



List of Sub-Processors

As a part of the Competella DPA we maintain this list with currently used Sub-Processors. Any change of this document will be announced in the Competella Software Update.

Data transfer to Sub-Processor take place in accordance with the rules in the Standard Contractual clauses.

Name of sub-processor	Date when the sub processor is used	General description of processing/purpose by Sub-Processor
Competella Pakistan (private) Limited Office # 21 & 22, 3rd Floor Pakland Business Center, I-8 Markaz Islamabad 44000 Phone:+92 51 2719054 VAT. No. 0136922	2021-02-15	Customer data/Personal data imported from customer AAD; Name, mail address, phone numbers, organization, title, office address; competence keywords and any other data the is imported from the customer AAD. Usage data; Name, phone numbers, date/time for conversions (phone call, chat...). The sub-processor is only permitted to process the customer data to deliver support under the Competella Cloud Service Agreement and are prohibited from using such data for any other purpose.
Microsoft Ireland Operations Limited One Microsoft Place South County Business Park Leopardstown Dublin 18, D18 P521	2021-02-15	Microsoft Azure is used for delivery of the Service located in Western Europe. Competella Cloud Services are using Azure Data Center located in in West Europe. https://azure.microsoft.com/en-gb/global-infrastructure/data-residency/#more-information Microsoft Products and Services Data Protection Addendum (DPA) https://www.microsoft.com/licensing/docs/view/Microsoft-Products-and-Services-Data-Protection-Addendum-DPA?year=2021