

AV1 Sub-processors

Updated 25-08-2023

Sub-processor	Service Name	Scope of Service	Purpose Description	Processing location/region for data storage	Legal Grounds for Third Country Data Transfer outside EU/EEA (if any)*
Amazon Web Services EMEA SARL, 38 Av. John F. Kennedy, 1855, Luxembourg	Amazon: CloudWatch, EC2, EKS, Kinesis, RDS, VPC and Elastic Load Balancing, Amazon DocumentDB	AV1, AV1 Assistant App, AV1 Admin, AV1 Dashboard	Cloud infrastructure services for Supplier to process and store the data required to provide the Services.	Frankfurt, Germany. AWS Region: Europe (Frankfurt)	<p>USA Transfers: EU-US Adequacy Decision (Data Privacy Framework), adopted July 10th 2023.</p> <p>Other potential third country transfers will be based on either the EU Commission Standard Contractual Clauses (SCCs), which are provided with adequate safeguards and safeguards, or an EU Commission adequacy decision.</p>
Google Cloud EMEA Limited, Velasco, Clanwilliam Place, Dublin 2, Ireland	Google Workspace Gmail	AV1, AV1 Assistant App, AV1 Admin, AV1 Dashboard	Email services for Supplier to support Customer Users and End Users with enquiries regarding the Services.	Region: Europe	<p>USA Transfers: EU-US Adequacy Decision (Data Privacy Framework), adopted July 10th 2023.</p> <p>Other potential third country transfers will</p>



					be based on either the EU Commission Standard Contractual Clauses (SCCs), which are provided with adequate safeguards and safeguards, or an EU Commission adequacy decision.
Aircall SAS, 11-15, rue Saint Georges, 75009, Paris, France	Aircall	AV1, AV1 Assistant App, AV1 Admin, AV1 Dashboar d	Telephony services for Supplier to support Customer Users and End Users with enquiries regarding the Services.	France Region: Europe	—
HubSpot Ireland Ltd, Ground Floor, Two Dockland Central, Guild Street, Dublin 1, Co. Dublin, Ireland	HubSpot CRM	AV1, AV1 Assistant App, AV1 Admin, AV1 Dashboar d	Live chat and email services for Supplier to support Customer Users and End Users with enquiries regarding the Services.	Region: USA. Moving to Europe 21.09.2023.	USA Transfers: EU-US Adequacy Decision (Data Privacy Framework), adopted July 10 th 2023. Other potential third country transfers will be based on either the EU Commission Standard Contractual Clauses (SCCs), which are provided with adequate safeguards and safeguards, or an EU Commission

					adequacy decision.
Simple Analytics B.V, Jacob van Lennepstraat 78 H, 1053 HM, Amsterdam, Noord-Holland, Netherlands	Simple Analytics	AV1 Admin	Analysis of Customer metadata providing Supplier with user statistics and reporting anonymized user interactions with the App.	Netherlands, Region: Europe	—
Odoo SA, Grand-Rosière-Hottomont, 1367 Ramillies, Belgium	Odoo	AV1	Billing and accounting services necessary for Supplier to provide the Services to the Customer, documentation of Customer Relationships	Belgium, Region: Europe	—
No Isolation AS, Trondheimsveien 2, 0560 Oslo, Norway*	Customer Success	AV1 and all services related to it.	Supplier personnel supporting Customer Users and End Users with enquiries regarding the Services.	Norway	—
No Isolation Ltd., 239 Old St, London, EC1V 9EY, United Kingdom*	Customer Success	AV1 and all services related to it.	Supplier personnel supporting Customer Users and End Users with enquiries regarding the Services	United Kingdom	—
No Isolation GmbH., Viktualienmarkt 8, Munich,	Customer Success	AV1 and all services related to it.	Supplier personnel supporting Customer Users and	Germany	—

80331, Germany*			End Users with enquiries regarding the Services		
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*To increase the stability and security of our infrastructure, we use certain services of companies (and respectively its parent company) that are either located in the USA, or who have engaged sub-processors who are located in the USA. This may result in the transfer of personal data to the USA. Such transfers are based on the adequacy decision of the European Commission (Art. 45 (1) GDPR) as the service provider is registered under the EU-US Data Privacy Framework (DPF).

Even in the event that changes are made to this decision or the decision will be revoked, the transfer is secured and legitimated by contractual, technical and organizational measures according to Art. 44 et seqq. GDPR. Prior to the adequacy decision of July 10th 2023 establishing the EU-US Data Privacy Framework (DPF), No Isolation entered with every sub-processor into signed contracts according to current EU standards (EU SCC). All sub-processors have, regardless of the DPF and the SCCs, defined additional guarantees to minimize the impact of possible data transfer to US authorities, such as the utilization of the legal process in the case of inquiries. Other examples of measures and safeguards may be encryption and/or pseudonymisation of the personal data.

Transfers to third countries outside the USA will otherwise be relevant in cases where the data processor in question uses data processors who process, transfer or store personal data in third countries. The legal basis for such transfers would be the EU Commission's Standard Privacy Agreements (SCCs), or an EU Adequacy Decision when applicable. Both No Isolation, our data processors and their data processors in turn are bound by these clauses. In cases where our data processors transfer or store personal data in third countries that are not considered to provide an adequate level of protection, the standard agreements are supplemented by additional measures and guarantees that are intended to minimize the risk of a breach of your privacy.