



# Privacy report for Bitabiz

Vendor: Bitabiz ApS

## We care about your privacy

Learn about the GDPR and privacy efforts made by Bitabiz to protect our customers' data.



# Privacy report for BitabIZ

Vendor: BitabIZ ApS

Privacy page made with **Openli**

Created 2025-09-30 14:55

## Table of Contents

<b>Vendor Information</b>
Contact Information
Privacy Information
<b>BitabIZ</b>
Subprocessors
Processing locations
Security information & certifications
Data transfers
Data processing agreements
Personal data
Data retention & deletion
<b>Subprocessors</b>
Cloudflare
Intercom
Link Mobility
Microsoft Azure
Microsoft 365
SendGrid



## Bitabiz

Vendor: Bitabiz ApS

Bitabiz is a cloud-based HR and time registration platform for managing employee hours, leave, absence, travel, and mileage. It supports compliance with GDPR and working time rules and integrates with Microsoft 365, Teams, Azure AD, and Power BI. Bitabiz works with Openli to vet its privacy efforts and to transparently showcase the privacy and security setup of the Bitabiz SaaS Solution. See more details below.

### Bitabiz

Website	<a href="https://www.bitabiz.dk/en/">https://www.bitabiz.dk/en/</a>
Country	DK
Address	Frederiksborggade 15, 1360 Copenhagen K

#### Privacy information

Privacy policy <https://help.bitabiz.dk/en/articles/11711540-saas-privacy-policy>

Privacy contact email [bitabiz@bitabiz.com](mailto:bitabiz@bitabiz.com)

#### Additional privacy information

Cookie policy can be found here: <https://help.bitabiz.dk/en/articles/11711583-saas-cookie-policy>



## Subprocessors

Used by Bitabiz ApS

Subprocessors are companies that provide a service for Bitabiz ApS and who has or potentially will get access to personal data of Bitabiz ApS customers.

Last updated on 2024-09-25 by Morten Borum



### Cloudflare by Cloudflare, Inc.

#### Description

Cloud Service Provider

#### Address

Cloudflare, Inc. 101 Townsend St. San Francisco, CA 94107 United States  
United States

#### Processing locations

United States



### Intercom by Intercom R&D Unlimited Company

#### Description

Customer service and marketing SaaS platform.

#### Purpose

On-line support; User access to real-time online support

#### Address

124 St Stephen's Green, Dublin 2, DC02 C628  
Ireland

#### Processing locations

United States



**Link Mobility** by LINK Mobility Group AS

**Description**

CPaaS Provider

**Purpose**

SMS-Gateway; User notifications for mobile

**Address**

Gullhaug Torg 5, 0484 Oslo, Norway  
Norway

**Processing locations**

EU/EEA



**Microsoft Azure** by Microsoft Denmark ApS

**Description**

Cloud computing service

**Purpose**

Microsoft Azure/Hosting, Backup & vulnerability scanning, Azure Antimalware, Azure Defender (AVP etc.), Azure Front Door.

**Address**

Kanalvej 7, DK-2800 Kgs. Lyngby, Denmark  
Denmark

**Processing locations**

EU/EEA



**Microsoft 365** by Microsoft Ireland Operations Limited

**Description**

Microsoft platform. Includes Word, Excel, PowerPoint, OneNote, OneNote, OneDrive, Outlook, Teams

**Purpose**

Microsoft 365/Microsoft e-mail Gateway; User notifications Microsoft Exchange/Teams; Synchronization of Out of Office status. Microsoft Active Directory; User provisioning and SSO login.

**Address**

One Microsoft Place, South County Business Park, Leopardstown, Dublin 18 D18 P521 Ireland  
Ireland

**Processing locations**

EU/EEA



**SendGrid** by Twilio Ireland Limited

**Description**

Sendgrid is an email provider software service

**Purpose**

Sending emails communications from admins to users and vice versa within the Bitabiz platform.

**Address**

3 Dublin Landings, North Wall Quay, Dublin 1, Ireland  
Ireland

**Processing locations**

Germany




**Processing locations**

Used by Bitabiz ApS


The location of the subprocessors that are processing data on behalf of Bitabiz ApS. If data is sent outside the EEA there must be a legal basis for these transfers.


Last updated on 2025-07-07 by Openli

<b>Location</b>
Germany
Denmark
EU/EEA
United States

 **Security information & certifications**  
By Bitabiz ApS

Statement or documentation of the security measures and practises Bitabiz ApS has in place when handling personal data.

 Last updated on 2025-07-25 by Openli

 **Security information**


**Statement**  
Detailed information about BitBIZ's sub-processors is available for your convenience here: <https://help.bitabiz.dk/en/articles/11837791-sub-processor-detailed-specification>

 **Security information**


**Statement**  
Bitabiz Compliance & Security - FAQ can be found here: <https://help.bitabiz.dk/en/articles/10766311-compliance-security-faq>


 **Security policy**

**Statement**  
Bitabiz Information Security Policy can be found here: <https://help.bitabiz.dk/en/articles/11689044-information-security-policy>


 **Data Transfers**  
By Bitabiz ApS

The basis for Bitabiz ApS transfers of personal data outside EEA. Vendors can also add a description of their own impact assessment for data transfers.


