

## **APPENDIX**

### **LIST OF SUBPROCESSORS**

The following list is a complete overview of all subprocessors that are relevant in the relationship between you as the controller and us as your processor. Please note that some of these are optional, depending on the set-up. These are marked as optional.

For all our subprocessors for whom data transfer to a third country cannot be ruled out, an individual agreement will be concluded with you. Such subprocessors are marked with an asterisk (\*). In accordance with the guidelines of the European Data Protection Board (EDSA), we conclude our contracts, if applicable, with the relevant subsidiary in the EU. The transfer can then be carried out by the subsidiary, while our contractual partner is the European subsidiary.

The controller has approved the use of the following subcontractors:

#### **1. Atlassian Pty. Ltd., Australia\***

- Services: Task management software
- Address: Level 6, 341 George Street, Sydney NSW 2000, Australia
- Website: <https://www.atlassian.com/de/>
- Security measures: Atlassian is subject to strict compliance rules and has security certifications such as ISO 27001 and SOC 2

#### **2. Hetzner Online GmbH**

- Services: Provision of hosting and data center solutions
- Address: Industriestr. 25, 91710 Gunzenhausen, Germany
- Website: <https://www.hetzner.com/de/unternehmen/rechenzentrum/>
- Security measures: Comprehensive physical and technical security infrastructure

#### **3. DocuSign Germany GmbH**

- Services: Electronic signature and contract management solutions
- Address: Mies-van-der-Rohe-Straße 6, 80807 Munich, Germany
- Website: <https://www.docusign.com/de-de>
- Security measures: Encrypted transmission and secure document storage

#### **4. Creditsafe Deutschland GmbH**

- Services: Credit checks and business information
- Address: Sonnenallee 221 F, 12059 Berlin, Germany
- Website: <https://www.creditsafe.com/de/de.html>
- Security measures: Reliable and secure data processing

#### **5. DM Solutions GmbH**

- Services: Web hosting and IT services
- Address: Friedrichstr. 50A, 63450 Hanau, Germany
- Website: <https://www.dmsolutions.de/impressum.html>
- Security measures: Highly available and secure hosting solutions

## **6. nexxtra GmbH**

- Services: Telecommunications services and solutions
- Address: Straße der Pariser Kommune 12-16, 10243 Berlin, Germany
- Website: <https://nexxtra.de>
- Security measures: Secure and reliable communication networks

## **7. Outbox AG (optional)**

- Services: VoIP solutions, SIP trunking, phone numbers, cloud-based telephone systems, security services (oSecS), intelligent services (oIS), white label solutions
- Address: outbox AG, Emil-Hoffmann-Straße 1a, 50996 Cologne
- Website: <https://www.outbox.de>
- Security measures: Highly available cluster systems, 24/7 monitoring
- Cloud integration in AWS Frankfurt, compliance solutions in accordance with TKG

## **8. IONOS**

- Services: Web hosting, domains, cloud servers, email solutions, website builder
- Address: Elgendorfer Str. 57, 56410 Montabaur
- Website: [www.ionos.de](http://www.ionos.de)
- Security measures: SSL certificates, DDoS protection, regular security updates, redundant data centers

## **9. Telegra (optional)**

- Services: Cloud telephony, SIP trunking
- Address: Zeppelinstraße 47, 50667 Cologne
- Website: [www.telegra.de](http://www.telegra.de)
- Security measures: Redundant systems, ISO 27001 certification, 24/7 monitoring

## **10. Vonage\* (optional)**

- Services: Cloud communication solutions, APIs for messaging, voice, video
- Address: Holborn, London, UK (European headquarters)
- Website: [www.vonage.com](http://www.vonage.com)
- Security measures: End-to-end encryption, SOC 2 Type II certification, GDPR compliance

## **11. Yoummday Prag s.r.o.**

- Services: Flexible and cloud-based customer service solutions (managed service), work-from-home platform for freelancers
- Address: Pod Dráhou 1637/2, 170 00 Prague 7, Czech Republic
- Website: [www.yoummday.com](http://www.yoummday.com)
- Security measures: Data protection-compliant platform, use of encryption technologies, compliance with GDPR standards

## **12. Yoummday Bulgaria EOOD**

- Services: Flexible and cloud-based customer service solutions (managed service), work-from-home platform for freelancers
- Address: Blvd. Aleksandar Malinov No. 85, floor 7, 1715 Sofia
- Website: [www.yoummday.com](http://www.yoummday.com)

- Security measures: Data protection-compliant platform, use of encryption technologies, compliance with GDPR standards

### **13. AWS (Amazon Web Services)\* (optional)**

- Services: Cloud computing, storage solutions, databases, AI services.
- Address: 410 Terry Avenue North, Seattle, WA 98109, USA
- Website: [www.aws.amazon.com](http://www.aws.amazon.com)
- Security measures: VPCs, IAM, encryption, compliance with various international standards (ISO 27001, SOC 1/2/3)
- Hosting in the EU

### **14. Five9 (telephony)\* (optional)**

- Services: Cloud contact center software
- Address: 4000 Executive Parkway, Suite 400, San Ramon, CA 94583, USA
- Website: [www.five9.com](http://www.five9.com)
- Security measures: SOC 2, ISO 27001, HIPAA compliance, encryption
- Hosting in the EU

### **15. Sentry\***

- Services: Error monitoring and performance monitoring
- Address: 132 Hawthorne Street, San Francisco, CA 94107, USA
- Website: [www.sentry.io](http://www.sentry.io)
- Security measures: Encryption, regular audits, compliance with international standards
- Hosting in EU
- Security measures: GDPR compliance, on-premise hosting options, data encryption

### **16. Cloudflare\***

- Services: CDN, DDoS protection, web security
- Address: 101 Townsend Street, San Francisco, CA 94107, USA
- Website: [www.cloudflare.com](http://www.cloudflare.com)
- Security measures: SSL/TLS, WAF, DDoS protection

### **17. Microsoft Office 365\***

- Services: Office applications, cloud storage, collaboration tools
- Address: One Microsoft Way, Redmond, WA 98052, USA
- Website: [www.office.com](http://www.office.com)
- Security measures: Multi-factor authentication, data encryption, compliance with international standards (ISO, SOC)
- Hosting in the EU

### **18. Rocket.Chat\***

- Internal chat solution for talent, team leads, and operations managers to discuss project-specific topics
- Security measures: TIA & SCC, internal documentation and service review
- Hosted locally by yoummday
- <https://www.rocket.chat/>
- Address: Wilmington (HQ), DE, United States, 251 Little Falls Dr