

Subprocessor register - Revision 2

| Last updated: 2/06/2025                                                                                         |                                        |                                                                                                                                                                          |                                   |                                                                                                                             |                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                              |                                                                        |                       |
|-----------------------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|-----------------------|
| Infrastructure Subprocessors                                                                                    |                                        |                                                                                                                                                                          |                                   |                                                                                                                             |                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                              |                                                                        |                       |
| TrustFlight may use the following subprocessors to host customer data and/or deliver our products and services: |                                        |                                                                                                                                                                          |                                   |                                                                                                                             |                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                              |                                                                        |                       |
| Name                                                                                                            | Product(s)                             | Purpose                                                                                                                                                                  | Data location                     | Certifications                                                                                                              | DPA                                                                                                                                                                                                                                                                                | Subprocessors                                                                                                                                                                                                                                                                                                                                                                | Entity address                                                         | Entity company number |
| <a href="#">Microsoft Limited</a>                                                                               | Centrik                                | Azure cloud-based computing and data hosting services                                                                                                                    | Multiple regions, customer choice | <a href="#">ISO 27001:2022</a><br><a href="#">ISO 27017:2015</a>                                                            | <a href="https://www.pdodocumentsearch.blob.core.windows.net/prodv2/MicrosoftProductandServicesDPA(WWW)(English)(Nov152023)(CR).docx">https://www.pdodocumentsearch.blob.core.windows.net/prodv2/MicrosoftProductandServicesDPA(WWW)(English)(Nov152023)(CR).docx</a>              |                                                                                                                                                                                                                                                                                                                                                                              | Microsoft Campus<br>Thames Valley Park<br>Reading Berkshire RG6 1WG UK | 01624297              |
| <a href="#">Google Cloud EMEA Limited</a>                                                                       | Tech Log, MEL Manager, Fleet Dashboard | GCP cloud-based computing and data hosting services                                                                                                                      | UK (europe-west2)                 | <a href="#">ISO 27001:2022</a><br><a href="#">ISO 27017:2015</a>                                                            | <a href="https://cloud.google.com/terms/data-processing-addendum/">https://cloud.google.com/terms/data-processing-addendum/</a>                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                              | 70 Sir John Rogerson's Quay, Dublin 2, Ireland                         | 660412                |
| <a href="#">Tableau Software LLC</a>                                                                            | Reliability Analytics                  | Cloud data and analytics service                                                                                                                                         | Canada                            | <a href="#">ISO 27001:2022</a><br><a href="#">ISO 27017:2015</a><br><a href="#">See others</a>                              | <a href="https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/data-processing-addendum.pdf">https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/data-processing-addendum.pdf</a>                                            | <a href="https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/misc/salesforce-infrastructure-and-subprocessors.pdf">https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/misc/salesforce-infrastructure-and-subprocessors.pdf</a>                                                                                                            | 1621 N 34th St, Seattle, WA, 98103-9193 , USA                          |                       |
| <a href="#">Actual Reports OU</a>                                                                               | Tech Log                               | PDF generation (e.g. SRPs and Journey Logs) using a predefined template - data is passed from Core API per request, applied to the given template, and the PDF returned. | EU                                |                                                                                                                             | <a href="https://pdfgeneratorapi.com/data-processing-agreement">https://pdfgeneratorapi.com/data-processing-agreement</a><br><a href="https://pdfgeneratorapi.com/dpa-annex-1-description-of-the-transfer">https://pdfgeneratorapi.com/dpa-annex-1-description-of-the-transfer</a> | <a href="https://pdfgeneratorapi.com/dpa-annex-1-description-of-the-transfer#Approved%20sub-processors">https://pdfgeneratorapi.com/dpa-annex-1-description-of-the-transfer#Approved%20sub-processors</a>                                                                                                                                                                    | Aparaaditehas Kastani 42, Tartu 50410, Estonia                         | 12318670              |
| <a href="#">Temporal Technologies Inc</a>                                                                       | Tech Log, MEL Manager, Fleet Dashboard | Integration workflows - tracking the flow of changes from Tech Log to an external system and vice versa.                                                                 | UK                                | <a href="#">SOC 2 Type 2</a>                                                                                                | <a href="https://temporal.io/images/temporal-data-processing-agreement-6-28-23.pdf">https://temporal.io/images/temporal-data-processing-agreement-6-28-23.pdf</a>                                                                                                                  | <a href="https://temporal.io/images/temporal-data-processing-agreement-6-28-23.pdf">https://temporal.io/images/temporal-data-processing-agreement-6-28-23.pdf</a> (Annex 3)                                                                                                                                                                                                  | 4431 175th Place SE, Bellevue, WA 98007, USA                           | 604537955             |
