

CM.com Sub-processors

Conversational AI Cloud:

Entity	Activity	Location	Mechanism
CM.com Affiliates	Support, performance of the Agreement	EU/EEA	DPA
Microsoft Ireland Operations Limited	Azure Hosting/Cloud Services	EU/EEA	DPA
Cloudflare, Inc.	Network security	USA	DPA, Standard contractual clauses

Conversational Channels:

Entity	Activity	Location	Mechanism
CM.com Affiliates	Support, performance of the Agreement	EU/EEA	DPA
Cloudflare, Inc. (Optional Global endpoint)	Load balancing & Network security	USA	DPA, Standard contractual clauses

Conversational Router

Entity	Activity	Location	Mechanism
CM.com Affiliates	Support, performance of the Agreement	EU/EEA	DPA
Google Ireland Ltd.	Cloud hosting and services provider	EU/EEA	DPA

Customer Data Platform

Entity	Activity	Location	Mechanism
CM.com Affiliates	Support, performance of the Agreement	EU/EEA	DPA
Google Ireland Ltd.	Cloud hosting and services provider	EU/EEA	DPA

Global Ticket

Entity	Activity	Location	Mechanism
CM.com Affiliates	Support, performance of the Agreement	EU/EEA	DPA
Microsoft Ireland Operations Limited	Azure Hosting/Cloud Services	EU/EEA	DPA
Cloudflare, Inc.	Network security	USA	DPA, Standard contractual clauses
SendGrid, Inc.	Email delivery (Email Campaigns)	USA	DPA, Standard contractual clauses
Google Ireland Ltd.	Google Analytics	EU/EEA	DPA

Identity

Entity	Activity	Location	Mechanism
CM.com Affiliates	Support, performance of the Agreement	EU/EEA	DPA

Inspire

Entity	Activity	Location	Mechanism
CM.com Affiliates	Support, performance of the Agreement	EU/EEA	DPA
Microsoft Ireland Operations Limited	Azure Hosting/Cloud Services	EU/EEA	DPA
CYSO B.V.	Cloud Support	EU/EEA	DPA

Mobile Marketing Cloud

Entity	Activity	Location	Mechanism
CM.com Affiliates	Support, performance of the Agreement	EU/EEA	DPA
<i>(Optional)</i> SendGrid, Inc.	Email delivery (Email Campaigns)	USA	DPA, Standard contractual clauses
<i>(Optional)</i> Hertza L.L.C. (ZeroBounce)	Email validation service	USA	DPA, Standard contractual clauses

Mobile Service Cloud

Entity	Activity	Location	Mechanism
CM.com Affiliates	Support, performance of the Agreement	EU/EEA	DPA
Microsoft Ireland Operations Limited	Azure Hosting/Cloud Services	EU/EEA	DPA
Wildbit LLC	Inbound email parsing	USA	DPA, Standard contractual clauses
SendGrid, Inc.	Email delivery (Email Campaigns)	USA	DPA, Standard contractual clauses
Fullstory, Inc.	Support, debugging	USA	DPA, Standard contractual clauses
OBI4wan B.V.* <i>*Only for Clients connected before 30 June 2023</i>	Custom channels	The Netherlands	DPA
Surfly B.V.	Co-browse	The Netherlands	DPA
MaxMind, Inc.	Digital mapping	USA	DPA, Standard contractual clauses

Online Payments

Entity	Activity	Location	Mechanism
CM.com Affiliates	Support, performance of the Agreement	EU/EEA	DPA
Cloudflare, Inc.	Network security	USA	DPA, Standard contractual clauses
Google Ireland Ltd.	Cloud hosting and services provider	EU/EEA	DPA

POS Payments

Entity	Activity	Location	Mechanism
CM.com Affiliates	Support, performance of the Agreement	EU/EEA	DPA
Google Ireland Ltd.	Cloud hosting and services provider	EU/EEA	DPA

Sign

Entity	Activity	Location	Mechanism
CM.com Affiliates	Support, performance of the Agreement	EU/EEA	DPA
(optional) Google Ireland Ltd.	Cloud storage of signed dossiers.	EU/EEA	DPA

SMS

Entity	Activity	Location	Mechanism
CM.com Affiliates	Support, performance of the Agreement	EU/EEA	DPA
Cloudflare, Inc. (Optional Global endpoint, please see: https://developers.cm.com/messaging/docs/integration)	Load balancing & Network security	USA	DPA, Standard contractual clauses

CM Tickets

Entity	Activity	Location	Mechanism
CM.com Affiliates	Support, performance of the Agreement	EU/EEA	DPA

Tracedock

Entity	Activity	Location	Mechanism
CM.com Affiliates	Support, performance of the Agreement	EU/EEA	DPA
Amazon Web Services EMEA SARL	Cloud hosting and Logging	EU/EEA	DPA

Voice

Entity	Activity	Location	Mechanism
CM.com Affiliates	Support, performance of the Agreement	EU/EEA	DPA
Cloudflare, Inc. (Optional Global endpoint, please see: https://developers.cm.com/messaging/docs/integration)	Load balancing & Network security	USA	DPA, Standard contractual clauses
(Optional) Microsoft Ireland Operations Limited	Azure AI Services	EU/EEA	DPA
(Optional) Amazon Web Services EMEA SARL	Transcriptions for Voice API services	EU/EEA	DPA
(Optional) Google Ireland Ltd.	Transcriptions for Voice API services	EU/EEA	DPA

Your Ticket Provider

Entity	Activity	Location	Mechanism
CM.com Affiliates	Support, performance of the Agreement	EU/EEA	DPA
Microsoft Ireland Operations Limited	Azure Hosting/Cloud Services	EU/EEA	DPA
Cloudflare, Inc.	Network security	USA	DPA, Standard contractual clauses
Amazon Web Services EMEA SARL	Email delivery	EU/EEA	DPA

Other CM.com Services

Entity	Activity	Location	Mechanism
CM.com Affiliates	Support, performance of the Agreement	EU/EEA	DPA

For a more detailed overview of CM.com Affiliates, please see:

<https://www.cm.com/cdn/web/file/cmcom-affiliates.pdf>