Officer and Other Controllers."

Given the nature of the Services, Client acknowledges that Merge is not able to review data provided by Client to determine if it contains Types of Client Personal Data or Special Categories of Client Personal Data outside the list Client provided to Merge. However, if Merge becomes aware of any such Types of Client Personal Data or Special Categories of Client Personal Data in the data provided by Client, Client instructs Merge to delete or return the Types of Client Personal Data, at Client's request.

In the absence of other instructions from Client, Merge will assume that during the Services it can have access, even incidentally, to all types of data provided by Client, which data may include all Types of Client Personal Data and Special Categories of Client Personal Data, including but not limited to:

- Identity of the Individual, including
 - Identification Number
 - Person Name
- Genetic or biometric data
- Data concerning health

Merge has put in place its own technical and organization measures to safeguard all Client Types of Client Personal Data, as set out below.

3. Technical and Organizational Measures

The technical and organizational measures (TOMs) applicable to the Service can be found at:

<https://www.ibm.com/downloads/cas/RQMN4ODL>

These TOMs apply to all content, including Client Personal Data. Client confirms its obligation to implement appropriate TOMs within its own area of responsibility as required by applicable Data Protection Laws.

4. Audit

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5. Deletion and Return of Client Personal Data

Client is responsible to securely erase all data (including confidential, proprietary and personal data regarding any individual or entity) from any Machine or part of a Machine returned to Merge for any reason and ensure that it is free of any legal restrictions that would prevent its return.

Merge will securely delete any Client Personal Data received from the Client for the request for Service consistent with the duration of processing stated above in Section 1.1, subject to other applicable regulatory data retention requirements.

6. Sub processors

Merge may use the following Sub processor(s) in the Processing of Client Personal Data:

<https://www.ibm.com/downloads/cas/WAY2L6PY>

Merge will notify Client of any intended changes to Sub processors by updating this website to reflect the new Sub processors.

7. Transborder Data Processing

7.1 EU Standard Contractual Clauses

EU SCC signed by Merge is available at <https://www.ibm.com/downloads/cas/VWP6WVDO>

7.2 Other: EU-U.S. Privacy Shield

This Service is included in Merge Healthcare's Privacy Shield certification and applies when Client chooses to have the Support Services located in the United States:

<https://www.privacyshield.gov/participant?id=a2zt0000000TO1DAAW&status=Active>

The Merge Healthcare Privacy Shield Privacy Policy applies to this Service, and is available at:

<https://www.ibm.com/support/pages/node/6262461>

8. Merge Data Privacy Officer and Other Controllers

Client is responsible for providing complete, accurate and up-to-date information about its data privacy officer and each other Controllers (including their data privacy officer). Any updates to the information should be provided to Merge by contacting Privacy.Officer@merge.com. Information provided should include client name and contract number.