| <a href="#">Google LLC</a>                                                                                      | Tech Log                               | Google Analytics (web)                                                                                                                                                   | EU (for EU users)<br>Worldwide    |                                                                                                                             |                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                              | 1600 Amphitheatre Parkway, Mountain View, California, 94043, USA       |                       |
| <a href="#">UK Dedicated Servers Limited</a>                                                                    | Hosted AMOS                            | Dedicated server hosting                                                                                                                                                 | UK                                | <a href="#">ISO 27001</a> - need to validate certificate                                                                    |                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                              | Continuity House, 205 Torrington Avenue, Coventry, England, CV4 9AP    | 05291070              |
| <a href="#">New Relic Inc</a>                                                                                   | Tech Log, MEL Manager                  | Error reporting                                                                                                                                                          | US, EU                            | <a href="#">ISO 27001:2022</a><br><a href="#">SOC 2 Type 2</a><br><a href="#">See others</a>                                | <a href="https://newrelic.com/sites/default/files/2023-11/New_Relic_GDPR_DPA_SCCs_Oct_2023_presigned.pdf">https://newrelic.com/sites/default/files/2023-11/New_Relic_GDPR_DPA_SCCs_Oct_2023_presigned.pdf</a>                                                                      | <a href="https://newrelic.com/sub-processors">https://newrelic.com/sub-processors</a>                                                                                                                                                                                                                                                                                        | 188 Spear Street, Suite 1000, San Francisco, CA 94105, USA             |                       |
| <a href="#">Functional Software Inc</a> (Sentry)                                                                | Tech Log, MEL Manager                  | Error reporting                                                                                                                                                          | US                                | <a href="#">ISO 27001</a><br><a href="#">SOC 2 Type 2</a>                                                                   | <a href="https://sentry.io/legal/dpa/">https://sentry.io/legal/dpa/</a>                                                                                                                                                                                                            | <a href="https://sentry.io/legal/subprocessors/">https://sentry.io/legal/subprocessors/</a>                                                                                                                                                                                                                                                                                  | 45 Fremont Street, 8th Floor, San Francisco, CA 94105, USA             |                       |
| <a href="#">Open AI Inc</a>                                                                                     | Tech Log, MEL Manager                  | AI large language model and APIs                                                                                                                                         | US                                | <a href="#">SOC 2 Type 2</a>                                                                                                | <a href="https://openai.com/policies/data-processing-addendum">https://openai.com/policies/data-processing-addendum</a>                                                                                                                                                            | <a href="https://platform.openai.com/subprocessors">https://platform.openai.com/subprocessors</a>                                                                                                                                                                                                                                                                            | 3180 18th St, San Francisco, CA, 94110-2042, USA                       |                       |
| <a href="#">Anthropic PBC</a>                                                                                   | MEL Manager                            | AI large language model and APIs                                                                                                                                         | US                                | <a href="#">SOC 2 Type 2</a>                                                                                                | <a href="https://assets-global.website-files.com/6548404a216c2e42eb79648b/65680354f8f4425cc8a8110c_Toothless-Anthropic_DPA_Sep-22-2023.pdf">https://assets-global.website-files.com/6548404a216c2e42eb79648b/65680354f8f4425cc8a8110c_Toothless-Anthropic_DPA_Sep-22-2023.pdf</a>  | <a href="https://www.anthropic.com/subprocessors">https://www.anthropic.com/subprocessors</a>                                                                                                                                                                                                                                                                                | 548 Market St, PMB 90375, San Francisco, CA 94104, USA                 |                       |
| <a href="#">Sinch Email</a> (Mailgun)                                                                           | Centrik                                | Transactional emails                                                                                                                                                     | US                                | <a href="#">ISO 27001</a><br><a href="#">SOC 2 Type 2</a>                                                                   | <a href="https://www.mailgun.com/legal/dpa/">https://www.mailgun.com/legal/dpa/</a>                                                                                                                                                                                                | <a href="https://www.mailgun.com/legal/dpa/">https://www.mailgun.com/legal/dpa/</a> (Annex 3)                                                                                                                                                                                                                                                                                | 112 E. Pecan Street #1135, San Antonio, Texas, 78205 USA               |                       |