 Last updated on 2025-07-07 by Openli

 **Transfer information**

**Impact assessment**  
Data transfers are based on the EU- US Data Privacy Framework and EU SCCs made available by the vendors.

 **Data Processing Agreements**  
Between you and Bitabiz ApS

The DPA is a contract between you and Bitabiz ApS that has to be in place when processing personal data and transferring it Bitabiz.

 Last updated on 2025-07-07 by Openli

 **Bitabiz Data Processing Agreement**

**Comment**  
Data Processing Agreement is available here: <https://help.bitabiz.dk/en/articles/9010038-data-processing-agreement>



## Personal data

Used by Bitabiz ApS

A description of the different categories of personal data and data subjects that Bitabiz ApS is handling with the location of the Bitabiz ApS.

Last updated on 2025-07-07 by Openli



### Ordinary data

#### Types of data

- Employee names
- E-mail
- Phone number
- Hiring/ termination date
- Date of birth
- Private address
- Department
- Manager / approver
- Private car registration no.
- Employee no.
- Salary no.
- Tags created by data controller
- Collective agreement
- Employee documents

#### Subjects

- Data controller's employees – full and part time
- Data controller's employee's relatives name and contact info in case of emergency
- Data controller's managers (Approvers, Payroll admins and Sys admins)
- Contractors, Consultants and Free-lancers

#### Purpose

The purpose of the data processor's processing of personal data using the data processors SaaS service is to give the data controller an overview of its employees, contractors, consultants, and Free-lancers etc. leave and absence and work hour registrations in an easy and convenient way according to the employment terms, the company policies and rules of the data controller.

#### Nature of processing

- Vacation days
- Other Vacation days/Paid time off
- Sick days /Child sick days
- Time off & overtime
- Flextime and normal hours
- Custom leave types created by data controller
- Custom event types created by data controller
- Roster
- Work Time registrations and breaks
- Mileage registrations
- Travel registrations (Per Diems)



## Data retention & deletion

By Bitabiz ApS

Information about how long the data is kept for and when it's deleted.

Last updated on 2025-07-07 by Openli



### Data retention & deletion policy

#### Description

Erasure of data:

"1. On termination of the provision of personal data processing service, the data processor shall be under obligation to delete all personal data processed on behalf of the data controller and certify to the data controller that it has done so. 2. The data processor shall make available to the data controller, settings in the Bitabiz SaaS Service, where data controller can define how many months that registrations of personal data shall be kept in the database and thereby registrations older than the period defined by Data controller will automatically be deleted with defined intervals." (See section 11 from DPA)

Storage period/erasure procedures:

"Personal data is stored until the SaaS Service is terminated, after which the personal data is automatically erased by the data processor. Additional deletion functionality exists in the software to delete data at intervals chosen by Customer." (See section C.4, Appendix C Instruction pertaining to the use of personal data from DPA)

The Data Processing Agreement (DPA) can be found here: <https://help.bitabiz.dk/en/articles/9010038-data-processing-agreement>



## Cloudflare

Vendor: Cloudflare, Inc.

Cloud Service Provider



### Cloudflare

Website	<a href="https://www.cloudflare.com/">https://www.cloudflare.com/</a>
Country	US
Address	Cloudflare, Inc. 101 Townsend St. San Francisco, CA 94107 United States

### Privacy information

Privacy policy	<a href="https://www.cloudflare.com/en-gb/privacypolicy/">https://www.cloudflare.com/en-gb/privacypolicy/</a>
DPO contact details	privacyquestions@cloudflare.com
Privacy contact email	privacyquestions@cloudflare.com

### Additional privacy information

Even before Europe's watershed General Data Protection Regulation (GDPR) went into effect in 2018, Cloudflare was focused on how we could improve privacy globally. We've built products to expand and improve privacy online, and we minimize our collection of personal data and only use personal data for the purpose for which it was collected. Since our founding, we have committed that we would keep personal information private, so we have never sold or rented our users' personal information to anyone. <https://www.cloudflare.com/en-gb/gdpr/introduction/>



### Subprocessors

Used by Cloudflare, Inc.

Subprocessors are companies that provide a service for Cloudflare, Inc. and who has or potentially will get access to personal data of Cloudflare, Inc. customers.

Last updated on 2025-05-23 by Openli



### AWS (Amazon Web Services) hosting by Amazon Web Services, Inc.

<b>Description</b>	<b>Purpose</b>
AWS on-demand cloud computing platform & hosting	Cloudflare Email Security (formerly Area 1)
<b>Address</b>	<b>Processing locations</b>
410 Terry Ave N, Seattle 98109, Washington, USA United States	EU/EEA, United States



### Cloudflare Affiliate Service by Area 1 Security, LLC

<b>Description</b>	<b>Purpose</b>
Cloud Service Provider	Sales, account, and engineering support
<b>Address</b>	<b>Processing locations</b>
United States	United States



