

Subprocessors of the Arvato Systems Group*

Gütersloh, November 01, 2024

Disclaimer

© Arvato Systems. All rights reserved.

Subprocessors of the Arvato Systems Group

Contents

- 1 Affiliated companies of Arvato Systems Group 4
- 2 External processors used for Arvato Systems purposes 6
- 3 External subprocessors providing core services for standard services 7
- 4 External subprocessors providing 3rd level support for standard services 10

List of Tables

- Table 1: Affiliated companies of Arvato Systems Group 5
- Table 2: External processors used for Arvato Systems purposes 6
- Table 3: External subprocessors providing core services for standard services 9
- Table 4: External subprocessors providing 3rd level support for standard services 12

Subprocessors of the Arvato Systems Group

In addition to the subprocessors explicitly listed in your data processing agreement, we list below other subprocessors that are used as subprocessors in standard services of Arvato Systems. Please note that the following lists include all subprocessors of all standard services. However, this does not mean that your data will generally be shared with all subprocessors. The tables show which activity the sub-processor performs in which standard service.

If you would like to receive further information about the subprocessors, e.g. which subprocessors are used for your order, please contact your contract contact.

Subprocessors of the Arvato Systems Group

1 Affiliated companies of Arvato Systems Group

Arvato Systems Group companies affiliated with the contractor according to Articles 15 et seq. of the German Stock Corporation Act (AktG) providing standard services as a subprocessor.

| Name of Subprocessor | Location | Address | Standard Service |
|-----------------------------|----------|--|---|
| Arvato Systems GmbH | Germany | Reinhard-Mohn-Straße 18 33333 Gütersloh Germany | Application Management Services Application Services Communication Services Hosting Services Network Services Remote Location Connect Security Services Workplace Services |
| Arvato Systems Digital GmbH | Germany | Riebeckstraße 62 04317 Leipzig Germany | Application Management Services Application Services Security Services Workplace Services |
| Arvato Systems IT S.R.L. | Romania | Braşov Business Park Strada Ionescu Crum Nr.1 500446 Braşov Romania | Application Management Services Application Services |

Subprocessors of the Arvato Systems Group

| Name of Subprocessor | Location | Address | Standard Service |
|------------------------------------|-----------------|---|--|
| Arvato Systems Malaysia Sdn Bhd | Malaysia | Suite 26-10, Level 26, Gtower 199, Jalan Tun Razak 50400 Kuala Lumpur Malaysia | Application Management Services Application Services Security Services Workplace Services |
| Arvato Systems North America. Inc. | USA | 1745 Broadway, 20th Floor New York, NY 10019 USA | Application Management Services Application Services Security Services Workplace Services |
| Arvato Systems Switzerland AG | Switzerland | Technoparkstrasse 1 8005 Zürich Switzerland | Application Management Services |
| SIA Arvato Systems Latvia | Latvia, Estonia | Skanstes iela 25 Riga, LV-1013 Latvia | Application Management Services Application Services Security Services Workplace Services |
| Vidispine AB | Sweden | Kista Alleväg 3 16425 Kista Sweden | SaaS Media Asset Management Lösungen Application Management Services |

Table 1: Affiliated companies of Arvato Systems Group

Subprocessors of the Arvato Systems Group

2 External processors used for Arvato Systems purposes

External processors that Arvato Systems uses for its own processing purposes related to processing for the client - in particular in the environment of communication and documentation tools (e.g. e-mail, issue tracking, documentation or workplace tools).

| Standard service of Arvato Systems Group | Service provided by subprocessor | Name of subprocessor | Location | Address |
|--|---|---|-------------|--|
| all services | 3 rd level manufacturer support operation management systems | Micro Focus Germany GmbH | Germany | Herrenberger Straße 140, 71034 Böblingen, Germany |
| | 3 rd level support operation management systems | WS IT-Technology GmbH | Germany | Bad Meinberger Straße 1, 32760 Detmold, Germany |
| | Disposal in compliance with data protection regulations | AFB gemeinnützige GmbH | Germany | Willi-Bleicher-Strasse 2, 52353 Düren, Germany |
| | | documentus Deutschland GmbH | Germany | Normannenweg 34, 20537 Hamburg, Germany |
| | | HEIKO BICK Aktenvernichtung GmbH & Co. KG | Germany | Hakenbusch 7, 49078 Osnabrück, Germany |
| | | PreZero Service Westfalen GmbH & Co. KG | Germany | An der Pforte 2, 32457 Porta Westfalica, Germany |
| | SaaS Microsoft 365 and Azure Cloud Services | Microsoft Ireland Operations Ltd. | Ireland | 70 Sir John Rogerson's Quay, Dublin 2, Ireland |
| | SaaS Service Desk | Atlassian Pty Ltd. | Australia | Level 6, 341 George Street, Sydney NSW 2000, Australia |
| | Security-Intelligence-Service | CODE WHITE GmbH | Germany | Sedelhofgasse 19, 89073 Ulm, Germany |
| | | Fox-IT B.V. | Netherlands | Olof Palmestraat 6, 2616 LM Delft, the Netherlands |