| <a href="#">AC PM LLC</a> (Postmark)                                                                            | Tech Log                               | Transactional emails                                                                                                                                                     | US                                |                                                                                                                             | <a href="https://postmarkapp.com/dpa">https://postmarkapp.com/dpa</a>                                                                                                                                                                                                              | <a href="https://postmarkapp.com/eu-privacy#sub-processors">https://postmarkapp.com/eu-privacy#sub-processors</a>                                                                                                                                                                                                                                                            | 1 N Dearborn Street, Suite 500, Chicago, IL 60602, USA                 |                       |
| <a href="#">Twilio Inc</a>                                                                                      | Centrik                                | SMS notifications                                                                                                                                                        | US?                               | <a href="#">ISO 27001:2022</a><br><a href="#">ISO 27017:2015</a><br><a href="#">ISO 27018:2019</a><br><a href="#">SOC 2</a> | <a href="https://www.twilio.com/en-us/legal/data-protection-addendum">https://www.twilio.com/en-us/legal/data-protection-addendum</a>                                                                                                                                              | <a href="https://www.twilio.com/en-us/legal/sub-processors">https://www.twilio.com/en-us/legal/sub-processors</a><br><a href="https://support.twilio.com/hc/en-us/articles/4407117654555-Transfer-Impact-Assessment-Twilio-s-Onward-Data-Transfers">https://support.twilio.com/hc/en-us/articles/4407117654555-Transfer-Impact-Assessment-Twilio-s-Onward-Data-Transfers</a> | 101 Spear St, First Floor, San Francisco, CA, 94105-1554, USA          |                       |
| <a href="#">Usersnap GmbH</a>                                                                                   | Tech Log, Centrik                      | User feedback (specific test environments only for Centrik)                                                                                                              | EU                                |                                                                                                                             | <a href="https://drive.google.com/file/d/1hKugjITi37Df9ZcS2K8hAeBNbeB7tuAd/view?usp=drive_link">https://drive.google.com/file/d/1hKugjITi37Df9ZcS2K8hAeBNbeB7tuAd/view?usp=drive_link</a>                                                                                          | <a href="https://drive.google.com/file/d/1hKugjITi37Df9ZcS2K8hAeBNbeB7tuAd/view?usp=drive_link">https://drive.google.com/file/d/1hKugjITi37Df9ZcS2K8hAeBNbeB7tuAd/view?usp=drive_link</a> (Annex 4)                                                                                                                                                                          | Energiestrasse 1, A-4020 Linz, Austria                                 | FN 393902 v           |

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|----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|-----------|
| <a href="#">Hotjar Ltd</a>                                                                                                                               | Tech Log                                        | User experience analytics (web) - session recordings, events, heatmaps; critical to assessing performance and investigating support issues | EU                                                                       |                                                                                                                                                                                                                                                                                       | <a href="https://www.hotjar.com/legal/support/dpa/">https://www.hotjar.com/legal/support/dpa/</a>                                                                               | <a href="https://help.hotjar.com/hc/en-us/articles/360058514233-Sub-Processors-used-by-Hotjar">https://help.hotjar.com/hc/en-us/articles/360058514233-Sub-Processors-used-by-Hotjar</a>                                                                                                           | Dragonara Business Centre, 5th Floor, Dragonara Road, Paceville St Julian's, STJ 3141, Malta | C65490    |
| <a href="#">Smartlook.com.s.r.o.</a>                                                                                                                     | Tech Log                                        | User experience analytics (native mobile) - session recordings, events; critical to assessing performance and investigating support issues | EU                                                                       |                                                                                                                                                                                                                                                                                       | <a href="https://www.smartlook.com/dpa">https://www.smartlook.com/dpa</a>                                                                                                       |                                                                                                                                                                                                                                                                                                   | Šumavská 524/31, Veveří, 602 00 Brno, Czech Republic                                         | 09508830  |
| <a href="#">Ory Corp</a>                                                                                                                                 | Tech Log, Centrik, MEL Manager, One TrustFlight | User identity management                                                                                                                   | EU                                                                       | ISO 27001:2022 SOC 2 Type 2                                                                                                                                                                                                                                                           | <a href="https://www.ory.sh/resources/dpa/Ory_Data_Processing_Agreement_20230327.pdf">https://www.ory.sh/resources/dpa/Ory_Data_Processing_Agreement_20230327.pdf</a>           | Affiliates: <a href="https://www.ory.sh/affiliate-list/">https://www.ory.sh/affiliate-list/</a><br>Subprocessors: <a href="https://www.ory.sh/resources/dpa/Ory_Data_Processing_Agreement_20230327.pdf">https://www.ory.sh/resources/dpa/Ory_Data_Processing_Agreement_20230327.pdf</a> (Annex I) | 132-A Veterans Lane, Suite 128 Doylestown, PA 18901, USA                                     | 842505277 |
| <a href="#">Northflank</a>                                                                                                                               | Reliability Analytics                           | Compute and Hosting                                                                                                                        |                                                                          |                                                                                                                                                                                                                                                                                       | <a href="https://www.getflank.ai/data-processing-agreement">https://www.getflank.ai/data-processing-agreement</a>                                                               |                                                                                                                                                                                                                                                                                                   | Northflank Ltd<br>20-22 Wenlock Road<br>London<br>N1 7GU<br>United Kingdom                   | 11918540  |
