

ANNEX III

Cleafy Cloud Platform Sub-processors Addendum

This Addendum forms part of the Agreement and the DPSA executed between Cleafy (as “Data Processor”) and the Customer (as “Data Controller”). All capitalized terms not defined in this Addendum have the meaning given to them in the Agreement or in DPSA.

THIRD-PARTY SUBPROCESSORS ENGAGED BY CLEAFY. Cleafy and its affiliates engage the third-party entities listed in the table below for specific purposes in connection with the Cleafy Cloud services.

ENTITY NAME	REGISTERED OFFICE LOCATION	DESCRIPTION OF PROCESSING	WEBSITE	HOSTING / STORAGE LOCATION OF CUSTOMER DATA	APPOINTED AS SUB-PROCESSOR	CUSTOMER DATA TRANSFERRED OUTSIDE EEA	TOOLS USED FOR THE TRANSFER OUTSIDE EEA	APPLICABLE TERMS AND CONDITIONS
GOOGLE IRELAND LIMITED	Gordon House, Barrow Street, Dublin 4, Ireland	Google Cloud Hosting and Storage	https://cloud.google.com/	EEA	Yes	No	N/A	https://cloud.google.com/terms
ZENDESK INC.	Zendesk, Inc. 989 Market St San Francisco, CA 94103	Ticketing System	https://www.zendesk.com/	EEA	Yes	No	N/A	https://www.zendesk.com/product/zendesk-security/
AUTH0 INC.	10800 NE 8th St, Suite 700 Bellevue, Washington 98004 United States	Authentication Provider	https://auth0.com/	EEA + USA	Yes	Yes	EU-US Data Protection Framework	https://auth0.com/web-terms
SENDGRID INC.	1801 California Street Suite 500 Boulder, CO 80202 United States	Twilio SendGrid E-mail service	https://sendgrid.com/	USA	Yes	Yes	EU-US Data Protection Framework upon request)	https://www.twilio.com/legal/tos
E. M. STATUSPAL UG*	Wielandstraße 49, 10625 Berlin, Germany	Status page	https://www.statuspal.io/	EEA	Yes	No	N/A	https://www.statuspal.io/terms

*It will replace Statuspage as sub-processors starting from 6 December 2023