**Cloudflare Affiliate Service** by Cloudflare Australia Pty Ltd

**Description**

Cloud Service Provider

**Purpose**

Sales, account, and engineering support

**Address**

20 Martin Place Level 10 Sydney, NSW 2000 Australia  
Australia

**Processing locations**

Australia



**Cloudflare Affiliate Service** by Cloudflare (Canada) Information Technology Co., Ltd.

**Description**

Cloud Service Provider

**Purpose**

Sales, account, and engineering support

**Address**

Toronto  
Canada

**Processing locations**

Canada



**Cloudflare Affiliate Service** by Cloudflare Capability Center (India) Private Limited

**Description**

**Purpose**

Sales, account, and engineering support

**Address**

India

**Processing locations**

India



**Cloudflare Affiliate Service** by Cloudflare France SAS

**Description**

Cloud Service Provider

**Purpose**

Sales, account, and engineering support

**Address**

Mailing Address Only 6 Place de la Madeleine 75008 Paris France  
France

**Processing locations**

France



**Cloudflare Affiliate Service** by Cloudflare Germany GmbH

**Description**

Cloud Service Provider

**Purpose**

Sales, account, and engineering support

**Address**

Rosental 7 80331 München Germany  
Germany

**Processing locations**

Germany



**Cloudflare Affiliate Service** by Cloudflare India Private Limited

**Description**

Cloud Service Provider

**Purpose**

Sales, account, and engineering support

**Address**

India

**Processing locations**

India



**Cloudflare Affiliate Service** by Cloudflare Japan K.K.

**Description**

Cloud Service Provider

**Purpose**

Sales, account, and engineering support

**Address**

Building 9F, 1-6-5 Marunouchi Chiyoda City Tokyo 100-0005 Japan  
Japan

**Processing locations**

Japan



**Cloudflare Affiliate Service** by Cloudflare Korea LLC

**Description**

**Purpose**

Sales, account, and engineering support

**Address**

South Korea

**Processing locations**

South  
Korea



**Cloudflare Affiliate Service** by Cloudflare Ltd.

**Description**

Cloud Service Provider

**Purpose**

Sales, account, and engineering support

**Address**

United Kingdom

**Processing locations**

United Kingdom



**Cloudflare Affiliate Service** by Cloudflare, Ltd.

**Description**

Cloud Service Provider

**Purpose**

Sales, account, and engineering support

**Address**

County Hall/The Riverside Building, Belvedere Road London, SE1 7PB United  
Kingdom  
United Kingdom

**Processing locations**

United Kingdom



**Cloudflare Affiliate Service** by Cloudflare Malaysia Sdn. Bhd.

**Description**

**Purpose**

Sales, account, and engineering support

**Address**

Malaysia

**Processing locations**

Malaysia



**Cloudflare Affiliate Service** by Cloudflare Mexico S. de R.L de C.V.

**Description**

**Purpose**

Account and engineering support.

**Address**

Mexico

**Processing locations**

Mexico



**Cloudflare Affiliate Service** by Cloudflare Middle East FZ-LLC

**Description**

Cloud Service Provider

**Purpose**

Sales, account, and engineering support

**Address**

Dubai  
United Arab Emirates

**Processing locations**

United Arab Emirates



**Cloudflare Affiliate Service** by Cloudflare Netherlands B.V.

**Description**

Cloud Service Provider

**Purpose**

Sales, account, and engineering support

**Address**

Amsterdam  
Netherlands

**Processing locations**

Netherlands



**Cloudflare Affiliate Service** by Cloudflare Portugal, Unipessoal Lda.

**Description**

Cloud Service Provider

**Purpose**

Sales, account, and engineering support

**Address**

7th floor Praça Marquês de Pombal 14 1250-162 Lisboa Portugal  
Portugal

**Processing locations**

Portugal



**Cloudflare Affiliate Service** by Cloudflare Pte. Ltd.

**Description**

Cloud Service Provider

**Purpose**

Sales, account, and engineering support

**Address**

182 Cecil Street Frasers Tower #35-01 Singapore 069547 Singapore  
Singapore

**Processing locations**

Singapore



**Cloudflare Affiliate Service** by Cloudflare Sweden AB

**Description**

Cloud Service Provider

**Purpose**

Sales, account, and engineering support

**Address**

Sweden

**Processing locations**

Sweden



**Google Cloud Platform** by Google, LLC

**Description**

cloud computing service

**Purpose**

Cloudflare Developer Platform and Cloudflare Zero Trust

**Address**

1600 Amphitheatre Parkway Mountain View, CA 94043, USA  
United States

**Processing locations**

Australia, EU/EEA, India, Japan, United States



**Oracle** by Oracle Corporation

**Description**

Integrated Cloud Applications

**Purpose**

Cloudflare Developer Platform and Cache Reserve

**Address**

Oracle Corporation 2300 Oracle Way Austin, TX 78741  
United States

**Processing locations**

Australia, Canada, EU/EEA, Japan, Singapore, United Kingdom, United States



**Salesforce** by Salesforce, Inc. (F/K/A Salesforce.com, Inc.)

**Description**

Sales automation platform.

**Purpose**

Customer support and account management

**Address**

Salesforce Tower 415 Mission Street, 3rd Floor San Francisco, CA 94105, United States  
United States

**Processing locations**

United States



**Slack** by Slack Technologies, LLC (a Salesforce company)

**Description**

Slack is a business communication platform

**Purpose**

Customer support communications

**Address**

50 Fremont Street San Francisco, CA, 94105 United States  
United States

**Processing locations**

United States



**Zendesk** by Zendesk, Inc.

**Description**

Customer service software and platform

**Purpose**

Customer support and account management

**Address**

989 Market Street. San Francisco, CA 94103, USA  
United States

**Processing locations**

Australia, EU/EEA, Japan, United States



**Processing locations**

Used by Cloudflare, Inc.

