

## Crownpeak Sub-Processors

Crownpeak Product or Service: **FirstSpirit SaaS (CaaS, SmartSearch & Translation Studio)**

Product or Service	Sub Processor Name	Location of Data Processing	Purpose of Sub Processor
Translation Studio	I-D Media AG	Germany	<p>Error analysis and exchange of information to carry out troubleshooting for Translation Studio module, if licensed.</p> <p>Exchange of contact details for the purposes of licence management and billing.</p>
Amazon Cloud	Amazon Web Services (AWS)	USA	<p>Only in the case of cloud operation by Crownpeak Technology GmbH.</p> <p>The location of the data storage for the editorial data depends on the contract (EU or NON-EU).</p> <p>Login data is held in the EU and replicated to NON-EU countries.</p>
SearchStax	SearchStax	USA	Managed service to store searched website content data.
DeepL Pro (Optional)	DeepL SE	Germany	<p>DeepL connector to translate content with the AI translation services.</p> <p>Only data necessary to translate documents is shared.</p>

Crownpeak Product or Service: **FirstSpirit OnPremise**

Product or Service	Sub Processor Name	Location of Data Processing	Purpose of Sub Processor
IBM Websphere Portal Integration	Adesso SE	Germany	<p>Error analysis and exchange of information to carry out troubleshooting the IBM Websphere Portal Integration module, if licensed.</p> <p>Exchange of contact details for the purposes of licence management and billing.</p>
Liferay Portal Integration	USU Software AG	Germany	<p>Error analysis and exchange of information to carry out troubleshooting the Liferay Portal Integration module, if licensed.</p> <p>Exchange of contact details for the purposes of licence management and billing.</p>
SEO-URL-Creator	TWT Interactive GmbH	Germany	<p>Error analysis and exchange of information to carry out troubleshooting the SEO-URL-Creator module, if licensed.</p> <p>Exchange of contact details for the purposes of licence management and billing.</p>
NLG	Retresco GmbH	Germany	<p>Error analysis and exchange of information to carry out troubleshooting the NLG module, if licensed.</p> <p>Exchange of contact details for the purposes of licence management and billing.</p>

EnterpriseSearch	Raytion GmbH	Germany	<p>Error analysis and exchange of information to carry out troubleshooting the EnterpriseSearch module, if licensed.</p> <p>Exchange of contact details for the purposes of licence management and billing.</p>
------------------	--------------	---------	---

Crownpeak Product or Service: **FirstSpirit Webforms**

Product or Service	Sub Processor Name	Location of Data Processing	Purpose of Sub Processor
Webforms	Monday Consulting GmbH	Germany	<p>Error analysis and exchange of information to carry out troubleshooting the Webforms module, if licensed.</p> <p>Exchange of contact details for the purposes of licence management and billing.</p>
Amazon Cloud	Amazon Web Services (AWS)	USA	<p>Only in the case of cloud operation by Crownpeak Technology GmbH.</p> <p>The location of the data storage for the editorial data depends on the contract (EU or NON-EU).</p> <p>Login data is held in the EU and replicated to NON-EU countries.</p>

## Crownpeak Product or Service: **FirstSpirit Email Marketing and Realtime Targeting**

<b>Product or Service</b>	<b>Sub Processor Name</b>	<b>Location of Data Processing</b>	<b>Purpose of Sub Processor</b>
Email Marketing and Realtime Targeting	Pinuts Media Science Multimedia Agentur GmbH	Germany	<p>Error analysis and exchange of information to carry out troubleshooting the Email Marketing and Realtime Targeting module, if licensed.</p> <p>Exchange of contact details for the purposes of licence management and billing.</p>
Amazon Cloud	Amazon Web Services (AWS)	USA	<p>Only in the case of cloud operation by Crownpeak Technology GmbH.</p> <p>The location of the data storage for the editorial data depends on the contract (EU or NON-EU).</p> <p>Login data is held in the EU and replicated to NON-EU countries.</p>

## Crownpeak Product or Service: **FirstSpirit Dynamic Yield**

<b>Product or Service</b>	<b>Sub Processor Name</b>	<b>Location of Data Processing</b>	<b>Purpose of Sub Processor</b>
Intelligent Content Engine (ICE)	Dynamic Yield	Germany, Israel	<p>Error analysis and exchange of information to carry out troubleshooting the Intelligent Content Engine (ICE) module, if licensed.</p> <p>Exchange of contact details for the purposes of licence management and billing.</p>

Crownpeak Product or Service: **Crownpeak Digital Quality Management**

<b>Product or Service</b>	<b>Sub Processor Name</b>	<b>Location of Data Processing</b>	<b>Purpose of Sub Processor</b>
Amazon Web Services (AWS)	Amazon Web Services (AWS)	USA	Hosting and management of customer instances.
LearnWorlds (Optional)	LearnWorlds Limited	Cyprus	Learning platform for digital training.

