

Supplement to the Kolekti Data Processing Addendum

Date: 01 September 2026

These terms supplement and are incorporated by reference into the terms of the Kolekti [Data Processing Addendum](#) ('DPA') and shall apply to all Personal Data processed by Kolekti for the Mosaic (Cloud) product.

You (the Controller) agree as follows:

- (a) The list of Sub-processors described in the DPA (Clause 4) is added to, to include for the Mosaic product:

Sub-Processor	Personal Data being processed							Purpose of the processing
	Product General Data	Product Administrative Data	Product Personal Profile Data	Transactional and Commerce Data	In-product analytics data	Cookies	Interaction Data	
Atlassian	Yes	Yes	Yes	Yes	Yes		Yes	Hosted Services

- (b) OpenAI is removed from the list of sub-processors, solely for the Mosaic (Cloud) product.
(c) The DPA is amended to include these new clauses:

4.5.1.2. It is understood that the cloud hosting and operating environment is managed by Atlassian, who have ultimate control over access including Processor's access, and who can therefore affect Processor's ability to fulfill monitoring and other requirements described in this Agreement. The Controller has responsibility to ensure that the commercial and operational agreement between Controller and Atlassian enables the Processor to fulfill its requirements.

, and:

4.7 Operational Limitations

Notwithstanding any other terms in this Addendum, including but not limited to the provisions of Clause 3 (Security), Clause 6 (Rights of the Data Subject), and Clause 10 (Audits), the Data Processor (Kolekti) shall not be liable for any failure to comply, delay in performance, or limitation in the scope of any operational commitment where such failure, delay, or limitation is caused by:

4.7.1 The restrictions, access controls, or security policies mandated by the Atlassian Cloud environment.

4.7.2 The exercise of ultimate control over the hosting and operating environment by Atlassian, as noted in Clause 4.5.1.2.

4.7.3 Delays in obtaining necessary access, permissions, or approvals from the Customer or Atlassian that are required for the Processor to fulfill an operational instruction (e.g., in a Data Subject Request, a forensic investigation, or an Audit).