The location of the subprocessors that are processing data on behalf of Cloudflare, Inc.. If data is sent outside the EEA there must be a legal basis for these transfers.

Last updated on 2022-11-29 by Openli

**Location**

United States




**Security information & certifications**

By Cloudflare, Inc.

Statement or documentation of the security measures and practises Cloudflare, Inc. has in place when handling personal data.

Last updated on 2023-09-06 by Openli

 ISO 27001

**Statement**

Cloudflare is ISO 27001 certified which they will be sharing with customers upon request (<https://developers.cloudflare.com/fundamentals/reference/policies-compliances/compliance-docs/>)  
Link: <https://www.cloudflare.com/en-gb/trust-hub/compliance-resources/>

 ISO 27001


**Statement**

The scope of this ISO/IEC 27001:2013 certification is limited to: The information security management system (ISMS) supporting Cloudflare's global cloud platform, with the extended control set and implementation guidance from ISO/IEC 27018:2019, in accordance with the ISO 27001 statement of applicability version 4.2, dated October 26, 2023; and The privacy information management system (PIMS) supporting Cloudflare's global cloud platform, with the extended control set and implementation guidance from ISO/IEC 27701:2019, as both a personally identifiable information (PII) processor and PII controller of customer information, in accordance with the ISO 27701 statement of applicability version 2.2, dated September 27, 2023.

 ISO 27001


**Statement**

The scope of this ISO/IEC 27001:2013 certification is limited to: The information security management system (ISMS) supporting Cloudflare's global cloud platform, with the extended control set and implementation guidance from ISO/IEC 27018:2019, in accordance with the ISO 27001 statement of applicability version 4.2, dated October 26, 2023; and The privacy information management system (PIMS) supporting Cloudflare's global cloud platform, with the extended control set and implementation guidance from ISO/IEC 27701:2019, as both a personally identifiable information (PII) processor and PII controller of customer information, in accordance with the ISO 27701 statement of applicability version 2.2, dated September 27, 20

 ISO 27018


**Statement**

Cloudflare is ISO 27018 certified which they will be sharing with customers upon request (<https://developers.cloudflare.com/fundamentals/reference/policies-compliances/compliance-docs/>)  
Link: <https://www.cloudflare.com/en-gb/trust-hub/compliance-resources/>

 ISO 27018

**Statement**

The scope of this ISO/IEC 27001:2013 certification is limited to: The information security management system (ISMS) supporting Cloudflare's global cloud platform, with the extended control set and implementation guidance from ISO/IEC 27018:2019, in accordance with the ISO 27001 statement of applicability version 4.2, dated October 26, 2023; and The privacy information management system (PIMS) supporting Cloudflare's global cloud platform, with the extended control set and implementation guidance from ISO/IEC 27701:2019, as both a personally identifiable information (PII) processor and PII controller of customer information, in accordance with the ISO 27701 statement of applicability version 2.2, dated September 27, 2023.

 ISO 27701

**Statement**

Cloudflare is ISO 27701 certified which they will be sharing with customers upon request (<https://developers.cloudflare.com/fundamentals/reference/policies-compliances/compliance-docs/>).  
Link: <https://www.cloudflare.com/en-gb/trust-hub/compliance-resources/>

 PCI


**Statement**

PCI Data Security Standard (DSS) - Cloudflare engages with a QSA (qualified security assessor) on an annual basis to evaluate us as a Level 1 Merchant and a Service Provider. Cloudflare requires an NDA to see our Attestation of Compliance

 Security information

**Statement**

Cloudflare Customer DPA (list of technical and organizational measures found in Annex 2). Can be found here:<https://www.cloudflare.com/en-gb/cloudflare-customer-dpa/>

 Security information


**Statement**

Cloudflare Enterprise Subscription Agreement - Information Security Addendum. Can be found here: <https://www.cloudflare.com/en-gb/security-exhibit/>

 Security information

**Statement**

HIPAA/HITECH Act (Health Insurance Portability and Accountability Act/Health Information Technology for Economic and Clinical Health - Covered healthcare entities that are leveraging our enterprise version of our security products to protect their application layer can be assured that Cloudflare can sign Business Associates Agreements (BAA).

 Security information

**Statement**

Bridge letter for the next ISO certification.

 SOC 2

**Statement**

Cloudflare's SOC2 info sheet.

Customers can request a copy of Cloudflare's SOC2 report (<https://developers.cloudflare.com/fundamentals/reference/policies-compliances/compliance-docs/>).  
Link: <https://www.cloudflare.com/en-gb/trust-hub/compliance-resources/>


 SOC 2


**Statement**

 **Data Transfers**

By Cloudflare, Inc.

The basis for Cloudflare, Inc. transfers of personal data outside EEA. Vendors can also add a description of their own impact assessment for data transfers.


 Last updated on 2023-11-20 by Openli

 **DPF (EU-U.S. Data Privacy Framework)**

**Impact assessment**

Cloudflare, Inc. has certified for the Data Privacy Framework:


<https://www.dataprivacyframework.gov/s/participant-search/participant-detail?id=a2zt000000GnZKAA0&status=Active>

 **EU SCC (Standard contractual clauses)**

**Impact assessment**


Cloudflare Data Processing Addendum: Standard Contractual Clauses for Customers attached.

