

List of Picturepark Sub-Processors

Depending upon the Services ordered pursuant to and set out in the DPA and our Agreement, we and our affiliates use sub-processors for the provisioning of our Services to you, as described in our Agreements which can be found at <https://www.pictureark.com/terms>, or Order Documents. Capitalised terms shall have the meaning as defined in our DPA and Agreement.

Important note: Sub-Processors defined as “optional” under Purpose are not mandatory for providing you with our basic Services. Please consult our [Subscription Plans](#), Order Documents and contact your system administrator to learn whether such features, Connectors or Add-Ons are available to you and effectively used.

Last changed: May 2023

Sub-Processor	Purpose	Processed Data	Location (Transfer Mechanism)	Contact Details & Additional Information
Microsoft Ireland Operations Limited	<p>Used as IaaS/PaaS provider for hosting the Cloud Service.</p> <p>Used for providing optional parts of the Cloud Service such as content analytics, tagging, and similar features provided as part of select subscription plans or Connectors.</p> <p>Microsoft apps in use for corporate and business operations purposes such as email, instant messaging, remote meetings, cloud file storage, and similar.</p>	<p>Customer Data and any other data when using the Cloud Service only to the extent that the Cloud Service of the Customer (or parts thereof) is operated on the Microsoft Azure IaaS/PaaS environment.</p> <p>For the usage of optional parts, Customer Data only to the extent that Customer uses the Connectors or the features of the corresponding Subscription Plans, and that select Customer Data is processed via these Connectors or Features by the Sub-Processor.</p> <p>Customer Data for POC and staging purposes, and when delivering professional services including Technical Support.</p> <p>Personal Data processed when providing Technical support, professional services, sales and account management, or similar.</p>	Ireland (EEA Country)	<p>Microsoft Ireland Operations Limited 70 Sir John Rogerson's Quay Dublin 2, Ireland https://microsoft.com</p> <p>Using Microsoft Azure datacenters in Switzerland or the EEA. See Azure Compliance Information.</p>
CloudSigma AG	Used as IaaS/PaaS provider for hosting the Cloud Service.	Customer Data and any other data when using the Cloud Service only to the extent that the Cloud Service of the	Switzerland (Adequacy decision)	Cloudsigma AG Bahnhofstrasse 32

		Customer (or parts thereof) is operated on the CloudSigma IaaS/PaaS environment.		6300 Zug, Switzerland https://cloudsigma.com
Eniwa AG	Datacentre provider for our Internal IT Infrastructure and provider of our headquarter office infrastructure.	Customer Data for backup purposes.	Switzerland (Adequacy decision)	Eniwa AG Industriestrasse 25 5033 Buchs, Switzerland https://eniwa.ch
Freshworks Inc.	Providing helpdesk & support ticketing and VOIP software services used for corporate and business operations purposes	Personal Data processed when providing Technical support, professional services, or similar. Customer Data only to the extent that Customer submits such data e.g. for Technical Support, Professional Services or similar purposes.	USA (SCCs)	Freshworks Inc. 2950 S. Delaware Street, Suite 201 San Mateo, CA 94403, United States https://freshworks.com AWS datacenters in Germany. All data on rest or transit encrypted. See Freshworks GDPR and Schrems II Information.
Probely – Soluções de Cibersegurança, Lda	Used for penetration and vulnerability testing of our Cloud Service.	Customer Data only to the extent that a vulnerability was found which exposes such Customer Data which then becomes logged.	Portugal (EEA Country)	Probely Rua Alfredo Allen 455 Porto, 4200-135, Portugal https://probely.com
Storpool Inc.	Provider of professional services and storage solely used in the event of a disaster recovery.	Customer Data only to the extent that a disaster recovery operation of the storage infrastructure of our primary IaaS/PaaS provider needs to be performed.	Bulgaria (EEA Country)	StorPool Storage AD 14-b Charles Darwin str, vh. A 1113 Sofia, Bulgaria https://storpool.com
Brimit B.V.	Used for developing and maintaining optional parts of the Cloud Service such as the SharePoint, Sitecore or MS Teams Connector. Used as an independent engineering and test engineering contractor.	Customer Data only to the extent that Customer uses the optional connectors of the Sub-processor, and that Sub-Processor is involved when installing, configuring or providing Technical Support for the Connectors, or when developing extensions for the Connectors, or when developing custom features. Customer Data only to the extent that test engineers need to be involved for resolving Support Queries for the Cloud Service that cannot be resolved by our 1 st or 2 nd level Technical Support.	Netherlands (EEA Country)	Brimit B.V. Kerkgracht 30 1354 AM Almere, Netherlands https://brimit.com
Clarifai Inc.	Used for providing optional parts of the Cloud Service such as the Clarifai Connector; or content analytics, tagging, and similar features provided as part of select subscription plans.	Customer Data only to the extent that Customer uses the Connectors or the features of the corresponding Subscription Plans or when conducting a POC, and that select Customer Data is processed via these Connectors or Features by the Sub-Processor.	USA (SCCs)	Clarifai, Inc. 2801 Centerville Road #41 Wilmington, DE 19808-1609, United States https://clarifai.com

				AWS datacenters in the US. All data on rest or transit encrypted. See Clarifai Privacy Information .
DeepL GmbH	Used for providing optional parts of the Cloud Service such as the DeepL Connector; or automated translation services included in select Subscription Plans.	Customer Data only to the extent that Customer uses the corresponding connector or the features of the corresponding select Subscription Plans or when conducting a POC, and that select Customer Data is sent to DeepL for translation purposes.	Germany (EEA Country)	<p>DeepL SE Maarweg 165 D-50825 Cologne, Germany https://www.deepl.com DeepL Security Information</p>
Fastly Inc.	Used for providing optional parts of the Cloud Service such as the Fastly CDN Connector; or CDN services included in select Subscription Plans.	Customer Data only to the extent that Customer uses the corresponding Connector or the features of the corresponding Subscription Plans or when conducting a POC, and that select Customer Data is shared via Shares or embedded via Embeds.	USA (SCCs)	<p>Fastly, Inc. 475 Brannan Street, Suite 300 San Francisco, CA 94107, United States https://fastly.com Fastly Security Measures</p>
Smint.io GmbH	Used for delivering optional parts of the Cloud Service such as Smint.io Portals.	Customer Data only to the extent that Customer uses portals of the Sub-processor as ordered or when conducting a POC, and that select Customer Data is processed via these portals.	Austria (EEA Country)	<p>Smint.io GmbH Schubertstrasse 4/4 4020 Linz, Austria https://smint.io Smint.io Legal Information</p>