Table 2: External processors used for Arvato Systems purposes

Subprocessors of the Arvato Systems Group

3 External subprocessors providing core services for standard services

External subprocessors contracted by Arvato Systems that provide core services in one of the following standard services.

| Standard service of Arvato Systems Group | Service provided by subprocessor | Name of subprocessor | Location | Address |
|--|--|-----------------------------------|-------------|--|
| Application Services | DB basic administration Informix-DB | CURSOR Software AG | Germany | Friedrich-List-Strasse 31, 35398 Gießen, Germany |
| | SaaS Power BI | Microsoft Ireland Operations Ltd. | Ireland | 70 Sir John Rogerson's Quay, Dublin 2, Ireland |
| | SAP basic administration | WS IT-Technology GmbH | Germany | Bad Meinberger Straße 1, 32760 Detmold, Germany |
| Communication Services | Order management and telecommunication expense management for mobile phone contracts | Telekom Deutschland GmbH | Germany | Landgrabenweg 151, 53227 Bonn, Germany |
| | DMARC Analyzer | Mimecast Germany GmbH | Germany | Kistlerhofstraße 172, 81379 München, Germany |
| | SaaS telecommunication expense management for mobile phone contracts | DATANET GmbH | Germany | Hardtbrücke 7-13, 53902 Bad Münstereifel, Germany |
| | Sending text messages | MessageBird B.V. | Netherlands | Trompenburgstraat 2C, (1079 TX) Amsterdam, the Netherlands |
| Hosting Services | AS400 hosting and operation | ADICOM Service GmbH | Germany | Mauerstraße 47, 15749 Mittenwalde, Germany |
| Network Services | 2 nd level support | Bechtle IT-Systemhaus GmbH | Germany | Industriestrasse 33, 33689 Bielefeld, Germany |
| | | Computacenter AG & Co. oHG | Germany | Computacenter Park 1, 50170 Kerpen, Germany |

Subprocessors of the Arvato Systems Group

| Standard service of Arvato Systems Group | Service provided by subprocessor | Name of subprocessor | Location | Address |
|--|----------------------------------|--|----------|---|
| | IaaS DDoS protection | Link11 GmbH | Germany | Lindleystrasse 12, 60314 Frankfurt am Main, Germany |
| | Local network LAN services | Computacenter AG & Co. oHG | Germany | Computacenter Park 1, 50170 Kerpen, Germany |
| | Network operation | Computacenter AG & Co. oHG | Germany | Computacenter Park 1, 50170 Kerpen, Germany |
| | | Hays Technology Solutions GmbH | Germany | Willy-Brandt-Platz 1-3, 68161 Mannheim, Germany |
| | PaaS Webaccess (Proxy) | Zscaler Inc | USA | 110 Rose Orchard Way, San Jose, CA 95134, USA |
| Security Services | IaaS VAREDY | ORACLE Deutschland B.V. & Co. KG | Germany | Riesstrasse 25, 80992 München, Germany |
| | PaaS Carbon Black Threat Hunter | VMware International Unlimited Company | Ireland | 70 Sir John Rogerson's Quay, Dublin 2, Ireland |
| | Managed Network Threat Analytics | DCSO Deutsche Cyber-Sicherheitsorganisation GmbH | Germany | EUREF-Campus 22, 10829 Berlin, Germany |
| Workplace Services | Creation RSA token | Computacenter AG & Co. oHG | Germany | Computacenter Park 1, 50170 Kerpen, Germany |
| | IaaS B-Portal | Microsoft Ireland Operations Ltd. | Ireland | 70 Sir John Rogerson's Quay, Dublin 2, Ireland |
| | Onsite support | Bechtle IT-Systemhaus GmbH | Germany | Industriestrasse 33, 33689 Bielefeld, Germany |
| | SaaS RealmJoin | glueckkanja-gab AG | Germany | Kaiserstrasse 39, 63065 Offenbach am Main, Germany |

Subprocessors of the Arvato Systems Group

Table 3: External subprocessors providing core services for standard services

Subprocessors of the Arvato Systems Group

4 External subprocessors providing 3rd level support for standard services

For the processing of support requests from 3rd level support (e.g. to maintain proper IT operations, operating system support, hardware support), Arvato Systems' specialists are assigned, but in individual cases, external service providers or the manufacturers are also called upon via the manufacturer's own 3rd-level support.

