

## CM.com Subprocessors

### 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

### 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

### Mobile Marketing Cloud:

Entity	Activity	Location	Mechanism
CM.com Affiliates	Support, performance of the Agreement	EU/EEA	DPA
SendGrid, Inc.	Email delivery (Email Campaigns)	USA	DPA, Standard contractual clauses
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.	Custom channels	The Netherlands	DPA
Surfly B.V.	Co-browse	The Netherlands	DPA
MaxMind, Inc.	Digital mapping	USA	DPA, Standard contractual clauses

Payments Platform:

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

Sign:

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

SMS:

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

Ticketing:

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

Voice:

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

Other CM.com Services:

<b>Entity</b>	<b>Activity</b>	<b>Location</b>	<b>Mechanism</b>
<b>CM.com Affiliates</b>	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>