

Annex D to the Data Processing Agreement: List of Sub-processors

The Processor engages the Sub-processors listed below to deliver the platform.

Sub-processor	Legal entity and establishment	Purpose of processing	Categories of personal data	Location and transfer mechanism (where applicable)
Google Cloud Platform	Google Cloud EMEA Limited, Dublin, Ireland	Hosting, database, file storage and logging of the platform	All platform data of users, as further described in Annex A	Location: European Union (europe-west4, the Netherlands; storage in EU multi-region). Transfer mechanism not applicable.
Firebase Authentication	Google LLC, Mountain View (CA), United States	Authentication and identity management	Email address, user ID and authentication data	Location: United States. Covered by the EU-US Data Privacy Framework, and alternatively by the Standard Contractual Clauses.
Postmark	ActiveCampaign, LLC, United States	Sending of transactional email	Name, email address and message content	Location: United States. Covered by the EU-US Data Privacy Framework, and alternatively by the Standard Contractual Clauses.
Sentry	Functional Software, Inc., San Francisco (CA), United States	Logging and follow-up of technical errors	Email addresses, names, IP addresses and request parameters included in error reports	Location: United States. Covered by the EU-US Data Privacy Framework, and alternatively by the Standard Contractual Clauses.
Intercom	Intercom, Inc., United States	In-app support, messaging and help articles. User data is passed to Intercom to enrich support conversations.	Name, email address and content of support conversations	Location: United States. Covered by the EU-US Data Privacy Framework, and alternatively by the Standard Contractual Clauses.
Vertex AI	Google Cloud EMEA Limited, Dublin, Ireland	Analysing and summarising conversations; suggesting replies	Name, email address and message content	Location: European Union (europe-west4, the Netherlands; storage in EU multi-region). Transfer mechanism not applicable.

In accordance with Article 15.5, connections or integrations that the Controller activates itself through the platform are not considered Sub-processors and are not included in this Annex.