As a rule, this is done for the purpose of troubleshooting in core and basic components in order to ensure the core functionalities of the infrastructure and only if Arvato Systems' specialists are unable to carry out the troubleshooting independently.

A commissioning of service providers / manufacturers for the purpose of processing the data available in client's systems as the essence of the order does not take place. For technical reasons, a possibility of taking note of personal data in the context of the implementation the 3rd level support can not be safely excluded in all cases – however, the inspection of such data is in no case the subject or essence of the contractually agreed order.

External subprocessors for 3rd level support in standard services.

| Standard service of Arvato Systems Group | Service provided by subprocessor | Name of subprocessor | Location | Address |
|--|--|-----------------------------------|----------------|--|
| Application Services | 3 rd level manufacturer support | Microsoft Ireland Operations Ltd. | Ireland | 70 Sir John Rogerson's Quay, Dublin 2, Ireland |
| | | USU Technologies GmbH | Germany | Charlottenburger Allee 60, 52068 Aachen, Germany |
| | 3 rd level support | Softwareone Deutschland GmbH | Germany | Blochstraße 1, 04329 Leipzig, Germany |
| Hosting Services | 3 rd level manufacturer support | Ceyoniq Technology GmbH | Germany | Boulevard 9, 33613 Bielefeld, Germany |
| | | Cisco International Limited | United Kingdom | 9-11 New Square Park, Bedfont Lakes, Feltham, England TW14 8HA, United Kingdom |
| | | Hewlett-Packard GmbH | Germany | Herrenberger Strasse 140, 71034 Böblingen, Germany |
| | | Microsoft Ireland Operations Ltd. | Ireland | 70 Sir John Rogerson's Quay, Dublin 2, Ireland |

Subprocessors of the Arvato Systems Group

| Standard service of Arvato Systems Group | Service provided by subprocessor | Name of subprocessor | Location | Address |
|--|--|---|----------------|--|
| | | One Identity Software International DAC | Ireland | City Gate Park, Mahon, Cork, Ireland |
| | | Sophos Ltd | United Kingdom | The Pentagon, Abingdon Science Park, Abingdon, Oxfordshire, OX14 3YP, United Kingdom |
| | | Veeam Software GmbH | Germany | Konrad-Zuse-Platz 8, 81829 München, Germany |
| | 3 rd level support | Bechtle IT-Systemhaus GmbH | Germany | Industriestrasse 33, 33689 Bielefeld, Germany |
| | | Computacenter AG & Co. oHG | Germany | Computacenter Park 1, 50170 Kerpen, Germany |
| | | Softwareone Deutschland GmbH | Germany | Blochstraße 1, 04329 Leipzig, Germany |
| Network Services | 3 rd level manufacturer support | CA Europe Sarl | Switzerland | Route de la Longeraie 7, 1110 Morges, Switzerland |
| | | Cisco International Limited | United Kingdom | 9-11 New Square Park, Bedfont Lakes, Feltham, England TW14 8HA, United Kingdom |
| | | Musarubra Ireland Limited | Ireland | Building 2000, City Gate, Mahon, Cork, Ireland |
| | | Radware GmbH | Germany | Robert-Bosch-Str. 11a – 2nd floor 63225 Langen, Germany |
| | 3 rd level support | Bechtle IT-Systemhaus GmbH | Germany | Industriestrasse 33, 33689 Bielefeld, Germany |
| | | Computacenter AG & Co. oHG | Germany | Computacenter Park 1, 50170 Kerpen, Germany |

Subprocessors of the Arvato Systems Group

| Standard service of Arvato Systems Group | Service provided by subprocessor | Name of subprocessor | Location | Address |
|--|--|--------------------------------------|--|--|
| | | NTT Germany AG & Co. KG | Germany | Horexstrasse 7, 61352 Bad Homburg, Germany |
| | | TELONIC GmbH | Germany | Albin-Köbis-Straße 2, 51147 Köln, Germany |
| Security Services | 3 rd level manufacturer support | Microsoft Ireland Operations Ltd. | Ireland | 70 Sir John Rogerson's Quay, Dublin 2, Ireland |
| | | Rapid 7 LLC | USA | 120 Causeway Street, Ste 400, Boston, MA 02114, USA |
| Workplace Services | 3 rd level manufacturer support | Citrix Systems UK Ltd. | United Kingdom | Building 3, Chalfont Park, Chalfont St. Peter, SL9 OBG Gerrads Cross, United Kingdom |
| | | Microsoft Ireland Operations Ltd. | Ireland | 70 Sir John Rogerson's Quay, Dublin 2, Ireland |
| | | Quest Software International Limited | Ireland | City Gate Park, Mahon Point, Cork, Ireland |
| | | Raynet GmbH | Germany | Technologiepark 22, 33100 Paderborn, Germany |
| | RICOH DEUTSCHLAND GmbH | Germany | Vahrenwalder Str. 315, 30179 Hannover, Germany | |
| | 3 rd level support | Softwareone Deutschland GmbH | Germany | Blochstraße 1, 04329 Leipzig, Germany |

