

Sub-Processors of the Netigate Group

The following companies are, directly or indirectly, engaged to deliver Netigate's Services and thus are processing Customer data and/or personal data as defined in the GDPR. We indicate below when a sub-processor is used only for a particular service or license. A formal, written data processing agreement (DPA) is in place with all companies outside the Netigate group that act as sub-processors.

In case of third-country transfers as defined under the GDPR, if an adequacy decision is not in place for the destination country, then the approved transfer mechanism is the latest standard contractual clauses (SCCs) published by the EU Commission. These transfer mechanisms are in place as a precautionary safeguard to ensure continued compliance, although current operations maintain data processing within the EU/EEA.

Name	Data location	Function(s)	Data category	Additional info	Product
Aiven Oy Antinkatu 1, 6th floor, 00100 Helsinki, Finland Reg. No. 2795743-5	EU/EEA	Managed Services such as Event Streaming platform and DB	Event data. May include personal data and customer data.	Link to DPA	Netigate Feedback, Netigate Insights
Amazon Web Services EMEA SARL 38 Avenue John F. Kennedy, L-1855 Luxembourg Reg. No. B186284	EU/EEA	Server hosting services of Netigate (Data Center operations)	Survey Data: may include Personal Data and Customer Data.	Link to DPA DPF certified	Mopinion, Netigate Custom Solutions (optional service)
Cleura AB Blekingegatan 1, SE-37157 Karlskrona, Sweden Reg. No. 556630-7806	EU/EEA	Hosting services of Netigate platform. (Data Center operations) (i.e. Services hosted under www.ntgt.de)	Survey Data: may include personal data and Customer data	Link to DPA	Netigate Feedback (optional)
CloudAMQP by 84codes AB Torsgatan 26 113 21 Stockholm, Sweden Reg. No. 556898-0782	EU/EEA	RabbitMQ, Message queue for evening the load to API	Event data. May include personal data and customer data	Link to DPA Link to TOMs	Netigate Insights
Cloudflare Inc. 701 Townsend St., San Francisco, CA 94107, United States	EU/EEA	Web application , firewalls, DDOS protection, API rate limiting and content delivery network services	Web traffic data: may include personal data (User agent, end-user IP address, browser and operating system details)	Link to DPA Link to GDPR info DPF certified	All
Digitalocean EU B.V. Zekeringstraat 17A, 1014 BM, Amsterdam Netherlands Reg. No. 60912006	EU/EEA	Hosting (caching)	Survey Data: may include personal data and Customer data	Link to DPA	Mopinion
Enuvo GmbH Huobstrasse 10 8808 Pfäffikon SZ, Switzerland	EU/EEA	Digital survey solution	Survey Data: may include personal data and Customer data		Netigate Insights (optional legacy)
Google Ireland Ltd Gordon House, Barrow St, Dublin, D04 E5W5, Ireland Reg. No. IE00360184	EU/EEA	Translation services	Survey data: may include personal data and customer data	Link to DPA DPF certified	Mopinion (optional for Google Translation services)
Mailgun Technologies Inc. San Antonio HQ 112 E Pecan St, #1135 San Antonio, TX, 78205, United States	EU/EEA	Messaging services (e-mail distribution) eg reports and event notifications to end-users	Distribution Data: may include personal data (email) and Customer data	Link to DPA DPF certified	Netigate Feedback, Netigate Insights
Make.com/Integromat by Celonis Inc 87th floor, New York, NY 10007, United States	EU/EEA	Pulling feedback and support contact data from various sources and feeding data back to customer systems	Survey data, public reviews, support contacts: may include personal data and customer data	Link to DPA Link to TOMs DPF certified	Netigate Insights (optional for integrations)
Microsoft Azure Ireland Operations Ltd One Microsoft Place South County Business Park, Leopardstown, Dublin D18 P521, Ireland Reg. No. IE 8256796 U	EU/EEA	Hosting and managed services of platforms (data center operations), translator text API, Azure OpenAI Service / Cognitive Services	Survey data: may include personal data and customer data	Link to DPA Link to TOMs DPF certified	Netigate Feedback, Netigate Insights
MONGODB Ltd Building #2, 1 Ballsbridge, Dublin 4, Ireland Reg. No. IE 9793087 U	EU/EEA	MongoDB is run within Microsoft Azure with data is hosted in the same location and same logic as Microsoft services. No Mongo personnel have access to data	User details, feedback and related background variables that is stored in Netigate CX or Lumoa (may include personal data and customer data)	Link to DPA Link to TOMs DPF certified	Netigate Insights
Sinch Sweden AB Lindhagensgatan 74 112 18 Stockholm Sweden Reg. No. 556747-5495	EU/EEA	Messaging Services (SMS distribution)	Distribution data: may include personal data and customer data	Link to DPA	Netigate Feedback
Twilio Ireland Ltd 70 Sir John Rogerson's Quay, Dublin 2, D02 R296, Ireland Reg. No. 07945978	EU/EEA	Mailing services	Distribution data: may include personal data and customer data	Link to DPA DPF certified	Mopinion
UpCloud Oy Aleksanterinkatu 15 B, 00100 Helsinki, Finland Reg. No. 2431560-5	EU/EEA	Hosting services.at-rest back-up from server hosting services of Netigate platform (Data Center operations)	Survey Data: may include personal data and Customer data	Link to DPA	Netigate Feedback
Netigate Group companies: Netigate AB (Sweden) Netigate Deutschland GmbH (Germany) Netigate Norge AS (Norway) Lumoame Oy (Finland) Mopinion BV (Netherlands)	EU/EEA	Netigate services Lumoam services Mopinion services			