

Sub-processors of Alterdesk B.V.

19 October 2021

We work with various sub-processors so that our customers and partners can benefit from the expertise of these sub-processors when using our communication platform, when we communicate or when doing business with us. We have entered into a processing agreement with each sub-processor to ensure that they treat the personal data they process through us in accordance with the rules.

This is an overview of our current sub-processors:

Feature number/title/ contract	Short description of services	Nature of processing	Purposes of processing	Approved Sub-processors	Retention period agreements
Alterdesk Business Messenger B.V.	Exploitation of communication software.	Data processing of conversations held in the platform.	Providing a reliable and safe way to communicate (e.g. digital offices and video calling).	See table below.	<p>Processor stores data (encrypted) as long as necessary in accordance with the agreements with the Company.</p> <p>The Company is responsible for the data and must comply with the statutory provisions on retention periods.</p> <p>Company takes its own responsibility by encrypting the data at all times to ensure the security of information. Not encrypting information is not an option, even if the Company requests. Safety is of paramount importance to Processor.</p>

Sub-processor	Description of the service and personal data	Data outside the EEA	Sub-processor Agreement
<p>Alterdesk B.V. Comeniusstraat 5 1817 MS Alkmaar The Netherlands</p>	<p>Performing management tasks for the communication platform, website, and newsletters of the Company.</p> <ul style="list-style-type: none"> ▪ Organization name; ▪ Customer contact details (name, telephone number and email address); ▪ Billing data customer (organization data, bank account number, Chamber of Commerce number, VAT number); ▪ Device properties, device visitors website (IP address of a device (anonymized), screen size, device type, browser information, geographic location (country only) and preferred language, number of users and sessions, operating systems, first time opened, number of times the app was opened, app updates and in-app purchases); ▪ Contact details for newsletter recipients (name and email address). 	<p>EEA – (GDPR compliant)</p>	<p>Yes</p>
<p>Amazon Web Services Dublin - Ireland Paris - France</p> <p><i>Important: Until presumably 31 October 2021</i></p>	<p>Cloud provider - All personal data that a user has set in his profile.</p> <ul style="list-style-type: none"> ▪ First name; ▪ Last name; ▪ Email address; ▪ Job title (optional); ▪ Telephone number (optional); ▪ Profile picture (optional). <p>When: When creating an account and using Alterdesk.</p>	<p>EEA – (GDPR compliant)</p>	<p>Yes</p>

<p>Cyso B.V. Wognumsebuurt 3 1817 BH Alkmaar The Netherlands</p> <p>Important: From presumably 1 November 2021</p>	<p>Cloud provider - All personal data that a user has set in his profile.</p> <ul style="list-style-type: none"> ▪ First name; ▪ Last name; ▪ Email address; ▪ Job title (optional); ▪ Telephone number (optional); ▪ Profile picture (optional). <p>When: When creating an account and using Alterdesk.</p>	<p>EER – (GDPR-compliant)</p>	<p>Yes</p>
<p>Twilio 375 Baele Street 300 San Francisco United States</p> <p>Important: Only with analog dial-in, in a digital consulting room.</p>	<p>Supplier for establishing SIP connections between digital and analog devices.</p> <ul style="list-style-type: none"> ▪ IP address of the mobile device; ▪ Users' phone number; ▪ Audio. <p>When: When using SIP connections to an analog extension. For example, if you want to dial into a digital consulting room with your telephone.</p>	<p>EEA – (GDPR compliant)*</p>	<p>Yes</p>

<p>CM.com Konijnenberg 30 4825 BD Breda The Netherlands</p>	<p>SMS service provider for sending invitations to the digital consulting room by SMS and sending codes for two-factor authentication.</p> <p>Regarding the access functionality:</p> <ul style="list-style-type: none"> ▪ User phone number; ▪ Access code to digital consultation room. <p>Regarding the two-factor authentication functionality:</p> <ul style="list-style-type: none"> ▪ User phone number; ▪ Token (i.e. 2FA code). <p>When: When using the SMS functionality to invite users to the digital consultation room.</p>	<p>EER – (GDPR-compliant)</p>	<p>Yes</p>
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** Twilio is an American company but offers a possibility to process data within the European Economic Area (EEA). Alterdesk Business Messenger B.V. takes this opportunity. The geographical location of the connections has been taken into account in the development of SIP. It has been decided not to have the connections run via the United States, but via Germany. The data that is exchanged therefore always remains within the European Economic Area.*