Table 4: External subprocessors providing 3rd level support for standard services

Document History

| Document Attribute | Value |
|--------------------|------------|
| Classification | PUBLIC |
| Status | Released |
| Document owner | Einkauf |
| Author | anonymized |
| Release date | 30.06.2022 |

| Version | Date | Responsible | Changes/Notes |
|---------|------------|-------------|---|
| 2.0 | 30.06.2022 | Einkauf | Change in format |
| 2.1 | 11.01.2023 | Einkauf | <ul style="list-style-type: none"> - "Arbor Networks, Inc., US" deleted from 3rd level manufacturer support - Contract partner for Cisco-3rd level manufacturer support changed from "Cisco Systems GmbH, DE" to "Cisco International Limited, UK" - "ORACLE Deutschland B.V. & Co. KG, DE" added to Security Services/laaS VAREDY - Contract partner for McAfee 3rd level manufacturer support changed from "McAfee LLC, US" to "Musarubra Ireland Limited, IR" |
| 2.2 | 21.03.2023 | Einkauf | <ul style="list-style-type: none"> - "Arvato Systems UK & Ireland Ltd., UK" deleted from affiliated companies - "Google Cloud EMEA Limited, IR" added to Security Services/SaaS Chronicle SOAR - "DCSO Deutsche Cyber-Sicherheitsorganisation GmbH, DE" added to Security Services/Managed Network Threat Analytics - "Veeam Software GmbH, DE" added to Hosting Service/O365 Backup & Restore 3rd level manufacturer support |
| 2.3 | 15.06.2023 | Einkauf | <ul style="list-style-type: none"> - „Mimecast Germany GmbH" added to section 3 Communication Services/DMARC Analyzer - "Cisco International Limited" deleted from section 3 Network Services / 2nd level support - "BT (Germany) GmbH & Co. oHG" deleted from section 3 Network Services / IaaS DDoS protection - „IBM Deutschland GmbH" and „ORACLE Deutschland B.V. & Co. KG" deleted from section 3 Application |

| Version | Date | Responsible | Changes/Notes |
|---------|------------|-------------|--|
| | | | <p>Services / 3rd level manufacturer support</p> <ul style="list-style-type: none"> - „Red Hat Limited“ deleted from section 3 Hosting Services / 3rd level manufacturer support |
| 2.4 | 06.09.2023 | Einkauf | <ul style="list-style-type: none"> - „Silver Monkey GmbH“ deleted from section 4 Workplace Services / 3rd level manufacturer support - „Fortinet Deutschland GmbH“ deleted from section 4 Network Services / 3rd level manufacturer support - „Juniper Networks Inc.“ deleted from section 4 Network Services / 3rd level manufacturer support - „Raynet GmbH“ added to section 4 Workplace Services / 3rd level manufacturer support - Change of address for „Microsoft Ireland Operations Ltd“ - Change of address for „Arvato Systems Digital GmbH“ |
| 2.5 | 22.11.2023 | Einkauf | <ul style="list-style-type: none"> - Change of address for „SIA Arvato Systems Latvia“ - Change of address for „SUSE Software Solutions Ireland Ltd“ - Change of address for „Atlassian Pty Ltd.“ - Contract partner for Security Services/PaaS Carbon Black Threat Hunter changed from „VMWare International Ltd, IE“ to „VMware International Unlimited Company, IE“ - „Softwareone Deutschland GmbH, Germany“ added to section 4 Application Services, Hosting Services, Workplace Services / 3rd level support |
| 2.6 | 23.05.2024 | Einkauf | <ul style="list-style-type: none"> - „SUSE Software Solutions Ireland Ltd, IR“ deleted from section 4 Hosting Services / 3rd level manufacturer support - Google Cloud EMEA Limited, IR“ deleted from section 3 Security Services/SaaS Chronicle SOAR |
| 2.7 | 01.11.204 | Einkauf | <ul style="list-style-type: none"> - Logo update |