Subprocessors

Trust Center overview of standard subprocessors used in connection with CM.com services

Version	7 May 2026
Scope	Connect & Engage, Live, Pay and other CM.com services
Purpose	Public-facing overview for customers, prospects and auditors

This document lists the standard subprocessors used by CM.com under the CM.com Terms and Conditions and applicable Data Processing Addendum. The list is organized by service.

- Each table identifies the relevant subprocessor, its main establishment or registered office, the role it performs, the applicable processing location(s) and the transfer mechanism used by CM.com.
- Processing locations are described at regional level where underlying cloud or network resilience may involve multiple data centers or points of presence within the stated region.
- Optional features are marked where the relevant subprocessor only applies if the customer enables or uses that feature.
- References to CM.com Affiliates cover CM.com group companies involved in support or delivery of the relevant service within the EEA, as further described on the CM.com Trust Center.

Connect & Engage

Messaging, engagement and AI-enabled customer interaction services.

Appmiral

Used for cloud services, analytics, API monitoring and network security.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA
Cloudflare, Inc.	101 Townsend Street, San Francisco, CA 94107, United States	Network security	United States and global edge network (including EU/EEA points of presence where traffic is routed)	DPA, Standard contractual clauses
Google Ireland Ltd.	Gordon House, Barrow Street, Dublin 4, D04 E5W5, Ireland	Analytics	EU/EEA, primarily Google Cloud regions in the Netherlands.	DPA
Datadog, Inc.	620 8th Avenue, 45th Floor, New York, NY 10018, United States	Monitoring API traffic	United States	DPA, Standard contractual clauses
Amazon Web Services EMEA SARL	38 Avenue John F. Kennedy, L-1855 Luxembourg, Luxembourg	Cloud services	EU/EEA, primarily AWS regions in the Netherlands and Germany.	DPA

Conversational AI Cloud

Used for the provision of the Conversational AI Cloud service, including hosting, platform security and support functions.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA

Microsoft Ireland Operations Limited	One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland	Azure Hosting/Cloud Services	EU/EEA, primarily Microsoft Azure regions in the Netherlands	DPA
Cloudflare, Inc.	101 Townsend Street, San Francisco, CA 94107, United States	Network security	United States and global edge network (including EU/EEA points of presence where traffic is routed)	DPA, Standard contractual clauses

Conversational Channels

Used for traffic routing, security and operational support of channel integrations, such as WhatsApp Business, RCS, Viber and Facebook Messenger.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA
Cloudflare, Inc. (Optional Global endpoint, please see our developer docs)	See vendor corporate details / registered office	Load balancing & Network security	United States and global edge network (including EU/EEA points of presence where traffic is routed)	DPA, Standard contractual clauses

Conversational Router

Used to route messages and provide the associated cloud infrastructure.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA
Google Ireland Ltd.	Gordon House, Barrow Street, Dublin 4, D04 E5W5, Ireland	Cloud hosting and services provider	EU/EEA, primarily Google Cloud regions in the Netherlands	DPA

Customer Data Platform

Used for hosting and operation of the customer data platform environment.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA
Google Ireland Ltd.	Gordon House, Barrow Street, Dublin 4, D04 E5W5, Ireland	Cloud hosting and services provider	EU/EEA, primarily Google Cloud regions in the Netherlands	DPA

HALO

Used for hosting, network security and AI-related processing features such as redaction and inference support.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA
Microsoft Ireland Operations Limited	One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland	Azure Hosting/Cloud Services	EU/EEA, primarily Microsoft Azure regions in the Netherlands	DPA
Cloudflare, Inc.	101 Townsend Street, San Francisco, CA 94107, United States	Network security	United States and global edge network (including EU/EEA points of presence where traffic is routed)	DPA, Standard contractual clauses
Google Ireland Ltd.	Gordon House, Barrow Street, Dublin 4, D04 E5W5, Ireland	Personal information redaction; Vertex AI Platform	EU/EEA, primarily Google Cloud regions in the Netherlands	DPA

Elevenlabs, Inc. (Optional)	169 Madison Ave #2484, New York, NY 10016, United States	AI-based text-to-speech services, converting text input into synthesized speech audio for voice output functionalities.	United states	DPA, Standard contractual clauses

Identity

Used for service support and performance of the agreement.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA

Inspire

Used for platform hosting and cloud support.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA
Microsoft Ireland Operations Limited	One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland	Azure Hosting/Cloud Services	EU/EEA, primarily Microsoft Azure regions in the Netherlands	DPA
CYSO B.V.	Wognumsebuurt 3, 1817 BH Alkmaar, The Netherlands	Cloud Support	EU/EEA	DPA

