swibeco

Identity banner of document	
File	DAP_1_List of Subprocessors
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New providers in yellow

Category	Name of supplier	Data Location	Entity Location	Category of service concerned	Type of task performed	Guarantees for transfer outside Switzerland
Support	123 Consulting	Switzerland	Madagascar	Finance support	Agency that provides support on finance and admin tasks	EU Standard Contractual Clauses (SCC)
Clients Management / Marketing	Addingwell	France	France	Anonymising tool	Anonymise data for GA4	Adequacy Zone
Hosting/Infrastructure	Amazon Web Services	Switzerland	UE	IT	Cloud provider	N/A
Hosting/Infrastructure	Techteam (Formerly know as Arnia)	Switzerland	Romania	Development	Technology services	Adequacy Zone
Support	ATLASSIAN	UE	UE	User support	Offer a remote assistance service under the supervision of the User/Subscriber	Adequacy Zone
IT	Claudy	Switzerland	Switzerland	IT	Business Intelligence consultant	N/A
Hosting/Infrastructure	Cloudflare	Switzerland	US	IT	Filtering mechanism against malicious internet traffic (DDoS attack protection)	EU Standard Contractual Clauses (SCC)
Legal	Data Protection Company	Switzerland	Switzerland	Data Protection Officer	Data Protection related services	N/A
Hosting/Infrastructure	DINA	Switzerland	Switzerland	IT	Management of our internal IT	N/A
Support	Djtal.ch	Switzerland	Switzerland	CRM / ERP	Agency that provides support for our Zoho suite	N/A
Hosting/Infrastructure	Exoscale	Switzerland	Switzerland	Hosting	Swibeco service data hosting	N/A
Finance	FIDIGIT	Switzerland	Switzerland	Finance	Abacus Implementation and Services	N/A
Clients Management / Marketing	GETRESPONSE	EU	EU	Emailing tool	Marketing communication, Emailing	Adequacy Zone
Clients Management / Marketing	Hubspot	EU	EU	Emailing tool	Marketing communication, Emailing	Adequacy Zone
Hosting/Infrastructure	Jentech (formerly known as TECHDREW)	Romania	Romania	Development	Technology services	Adequacy Zone
Hosting/Infrastructure	KOMBO	Germany	Germany	API - HR integrator	HR processes optimizer	Adequacy Zone
Support	Leexi	UE	Belgium	Commercial assistant	Productivity tool - Automation	N/A
IT	Microsoft	Switzerland	US	Software and cloud	Enterprise data storage and collaboration tool. Cloud provider	N/A
Support	Mistral ai	UE	France	LLM	Productivity tool	N/A
Hosting/Infrastructure	MYRA	Switzerland	Germany	IT	Filtering mechanism against malicious internet traffic (DDoS attack protection)	Adequacy Zone
Support	N8N	Ireland	Germany	Flows automation	Productivity tool - Automation	N/A
Support	OnePilot	France & Germany	France	User support AI agent and human agents	Answering customer requests by phone, chat and emails with an AI Agent and humans based in UE	N/A
Support	Open ai	UE	Ireland	LLM	Productivity tool	N/A
Clients Management / Marketing	Product fruits	UE	Czech Republic	In-app experience tool	Tool that guides and supports users throughout their product journey.	N/A
Telecom	Ringover	UE	UE	Phone tool	Phone tool and recordings	N/A
Finance	Saferpay (Worldline)	France	France	Finance	E-commerce payment provider	N/A
IT	Snowflake	Switzerland	Switzerland (HQ in US)	IT	Cloud application for Business Intelligence	Adequacy Zone
Hosting/Infrastructure	Synaktiv	UE	UE	Pentests	Agency for penetration tests	N/A
Hosting/Infrastructure	TSG	Switzerland	UE	Development	Development and maintenance of our products	N/A
Telecom	TWILIO	US	US	Telecom	Tool allowing the sending of text messages to the user for the login and to inform him about the status of his Lunch Card	EU Standard Contractual Clauses (SCC)
Analytics	UXCam	UE	US	Analytics tool	Users journey analysis and session recording	EU Standard Contractual Clauses (SCC)
Support	Witik	UE	France	Access right requests	Management of our GDPR compliance & access rights requests	Adequacy zone
Finance	Yapeal	Switzerland	Switzerland	IT	Banking service provider for the management of the Swibeco Card	N/A
Support	Zendesk	UE	UE	User support tool	Provide support service through an interface Tool for managing Swibeco users request via chat and email	N/A
Clients Management / Marketing	ZOHO	Netherlands	Netherlands	CRM, Customer support, Project Management, Survey	Provide support service through an interface Tool for managing Swibeco clients	Adequacy Zone