

ANNEX IV OF THE DATA PROCESSING ADDENDUM: LIST OF SUB-PROCESSORS

The controller has authorised the use of the following sub-processors according to Clause 7.7 of the Annex to the Data Processing Addendum:

Sub-processor	Registered address	Description of the processing	Data Processed	Processing Location
Amazon Web Services EMEA SARL	38 avenue John F. Kennedy L-1855 Luxembourg	Hosting Provider for processor's SaaS platform including all Customer Data	All Customer Data	Frankfurt am Main, Germany
Hetzner Online GmbH	Industriestr. 25 91710 Gunzenhausen Germany	Backup-Provider for all Customer Data on processor's SaaS platform	All Customer Data	Nürnberg, Germany
Pendo.io, Inc.	150 Fayetteville Street Suite 1400 Raleigh NC 27601 USA	Provision of additional information and tips to users when using processor's SaaS platform; in addition performs analysis of users' usage behaviour on processor's SaaS platform for the continuous improvement of the Services	Only email addresses of controller's users of processor's SaaS platform	Dublin, Ireland
Zendesk International Limited	55 Charlemont Pl Saint Kevin's Dublin D02 F985 Ireland	Cloud based ticketing systems for customer support in case of questions and outages	Email and other information entered into the ticketing system by controller's users	Frankfurt am Main, Germany