Mobile Identity

Used to provide mobile identity services through operator connections.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA
Sekura Mobile Intelligence, Ltd.	Devonshire House, Manor Way, Borehamwood, Hertfordshire, WD6 1QQ, United Kingdom	Provision of mobile identity services via operator connections	United Kingdom	DPA

Mobile Marketing Cloud

Used for campaign support and, where enabled, email delivery or email validation services.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA
(Optional) SendGrid, Inc.	1801 California Street, Suite 500, Denver, CO 80202, United States	Email delivery (Email Campaigns)	United States	DPA, Standard contractual clauses
(Optional) Hertza L.L.C. (ZeroBounce)	10 E Yanonali Street, Santa Barbara, CA 93101, United States	Email validation service	United States	DPA, Standard contractual clauses

Mobile Service Cloud

Used for ticketing and service workflows, including optional email, support and co-browsing features.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA
Microsoft Ireland Operations Limited	One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland	Azure Hosting/Cloud Services	EU/EEA, primarily Microsoft Azure regions in the Netherlands	DPA
Wildbit LLC	2400 Market Street, No. 200, Suite 235B, Philadelphia, PA 19103, United States	Inbound email parsing	United States	DPA, Standard contractual clauses
SendGrid, Inc.	1801 California Street, Suite 500, Denver, CO 80202, United States	Email delivery (Email Campaigns)	United States	DPA, Standard contractual clauses
Fullstory, Inc.	1745 Peachtree Street NE, Suite N, Atlanta, GA 30309, United States	Support, debugging	United States	DPA, Standard contractual clauses
OBI4wan B.V. (Only for Clients connected before 30 June 2023)	Korte Hogendijk 2, 1506 MA Zaandam, The Netherlands	Custom channels	The Netherlands	DPA
Surfly B.V.	Singel 373C, 1012 WL Amsterdam, The Netherlands	Co-browse	The Netherlands	DPA
MaxMind, Inc.	51 Pleasant Street, #1020, Malden, MA 02148, United States	Digital mapping	United States	DPA, Standard contractual clauses

Sign

Used to host signing workflows and, where enabled, signed dossiers.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA

(Optional) Microsoft Ireland Operations Limited	One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland	Azure Hosting/Cloud Services	EU/EEA, primarily Microsoft Azure regions in the Netherlands	DPA
(Optional) Google Ireland Ltd.	Gordon House, Barrow Street, Dublin 4, D04 E5W5, Ireland	Cloud storage of signed dossiers.	EU/EEA, primarily Google Cloud regions in the Netherlands	DPA

SMS

Used for traffic routing, security and support of messaging services.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA
Cloudflare, Inc. (Optional Global endpoint, please see our developer docs)	See vendor corporate details / registered office	Load balancing & Network security	United States and global edge network (including EU/EEA points of presence where traffic is routed)	DPA, Standard contractual clauses

Tracedock

Used for cloud hosting and logging of the Tracedock service.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA
Amazon Web Services EMEA SARL	38 Avenue John F. Kennedy, L-1855 Luxembourg, Luxembourg	Cloud hosting and Logging	EU/EEA, primarily AWS regions in the Netherlands and Germany	DPA

Verification as a Service

Used for support of the service and, where email OTP is enabled, the subprocessors listed under Mobile Marketing Cloud.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA
Subprocessors listed under “Mobile Marketing Cloud” (Optional if email OTP is enabled)	See vendor corporate details / registered office	-	-	-

Voice

Used for voice traffic security, optional AI services and optional transcription features.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA
Cloudflare, Inc. (Optional Global endpoint, please see our developer docs)	See vendor corporate details / registered office	Load balancing & Network security	United States and global edge network (including EU/EEA points of presence where traffic is routed)	DPA, Standard contractual clauses
(Optional) Microsoft Ireland Operations Limited	One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland	Azure AI Services	EU/EEA, primarily Microsoft Azure regions in the Netherlands	DPA
(Optional) Amazon Web Services EMEA SARL	38 Avenue John F. Kennedy, L-1855 Luxembourg, Luxembourg	Transcriptions for Voice API services	EU/EEA, primarily AWS regions in the Netherlands and Germany	DPA
(Optional) Google Ireland Ltd.	Gordon House, Barrow Street, Dublin 4, D04 E5W5, Ireland	Transcriptions for Voice API services	EU/EEA, primarily Google Cloud regions in the Netherlands	DPA

Live

Event, ticketing and venue-related services.