| <b>Affiliate Subprocessors</b>                                                                                                                           |                                                 |                                                                                                                                            |                                                                          |                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                   |                                                                                              |           |
| TrustFlight may work with the following affiliates in delivering our products and services, these operate under our direct control as part of our group: |                                                 |                                                                                                                                            |                                                                          |                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                   |                                                                                              |           |
| Name                                                                                                                                                     | Purpose                                         | Data location                                                                                                                              | Certifications                                                           | DPA                                                                                                                                                                                                                                                                                   | Subprocessors                                                                                                                                                                   | Entity address                                                                                                                                                                                                                                                                                    | Entity company number                                                                        |           |
| Total AOC Solutions Ltd                                                                                                                                  | Operational support                             | UK                                                                                                                                         | ISO 27001:2013                                                           |                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                 | 34 Hamilton Terrace, Leamington Spa, Warwickshire, CV32 4LY                                                                                                                                                                                                                                       | 07800710                                                                                     |           |
| TrustFlight (Canada) Inc                                                                                                                                 | Operational support                             | Canada                                                                                                                                     |                                                                          |                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                 | Suite 501, 535 Thurlow St, Vancouver, BC, V6E 3L2                                                                                                                                                                                                                                                 | 726436934                                                                                    |           |
| <b>Other Subprocessors</b>                                                                                                                               |                                                 |                                                                                                                                            |                                                                          |                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                   |                                                                                              |           |
| TrustFlight may use the following subprocessors to indirectly support the delivery of our products and services:                                         |                                                 |                                                                                                                                            |                                                                          |                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                   |                                                                                              |           |
| Name                                                                                                                                                     | Purpose                                         | Data location                                                                                                                              | Certifications                                                           | DPA                                                                                                                                                                                                                                                                                   | Subprocessors                                                                                                                                                                   | Entity address                                                                                                                                                                                                                                                                                    | Entity company number                                                                        |           |
| <a href="#">Atlassian Pty Ltd</a>                                                                                                                        | Task management                                 | Worldwide                                                                                                                                  | ISO 27001:2022 SOC 2<br><a href="#">See others</a>                       | <a href="https://wac-cdn.atlassian.com/dam/jcr:91c09eab-e2b1-45ff-8c7f-61058ddeb4b/Atlassian%20Customer%20DPA_Aug%202023.pdf?cdnVersion=1349">https://wac-cdn.atlassian.com/dam/jcr:91c09eab-e2b1-45ff-8c7f-61058ddeb4b/Atlassian%20Customer%20DPA_Aug%202023.pdf?cdnVersion=1349</a> | <a href="https://www.atlassian.com/legal/sub-processors">https://www.atlassian.com/legal/sub-processors</a>                                                                     | Level 6, 341 George St, Sydney NSW 2000, Australia                                                                                                                                                                                                                                                | 53 102 443 916                                                                               |           |
