

## Appendix B Authorised Sub-processors

### Approved Sub-processors

As part of the Data Processing Agreement (“DPA”) the Data Controller authorises the engagement of the following Sub-processors:

#### For all users of the Encode services:

NAME	DESCRIPTION OF PROCESSING	COUNTRIES	LEGAL BASIS FOR PROCESSING
Google Cloud Platform	Infrastructure as a Service and Google Cloud Platform services	EU - Belgium, Finland, *UK, USA (Location as per Agreement)  EU HQ - Gordon House Barrow St Dublin 4 Ireland  US HQ - Google Inc., 1600 Amphitheatre Parkway, Mountain View, California 94043 USA	Inside EU SCC with Google
Google Workspace	Productivity software, e-mails, calendar appointments, documentation	EU HQ - Gordon House Barrow St Dublin 4 Ireland	Inside EU
MailJet/Mailgun	Email sending services - used when Encode solution is configured to send emails.	EU - Germany, Belgium	Inside EU
Pendo.io, Inc	For clients using Encode Engage services. Product usage data capture and in-app guidance	US - 150 Fayetteville Street, Suite 1400, Raleigh, North Carolina 27601	SCC
Slack	Productivity software for communication within certain implementation projects	US - 500 Howard St San Francisco, CA 94105 USA  EU - One Park Place, Upper Hatch Street Dublin 2 Ireland	SCC

SurveyMonkey	Survey services	US - One Curiosity Way, San Mateo, CA 94403  EU - 2 Shelbourne Buildings, 2nd Floor, Shelbourne Road, Ballsbridge, Dublin 4, Ireland	SCC
Storyteq	For Clients using Encode Creative Automation - only applicable if assets used contain personal data.	EU - Vliegtuigstraat 26, 1059CL Netherlands	Inside EU
Visma E-conomic	Accounting software - name, title, address of recipients of invoices, statements etc.	EU - Langebrogade 1 1411 København K. Denmark	Inside EU

**Users of Encode Support and/or submitting feature requests:**

NAME	DESCRIPTION OF PROCESSING	COUNTRIES	LEGAL BASIS FOR PROCESSING
Atlassian, Inc.	Service management capturing contact details of the person raising a bug or a defect report.	EU - Singel 236 1016 AB Amsterdam Netherlands  US - 350 Bush St. Floor 13 San Francisco, CA 94104 United States	SCC
Productboard	User product feedback capture	US - 612 Howard street, 4th floor San Francisco, CA 94105	SCC
Twilio	Communication services for 24/7 technical support clients only, capturing phone number and voicemail recordings	US - 375 Beale street, Suite 300 San Francisco CA 94105  EU - 25-28 North Wall Quay, Dublin 1, Ireland	SCC

Zendesk, Inc.	Support ticket management, capturing at least name, email address and details of the person raising the ticket.	US - 1019 Market Street, 6th Floor, San Francisco, CA 94103  IE - 55 Charlemont PI Saint Keven's Dublin DO2 F985 Ireland	SCC
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**Visitors of Encode corporate website, corporate pages on social media and job-applicants:**

NAME	DESCRIPTION OF PROCESSING	COUNTRIES	LEGAL BASIS FOR PROCESSING
Hotjar	Website analytics, which captures contact form data	EU - Dragonara Business Centre, 5th Fl, Dragonara Road, Paceville St Julian's STJ 3141, Malta	Inside EU
LinkedIn	Campaign contact forms and recruitment contact information	US - 1000 W. Maude Ave. Sunnyvale, CA 94085 USA  EU - Wilton Plaza Wilton Place, Dublin 2 Ireland	SCC
SharpSpring	Marketing automation - Newsletters for persons signed up to these	US - 5001 Celebration Pointe Ave. Suite 410 Gainesville FL 32608	SCC
Webflow	Website services for Encode corporate website, featuring customer cases and captures contact form data.	US - 398 11th Street, 2nd fl. San Francisco, CA 94103	SCC
SleekNote	Website contact forms (pop-ups)	EU - Jens Baggesens Vej 90A, 8200 Aarhus, Denmark	Inside EU
Zapier	Marketing automation, transferring contact form data from Webflow to SharpSpring	US - 548 Market St. #62411 San Francisco, CA 94104	SCC

**For clients with an agreement covering hosting at Amazon or at Sentia (only historical agreements).  
For such clients Google Cloud Platform is not used:**

NAME	DESCRIPTION OF PROCESSING	COUNTRIES	LEGAL BASIS FOR PROCESSING
Amazon Web Services	Infrastructure as a Service	EU HQ - EMEA SARL Amazon Web Services 38 Avenue John F. Kennedy, L-1855, Luxembourg	Inside EU
Sentia	Infrastructure as a Service	EU - Møllekajen 7, 1 5000 Odense Denmark	Inside EU

The Data Controller shall under the DPA authorise the use of the above-mentioned Sub-processors for the processing described for that party. The Data Processor shall not be entitled – without the Data Controller’s explicit written authorisation – to engage a Sub-processor for a ‘different’ processing than the one which has been agreed upon or have another sub-processor perform the described processing.

#### **Encode group Sub-processors**

The following entities are members of the Encode Group. Accordingly, they function as Sub-processors to provide the Services:

ENTITY NAME	SERVICE LOCATION (COUNTRY WHERE PROCESSING IS PERFORMED)	DESCRIPTION OF PROCESSING
Encode A/S	Sverigesgade 5, 3 5000 Denmark	Providing service and support
Encode Marketing Software, Limited	No. 3 Waterhouse Square, 138 Holborn London EC1N 25W, United Kingdom	Providing service and support
Encode Marketing Software Spain S.L.	Paseo de la Castellana 77, Madrid 28046, Spain	Providing service and support