Can be found here: <https://www.cloudflare.com/en-gb/cloudflare-customer-scc/>

 **Swiss SCC (Standard contractual clauses)**

**Impact assessment**

Swiss SCCs are incorporated into the DPA (6. Data transfers from the EEA, Switzerland, and the UK).

 **Transfer information**

**Impact assessment**

Data locality and privacy obligations in Europe report attached



### UK Addendum (International Data Transfer Addendum)

#### Impact assessment

UK Addendum is incorporated into the DPA (6. Data transfers from the EEA, Switzerland, and the UK).



### Data Processing Agreements

Between you and Cloudflare, Inc.

The DPA is a contract between you and Cloudflare, Inc. that has to be in place when processing personal data and transferring it Cloudflare.



Last updated on 2023-11-20 by Openli



### Data processing agreement

#### Comment

Cloudflare Data Processing Addendum (Version 6.2, effective November 9, 2023) attached. DPA can also be found here: <https://www.cloudflare.com/en-gb/cloudflare-customer-dpa/>



### Personal data

Used by Cloudflare, Inc.

A description of the different categories of personal data and data subjects that Cloudflare, Inc. is handling with the location of the Cloudflare, Inc..



Last updated on 2023-11-20 by Openli



### Ordinary data

#### Types of data

In relation to End Users:

Any Personal Data processed in Customer Logs, such as IP addresses, and in the case of Cloudflare Zero Trust, Cloudflare Zero Trust end user names and email addresses. "Customer Logs" means any logs of End Users' interactions with Customer's Internet Properties and the Service that are made available to Customer via the Service dashboard or other online interface during the Term by Cloudflare.

Any Personal Data processed in Customer Content, the extent of which is determined and controlled by the Customer in its sole discretion. "Customer Content" means any files, software, scripts, multimedia images, graphics, audio, video, text, data, or other objects originating or transmitted from or processed by any Internet Properties owned, controlled or operated by Customer or uploaded by Customer through the Service, and routed to, passed through, processed and/or cached on or within, Cloudflare's network or otherwise transmitted or routed using the Service by Customer.

In relation to Administrative Users:

Any Personal Data processed in Administrative User audit logs, such as IP addresses and email addresses.

#### Subjects

Natural persons that (i) access or use Customer's domains, networks, websites, application programming interfaces ("APIs"), and applications, or (ii) Customers' employees, agents, or contractors who access or use the Services, such as Cloudflare Zero Trust end users, (together, "End Users"). Natural persons with login credentials for a Cloudflare account and/or those who administer any of the Services for a Customer ("Administrators").

#### Purpose

Processing necessary to provide the Services to Customer in accordance with the documented instructions provided in the Main Agreement and this DPA.

#### Nature of processing

Processing necessary to provide the Services to Customer in accordance with the documented instructions provided in the Main Agreement and this DPA.



### Data retention & deletion

By BitaBIZ ApS

Information about how long the data is kept for and when it's deleted.



Last updated on 2025-07-07 by Openli



## Data retention & deletion policy

### Description

"Until the earliest of (i) expiry/termination of the Main Agreement, or (ii) the date upon which processing is no longer necessary for the purposes of either party performing its obligations under the Main Agreement (to the extent applicable)."  
(Cloudflare Data Processing Addendum, Version 5, effective December 30, 2022)



## Intercom

Vendor: Intercom R&D Unlimited Company

Customer service and marketing SaaS platform.

### Intercom

Website	<a href="https://www.intercom.com/">https://www.intercom.com/</a>
Country	IE
Address	124 St Stephen's Green, Dublin 2, DC02 C628

### Privacy information

Privacy policy	<a href="https://www.intercom.com/legal/privacy">https://www.intercom.com/legal/privacy</a>
DPO contact details	legal@intercom.com
Privacy contact email	legal@intercom.com
Privacy contact address	Attention: Legal 55 2nd Street, 4th Fl., San Francisco, CA 94105, USA



## Subprocessors

Used by Intercom R&D Unlimited Company

Subprocessors are companies that provide a service for Intercom R&D Unlimited Company and who has or potentially will get access to personal data of Intercom R&D Unlimited Company customers.

Last updated on 2025-08-18 by Openli



### AWS (Amazon Web Services) hosting by Amazon Web Services, Inc.

<b>Description</b>	<b>Purpose</b>
AWS on-demand cloud computing platform & hosting	Hosting and storage. Location of Processing - Depending on the customer's hosting election: Ireland, United States, or Australia
<b>Address</b>	<b>Processing locations</b>
410 Terry Ave N, Seattle 98109, Washington, USA United States	Australia, Ireland, United States

### ANTHROPIC Anthropic by Anthropic PBC

<b>Description</b>	<b>Purpose</b>
	AI processing
<b>Address</b>	<b>Processing locations</b>
548 Market St PMB 90375 San Francisco, CA 94104 (United States) United States	United States



**Cloudflare** by Cloudflare, Inc.

**Description**

Cloud Service Provider

**Purpose**

Provides Transport Layer Security ("TLS") protection for customers using a custom domain to host their Intercom Articles. Processing Locations - Depending on the customer's hosting election: Ireland, United States, or Australia.