| <a href="#">Zendesk Inc</a>                                                                                                                              | Customer support tools                          | EU (Ireland)                                                                                                                               | ISO 27001:2022 ISO 27018:2019 SOC 2 Type 2<br><a href="#">See others</a> | <a href="https://www.zendesk.com/company/data-processing-form/">https://www.zendesk.com/company/data-processing-form/</a>                                                                                                                                                             | <a href="https://support.zendesk.com/hc/en-us/articles/4408883061530-Sub-processor-Policy">https://support.zendesk.com/hc/en-us/articles/4408883061530-Sub-processor-Policy</a> | 989 Market St, San Francisco, CA, 94103-1708, USA                                                                                                                                                                                                                                                 |                                                                                              |           |
| <a href="#">Retool Inc</a>                                                                                                                               | Admin tools and reporting                       | US                                                                                                                                         |                                                                          | <a href="https://docs.retool.com/legal/dpa">https://docs.retool.com/legal/dpa</a>                                                                                                                                                                                                     | <a href="https://docs.retool.com/legal/subprocessors">https://docs.retool.com/legal/subprocessors</a>                                                                           | 1550 Bryant Street, San Francisco, CA 94103, USA                                                                                                                                                                                                                                                  |                                                                                              |           |
| <a href="#">The Rocket Science Group LLC</a> (Mailchimp)                                                                                                 | Marketing emails                                | US                                                                                                                                         | SOC 2                                                                    | <a href="https://mailchimp.com/legal/data-processing-addendum/">https://mailchimp.com/legal/data-processing-addendum/</a>                                                                                                                                                             | <a href="https://mailchimp.com/legal/subprocessors/">https://mailchimp.com/legal/subprocessors/</a>                                                                             | 675 Ponce De Leon Ave, Atlanta, GA, 30308-2172, USA                                                                                                                                                                                                                                               |                                                                                              |           |
| <a href="#">Pipedrive</a>                                                                                                                                | Pipedrive                                       | Sales and opportunity tracking                                                                                                             | ?                                                                        | <a href="https://www.cms.pipedriveassets.com/documents/2021-02-16-Pipedrive-DPA-Signed.pdf">https://www.cms.pipedriveassets.com/documents/2021-02-16-Pipedrive-DPA-Signed.pdf</a>                                                                                                     |                                                                                                                                                                                 | Pipedrive OÜ, Mustamäe tee 3a, 10615 Tallinn, Estonia                                                                                                                                                                                                                                             |                                                                                              |           |
| <a href="#">Oracle</a>                                                                                                                                   | Netsuite                                        | Financial management                                                                                                                       | ?                                                                        | ISO 27001 / 27018 SOC 1 Type 2 SOC 2 Type 2<br><br><a href="#">Data Processing Agreement for Oracle Services</a>                                                                                                                                                                      | <a href="https://netsuite.custhelp.com/app/answers/detail/a_id/74139">https://netsuite.custhelp.com/app/answers/detail/a_id/74139</a>                                           | ORACLE CORPORATION UK LIMITED<br>Oracle Parkway, Thames Valley Park Reading, Berkshire, RG6 1RA                                                                                                                                                                                                   | 1782505                                                                                      |           |
| <a href="#">Intuit</a>                                                                                                                                   | Quickbooks                                      | Financial management                                                                                                                       | UK                                                                       | ISO 27001 SOC 2<br><br><a href="https://www.intuit.com/legal/terms/en-gb/quickbooks/payroll-data-proc">https://www.intuit.com/legal/terms/en-gb/quickbooks/payroll-data-proc</a>                                                                                                      | <a href="https://www.intuit.com/legal/terms/en-gb/quickbooks/payroll-data-proc">https://www.intuit.com/legal/terms/en-gb/quickbooks/payroll-data-proc</a>                       | Intuit Limited, Cardinal Place, 80 Victoria Street, London, SW1E 5JL                                                                                                                                                                                                                              | 2679414                                                                                      |           |
| <a href="#">Float</a>                                                                                                                                    | Float                                           | Resource Planning                                                                                                                          | ?                                                                        | SOC 2 Type 1                                                                                                                                                                                                                                                                          | <a href="https://trust.float.com/subprocessors">https://trust.float.com/subprocessors</a>                                                                                       |                                                                                                                                                                                                                                                                                                   |                                                                                              |           |