

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 license 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	<p>Managed service to store searched website content data.</p>
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 license 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 license 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 license management and billing.</p>

Crownpeak Product or Service: **FirstSpirit Formcentric**

Product or Service	Sub Processor Name	Location of Data Processing	Purpose of Sub Processor
Formcentric	Formcentric 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 license 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**

Product or Service	Sub Processor Name	Location of Data Processing	Purpose of Sub Processor
Email Marketing and Realtime Targeting	Pinuts digital thinking 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 license 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**

Product or Service	Sub Processor Name	Location of Data Processing	Purpose of Sub Processor
Intelligent Content Engine (ICE)	Dynamic Yield (Mastercard)	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 license management and billing.</p>

Crownpeak Product or Service: **FirstSpirit ScaleCommerce**

Product or Service	Sub Processor Name	Location of Data Processing	Purpose of Sub Processor
ScaleCommerce Managed Hosting Services	ScaleCommerce GmbH	EU, Germany	<p>Provide managed hosting for the client's IT systems and applications, as well as the associated provision of support services.</p> <p>Exchange of contact details for the purposes of license management and billing.</p>

Crownpeak Product or Service: **FirstSpirit Kameleoon**

Product or Service	Sub Processor Name	Location of Data Processing	Purpose of Sub Processor
Web Experimentation Platform	Kameleoon GmbH	EU, Germany	<p>Provide computing solution offered as a SaaS-mode license, allowing the personalization and/or tests of websites in order to increase conversion rates.</p> <p>Exchange of contact details for the purposes of license management and billing.</p>

Crownpeak Product or Service: **FirstSpirit AI Suite**

For transparency and security purposes, Crownpeak notes the following companies as Sub Processors though they do not collect or store any personal data. The Customer remains solely responsible for ensuring that no personal or confidential data is transmitted to the following, optional Sub Processors when activating AI-based features.

Product or Service	Sub Processor Name	Location of Data Processing	Purpose of Sub Processor
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ChatGPT API	OpenAI, L.L.C.	USA	Provide AI-based functionality (optional, client-activated). Exchange of contact details for the purposes of license management and billing.
Azure OpenAI Service	Microsoft	USA	Provide AI-based functionality (optional, client-activated). Exchange of contact details for the purposes of license management and billing.
AWS Rekognition	AWS	USA	Provide AI-based functionality (default functionality for cloud customers, can be switched off). Exchange of contact details for the purposes of license management and billing.

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

Product or Service	Sub Processor Name	Location of Data Processing	Purpose of Sub Processor
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**

Product or Service	Sub Processor Name	Location of Data Processing	Purpose of Sub Processor
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**

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

Crownpeak Product or Service: **Fredhopper**

Product or Service	Sub Processor Name	Location of Data Processing	Purpose of Sub Processor
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. Manages 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. Manages technical support, knowledge and proactive notification for all Atlassian 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**

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 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. Manages technical support, knowledge and proactive notification for all Attraqt 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.