**Address**

Cloudflare, Inc. 101 Townsend St. San Francisco, CA 94107 United States  
United States

**Processing locations**

Australia, Ireland, United States



**Eleven Labs** by Eleven Labs Inc.

**Description**

AI voice generator

**Purpose**

AI processing (text to speech)

**Address**

Eleven Labs Inc. 169 Madison Ave #2484 New York, NY 10016 United States  
United States

**Processing locations**

EU/EEA, United States



**Google** by Google, LLC

**Description**

Cloud Service Provider

**Purpose**

AI processing

**Address**

1600 Amphitheatre Parkway Mountain View, CA 94043, USA  
United States

**Processing locations**

EU/EEA, United States



**Intercom** by Intercom, Inc.

**Description**

**Purpose**

The following entities are Intercom Affiliates which may function as sub-processors in providing the services and/or for support.

**Address**

55 2nd Street, 4th Fl., San Francisco, CA 94105, USA  
United States

**Processing locations**

United States



**Intercom Affiliate** by Intercom Software Australia Pty Ltd

**Description**

**Purpose**

The following entities are Intercom Affiliates which may function as sub-processors in providing the services and/or for support.

**Address**

Australia

**Processing locations**

Australia



**Intercom Affiliate** by Intercom Software UK Limited

**Description**

**Purpose**

The following entities are Intercom Affiliates which may function as sub-processors in providing the services and/or for support.

**Address**

United Kingdom

**Processing locations**

United Kingdom



**Mailgun** by Mailgun (Sinch Email)

**Description**

Transactional email

**Purpose**

Email delivery services for individual emails and bulk email campaigns initiated from Intercom's services. For EDH, Intercom relies on separate Mailgun EU email infrastructure (Belgium); however once an email is sent, it is considered data in transit over the (global) Internet and may be processed by email processing servers hosted globally. Mailgun does not store the data, they only process it for sending.

**Address**

112 E Pecan St. #1135 San Antonio, TX 78205, Unites States  
United States

**Processing locations**

Belgium



**Sparkpost** by message Systems, Inc., d/b/a SparkPost

**Description**

Email Service Provider

**Purpose**

Message deliverability. Intercom uses Sparkpost to process email sent from Intercom. For EU hosting, Intercom relies on separate Sparkpost EU email infrastructure; however once an email is sent, it is considered data in transit over the (global) Internet and may be processed by email processing servers hosted globally. Sparkpost does not store the data, they only process it for sending. Processing Locations: Depending on the customer's hosting election United States or EU-region.

**Address**

7070 Samuel Morse Dr., Ste. 150 Columbia 21046 MD USA  
United States

**Processing locations**

EU/EEA, United States



**Microsoft** by Microsoft Corporation

**Description**

technology company

**Purpose**

AI processing

**Address**

One Microsoft Way, Redmond, WA 98052, United States  
United States

**Processing locations**

United States



**OpenAI** by OpenAI, LLC

**Description**

**Purpose**

ONLY applicable if Customers elect to use Intercom's Fin services or AI-assist Inbox features. If Customers do not elect to use Intercom's AI Products, OpenAI, L.L.C. will not be leveraged to deliver any part of the Services to them.

**Address**

3180 18th St., San Francisco, CA 94110  
United States

**Processing locations**

United States



### PlanetScale by PlanetScale, Inc.

**Description**

Database Clustering System

**Purpose**

Database storage and caching.

**Address**

PlanetScale Inc. 535 Mission St. San Francisco 94105, USA  
United States

**Processing locations**

EU/EEA, United States



### Snowflake by Snowflake Inc.

**Description**

cloud computing-based data warehousing company

**Purpose**

Data warehouse services. Location of Processing - Depending on the customer's hosting election: Ireland, United States, or Australia

**Address**

Snowflake Inc., Suite 3A, 106 East Babcock Street, Bozeman, Montana 59715  
United States

**Processing locations**

Australia, Ireland, United States



### Twilio by Twilio, Inc.

**Description**

Two-factor authentication

**Purpose**

SMS functionality - ONLY applicable if customers elect to use SMS as part of a feature where a bot can collect phone numbers from leads. If customers do not elect to use SMS as part of a feature where a bot can collect phone numbers from leads, Twilio, Inc. will not be leveraged to deliver any part of the service to them.

**Address**

101 Spear Street, Suite 300 San Francisco, CA 94105, United States  
United States

**Processing locations**

United States



### Processing locations

Used by Intercom R&D Unlimited Company

The location of the subprocessors that are processing data on behalf of Intercom R&D Unlimited Company. If data is sent outside the EEA there must be a legal basis for these transfers.

Last updated on 2025-01-09 by Openli

**Location**

United States



### Security information & certifications

By Intercom R&D Unlimited Company

Statement or documentation of the security measures and practises Intercom R&D Unlimited Company has in place when handling personal data.


Last updated on 2024-06-12 by Openli



### CCPA

**Statement**

Intercom does not sell or rent our customer's data.

 ISO 27001

**Statement**

2023 Intercom ISO 27001 & 27018 Certificate  
Expiration date: March 14, 2024.

 ISO 27001

**Statement**

Expiration Date: March 13, 2027

 ISO 27018

**Statement**

2023 Intercom ISO 27001 & 27018 Certificate  
Expiration date: March 14, 2024

 Security information

**Statement**

An overview of Intercom's security measures can be found here: <https://www.intercom.com/security>

 SOC 2

**Statement**


SOC 2 Type II report attached.