Crownpeak Product or Service: **Crownpeak Digital Experience Management**

<b>Product or Service</b>	<b>Sub Processor Name</b>	<b>Location of Data Processing</b>	<b>Purpose of Sub Processor</b>
Amazon Web Services (AWS)	Amazon Web Services (AWS)	USA	Hosting and management of customer instances.
SearchStax	SearchStax	USA	Managed service to store searched website content data.

Crownpeak Product or Service: **Crownpeak Digital Governance Management**

<b>Product or Service</b>	<b>Sub Processor Name</b>	<b>Location of Data Processing</b>	<b>Purpose of Sub Processor</b>
Amazon Web Services (AWS)	Amazon Web Services (AWS)	USA	Hosting and management of customer instances.

Crownpeak Product or Service: **Fredhopper**

<b>Product or Service</b>	<b>Sub Processor Name</b>	<b>Location of Data Processing</b>	<b>Purpose of Sub Processor</b>
Amazon Web Services (AWS)	Amazon Web Services (AWS)	Ireland, Europe	Hosting and management of customer instances.
Google Cloud Platform	Google LLC	Belgium, Europe	Cloud Infrastructure Service Provider. Hosting and management of customer instances.

Egnyte	Egnyte, Inc.	Amsterdam, Europe	Cloud File Server and Document management and collaboration.
Microsoft	Microsoft EMEA	Austria, Europe Finland, Europe France, Europe Ireland, Europe Netherlands, Europe	Email infrastructure and directory. Office productivity and communication tools.
Atlassian	Atlassian	Ireland, Europe Germany, Europe	Development planning, tracking and agile methodology management. Bug, issue, project tracking and resource planning.
Zoom	Zoom	Ireland, Europe Germany, Europe	Communication and meetings platform. Managers technical support, knowledge and proactive notification for all Attract customers.
Zendesk	Zendesk	Ireland, Europe Germany, Europe	Customer support portal. Error analysis and exchange of information to carry out troubleshooting.
Musala Soft	Musala Soft	Bulgaria, Europe Netherlands, Europe	Quality Assurance Cloud Engineering.

### Crownpeak Product or Service: Experience Orchestrator

Product or Service	Sub Processor Name	Location of Data Processing	Purpose of Sub Processor
Google Cloud Platform	Google LLC	Belgium, Europe	Cloud Infrastructure Service Provider. Hosting and management of customer instances.
Egnyte	Egnyte, Inc.	Amsterdam, Europe	Cloud File Server and Document management and collaboration.
Microsoft	Microsoft EMEA	Austria, Europe Finland, Europe	Email infrastructure and directory.

		France, Europe Ireland, Europe Netherlands, Europe	Office productivity and communication tools.
Atlassian	Atlassian	Ireland, Europe Germany, Europe	Development planning, tracking and agile methodology management. Bug, issue, project tracking and resource planning.
Zoom	Zoom	Ireland, Europe Germany, Europe	Communication and meetings platform. Managers technical support, knowledge and proactive notification for all Attract customers.
Zendesk	Zendesk	Ireland, Europe Germany, Europe	Customer support portal. Error analysis and exchange of information to carry out troubleshooting.
Musala Soft	Musala Soft	Bulgaria, Europe Netherlands, Europe	Quality Assurance Cloud Engineering.

### Crownpeak Product or Service: **AI Search**

<b>Product or Service</b>	<b>Sub Processor Name</b>	<b>Location of Data Processing</b>	<b>Purpose of Sub Processor</b>
Google Cloud Platform	Google LLC	Belgium, Europe	Cloud Infrastructure Service Provider. Hosting and management of customer instances.
Egnyte	Egnyte, Inc.	Amsterdam, Europe	Cloud File Server and Document management and collaboration.
Microsoft	Microsoft EMEA	Austria, Europe Finland, Europe France, Europe Ireland, Europe Netherlands, Europe	Email infrastructure and directory. Office productivity and communication tools.

Atlassian	Atlassian	Ireland, Europe Germany, Europe	Development planning, tracking and agile methodology management. Bug, issue, project tracking and resource planning.
Zoom	Zoom	Ireland, Europe Germany, Europe	Communication and meetings platform. Managers technical support, knowledge and proactive notification for all Attract customers.
Zendesk	Zendesk	Ireland, Europe Germany, Europe	Customer support portal. Error analysis and exchange of information to carry out troubleshooting.
Musala Soft	Musala Soft	Bulgaria, Europe Netherlands, Europe	Quality Assurance Cloud Engineering.
LF1	LF1 GmbH	Germany, Europe	AI Development Services.