CM.com Ticketing Platform

Used for hosting, email delivery and network security for the ticketing platform.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA
Cloudflare, Inc.	101 Townsend Street, San Francisco, CA 94107, United States	Network security	United States and global edge network (including EU/EEA points of presence where traffic is routed)	DPA, Standard contractual clauses
Google Ireland Ltd.	Gordon House, Barrow Street, Dublin 4, D04 E5W5, Ireland	Cloud hosting and services provider	EU/EEA, primarily Google Cloud regions in in the Netherlands	DPA
SendGrid, Inc.	1801 California Street, Suite 500, Denver, CO 80202, United States	Email delivery	United States	DPA, Standard contractual clauses

Museums & Parks

Used for hosting, analytics, email delivery and network security.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA
Microsoft Ireland Operations Limited	One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland	Azure Hosting/Cloud Services	EU/EEA, primarily Microsoft Azure regions in the Netherlands	DPA

Cloudflare, Inc.	101 Townsend Street, San Francisco, CA 94107, United States	Network security	United States and global edge network (including EU/EEA points of presence where traffic is routed)	DPA, Standard contractual clauses
SendGrid, Inc.	1801 California Street, Suite 500, Denver, CO 80202, United States	Email delivery (Email Campaigns)	United States	DPA, Standard contractual clauses
Google Ireland Ltd.	Gordon House, Barrow Street, Dublin 4, D04 E5W5, Ireland	Google Analytics/Hosting & Cloud services	EU/EEA, primarily Google Cloud regions in in the Netherlands	DPA

Yourticketprovider Platform

Used for hosting, email delivery and network security.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA
Microsoft Ireland Operations Limited	One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland	Azure Hosting/Cloud Services	EU/EEA, primarily Microsoft Azure regions in the Netherlands	DPA
Cloudflare, Inc.	101 Townsend Street, San Francisco, CA 94107, United States	Network security	United States and global edge network (including EU/EEA points of presence where traffic is routed)	DPA, Standard contractual clauses
Amazon Web Services EMEA SARL	38 Avenue John F. Kennedy, L-1855 Luxembourg, Luxembourg	Email delivery	EU/EEA, AWS Europe regions	DPA

Pay

Payments and commerce-related services.

Online Payments

Used for hosting and network security of online payments services.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA
Cloudflare, Inc.	101 Townsend Street, San Francisco, CA 94107, United States	Network security	United States and global edge network (including EU/EEA points of presence where traffic is routed)	DPA, Standard contractual clauses
Google Ireland Ltd.	Gordon House, Barrow Street, Dublin 4, D04 E5W5, Ireland	Cloud hosting and services provider	EU/EEA, primarily Google Cloud regions in the Netherlands	DPA

POS Payments

Used for hosting of point-of-sale payment services.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA
Google Ireland Ltd.	Gordon House, Barrow Street, Dublin 4, D04 E5W5, Ireland	Cloud hosting and services provider	EU/EEA, primarily Google Cloud regions in the Netherlands	DPA

Miscellaneous

Residual service category where no specific service table is listed elsewhere in this document.

Other CM.com Services (if not specified above)

Used for support and performance of the agreement where no service-specific subprocessor list is stated above.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA

General subprocessors applicable to all services

The subprocessors listed below are generally applicable across CM.com services and may be used in connection with the delivery, security and operational continuity of such services, **unless a specific service description states that the relevant subprocessor is optional for that service**.

Subprocessor	Main establishment or registered office	Role in the service	Processing location(s)	Transfer mechanism
CM.com Affiliates	CM.com affiliated group entities, Konijnenberg 24, 4825 BD Breda, The Netherlands (and other group establishments within the EEA where applicable)	Support, performance of the Agreement	EU/EEA	DPA
Cloudflare, Inc.	101 Townsend Street, San Francisco, CA 94107, United States	Network security and availability	United States and global edge network (including EU/EEA points of presence where traffic is routed)	DPA, Standard contractual clauses

Additional notes

- Where a processing location is stated as EU/EEA, the relevant service is intended to be hosted or processed from infrastructure located within the European Union or European Economic Area.
- Where a subprocessor operates global network infrastructure, traffic or limited service metadata may transit through multiple regions to ensure availability, security and performance.
- For a detailed overview of CM.com group entities, please refer to the CM.com Trust Center privacy page.