**Data Transfers**

By Intercom R&D Unlimited Company

The basis for Intercom R&D Unlimited Company transfers of personal data outside EEA. Vendors can also add a description of their own impact assessment for data transfers.

 Last updated on 2023-10-23 by Openli

 DPF (EU-U.S. Data Privacy Framework)


**Impact assessment**

Webpage with participant details is attached.  
More details: <https://www.dataprivacyframework.gov/s/participant-search/participant-detail?id=a2zt0000000TNQvAAO&status=Active>

 EU SCC (Standard contractual clauses)


**Impact assessment**

SCCs are incorporated in the DPA (<https://www.intercom.com/legal/data-processing-agreement>)

 TIA (Transfer Impact Assessment)

**Impact assessment**

Comprehensive questionnaire - which includes a transfer impact assessment

 Transfer information

**Impact assessment**

Comprehensive Privacy and Data Security Due Diligence Questionnaire



### UK Addendum (International Data Transfer Addendum)

#### Impact assessment

IDTA is incorporated into the DPA (<https://www.intercom.com/legal/data-processing-agreement>)



### Data Processing Agreements

Between you and Intercom R&D Unlimited Company

The DPA is a contract between you and Intercom R&D Unlimited Company that has to be in place when processing personal data and transferring it Intercom.

Last updated on 2025-08-18 by Openli



### Data processing agreement (November, 2023)

#### Comment

Intercom DPA is attached.

It can also be found here: <https://www.intercom.com/legal/data-processing-agreement>



### Personal data

Used by Intercom R&D Unlimited Company

A description of the different categories of personal data and data subjects that Intercom R&D Unlimited Company is handling with the location of the Intercom R&D Unlimited Company.

Last updated on 2025-08-18 by Openli



### Ordinary data

#### Types of data

Any Customer Data processed by Intercom in connection with the Services and which could constitute any type of Personal Data included in chats or messages, including, without limitation, username, password, email address, IP address as well as customer attribute data, website page view data, click data and social media information.

#### Subjects

Prospects, customers, business partners and vendors of Customer (who are natural persons).

#### Purpose

Personal Data contained in Customer Data will be subject to the following basic processing activities:

Intercom provides a communication platform to facilitate interaction and engagement between the Customer and end users. This service will consist of providing a communication platform for the Customer to use in order to on-board and retain end users as well as analyze their use of the Customer's product and/or services.

Intercom will process personal data as necessary to provide the Services under the Agreement. Intercom does not sell Customer's Personal Data or Customer end users' Personal Data and does not share such end users' Personal Data with third parties for compensation or for those third parties' own business interests.

#### Nature of processing



### Data retention & deletion

By BitaBIZ ApS

Information about how long the data is kept for and when it's deleted.

Last updated on 2025-07-07 by Openli



### Data retention & deletion policy

#### Description

"Please refer to section 10 of our DPA.

1. Return or Deletion of Customer Personal Data.

Upon termination or expiry of this Agreement, Intercom will (at Customer's election) delete or return to Customer all Customer Personal Data (including copies) in its possession or control. Customer may request to Intercom to delete all Customer Personal Data, and Intercom will proceed to delete the data as soon as reasonably practicable and within a maximum period of 30 days from Customer's written request. If Customer does not request deletion of Customer Personal Data, Intercom will automatically delete it from our systems 180 days after the termination or expiration of this Agreement. Customer Personal Data from our back-up systems will be deleted after 14 days, save that this requirement will not apply to the extent that Intercom is required by Applicable Data Protection Legislation to retain some or all of the Customer Personal Data, which Intercom will securely isolate and protect from any further processing, except to the extent required by applicable law."



## Link Mobility

Vendor: LINK Mobility Group AS

CPaaS Provider

### Link Mobility

Website	<a href="https://linkmobility.com/">https://linkmobility.com/</a>
Country	NO
Address	Gullhaug Torg 5, 0484 Oslo, Norway

### Privacy information

Privacy policy	<a href="https://linkmobility.com/privacy/">https://linkmobility.com/privacy/</a>
DPO contact details	dpo@linkmobility.com
Privacy contact email	infosec@linkmobility.com
Privacy contact address	Gullhaug Torg 5, 0484 Oslo, Norway

### Additional privacy information

sub-processors



## Subprocessors

Used by LINK Mobility Group AS

Subprocessors are companies that provide a service for LINK Mobility Group AS and who has or potentially will get access to personal data of LINK Mobility Group AS customers.

Last updated on 2025-03-24 by Openli









## AWS (Amazon Web Services) hosting by Amazon Web Services EMEA SARL

<b>Description</b>	<b>Purpose</b>
Hosting of data	Cloud hosting
<b>Address</b>	<b>Processing locations</b>
38 Avenue John F. Kennedy, L-1855 Luxembourg, Luxembourg. Luxembourg	EU/EEA



## Data Factory by Data Factory AS

<b>Description</b>	<b>Purpose</b>
	Hosting
<b>Address</b>	<b>Processing locations</b>
Norway	Norway

 <b>easyname</b> by easyname GmbH	
<b>Description</b> 	<b>Purpose</b> Hosting
<b>Address</b> Austria	<b>Processing locations</b> Austria
 <b>Elasticsearch</b> by Elasticsearch B.V	
<b>Description</b> Search implementation and website content ingestion.	<b>Purpose</b> Cloud Hosting
<b>Address</b> Keizersgracht 281 1016 ED Amsterdam The Netherlands Netherlands	<b>Processing locations</b> EU/EEA
 <b>Google Cloud Platform</b> by Google Ireland Limited	
<b>Description</b> cloud computing service	<b>Purpose</b> Cloud Hosting
<b>Address</b> Gordon House, Barrow Street, Dublin 4 Ireland Ireland	<b>Processing locations</b> EU/EEA
 <b>GTT</b> by GTT	
<b>Description</b>	<b>Purpose</b> Hosting
<b>Address</b>	<b>Processing locations</b> Switzerland
 <b>InterXion</b> by InterXion Nederland B.V.	
<b>Description</b> Carrier and cloud-neutral colocation data centre service.	<b>Purpose</b> hosting
<b>Address</b> Cessnalaan 50, 1119 NL Schiphol-Rijk, PO Box 75812, 1118 ZZ Schiphol Netherlands	<b>Processing locations</b> Austria
 <b>IP Only AB</b> by IP Only AB	
<b>Description</b>	<b>Purpose</b> Hosting
<b>Address</b> Sweden	<b>Processing locations</b> Sweden

**Description**

**Purpose**

Hosting

**Address**

Firdavegen 5, 6800 Førde, Norway Bluefjords AS, Jostedalsvegen 530, 6868 Gaupne, Norway Norway

**Processing locations**

Norway

**Description**

Hosting of data

**Purpose**

Cloud hosting

**Address**

One Microsoft Place, South County Business Park, Leopardstown, Dublin 18 D18 P521 Ireland Ireland

**Processing locations**

EU/EEA

**Description**

Cloud hosting

**Purpose**

Cloud Hosting

**Address**

Sise 2, rue Kellermann, 59100 Roubaix, France France

**Processing locations**

France, Germany

**Description**

A cloud platform that lets companies build, deliver, monitor and scale apps.

**Purpose**

Cloud Hosting

**Address**


Salesforce Tower 415 Mission Street, 3rd Floor San Francisco, CA 94105, United States United States

**Processing locations**

Netherlands

 **Processing locations**  
Used by LINK Mobility Group AS

The location of the subprocessors that are processing data on behalf of LINK Mobility Group AS. If data is sent outside the EEA there must be a legal basis for these transfers.

 Last updated on 2024-10-04 by Openli

**Location**

EU/EEA



## Security information & certifications

By LINK Mobility Group AS

Statement or documentation of the security measures and practises LINK Mobility Group AS has in place when handling personal data.

Last updated on 2025-03-24 by Openli



### Security information

#### Statement

Technical and organisational measures are listed in the Security Appendix of the DPA (attached).



### Security information

#### Statement

Requirement for information security

LINK, who according to the Agreement processes Personal Data on behalf of the Controller, shall implement appropriate technical and organizational measures as stipulated in Data Protection Legislation and/or measures imposed by relevant supervisory authority pursuant to Data Protection Legislation or other applicable statutory law to ensure an appropriate level of security. LINK shall assess the appropriate level of security and take into account the risks related to the processing in relation to the services under the Agreement, including risk for accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Person Data transmitted, stored or otherwise processed. All transmissions of Personal Data between LINK and the Controller or between LINK and any third party shall be done at a sufficient security level, or otherwise as agreed between the Parties. This Appendix contains a general description of technical and organizational measures that shall be implemented by LINK to ensure an appropriate level of security. To the extent LINK has access to such information, LINK shall provide the Controller with general descriptions of its Sub-processors' technical and organizational measures implemented to ensure an appropriate level of security.



### Security information

#### Statement

LINK Mobility Group AS (sub)processors list - 01 October 2024



## Data Transfers

By LINK Mobility Group AS

The basis for LINK Mobility Group AS transfers of personal data outside EEA. Vendors can also add a description of their own impact assessment for data transfers.

Last updated on 2023-05-31 by Openli



### EU SCC (Standard contractual clauses)

#### Impact assessment

"For transfer to sub-processors, the documented instructions are described in section 10 below, and is subject to EUs standard contractual clauses as provided in the SCC Appendix, Module three - transfers from LINK as processor to a sub-processor in a Third Country. " (Section 9. Transfer to Third Countries, DPA)



### Transfer information

#### Impact assessment

Usage of Microsoft hosting solutions (Azure) in EU region. Microsoft DPA includes SCCs.



### Transfer information

#### Impact assessment

LINK Mobility Group Holding ASA – Subsidiaries list – 02 June 2025

Statement: "LINK Mobility Group is a Norwegian based company. LINK Mobility is also very much a European company, with many subsidiary companies located across Europe, with employees hired in them that may have access to Client and Client transferred Personal Data.

LINK ensures that intercompany processing of personal data is in line with the applicable data protection laws, including GDPR."

More information here: <https://www.linkmobility.com/legal/privacy/sub-processors>



## Data Processing Agreements

Between you and LINK Mobility Group AS

The DPA is a contract between you and LINK Mobility Group AS that has to be in place when processing personal data and transferring it Link Mobility.

Last updated on 2024-09-25 by Openli



### Data processing agreement - Version 1.43

#### Comment

LINK Data Processing Agreement – Version 1.43



### Data processing agreement - Version 1.34

#### Comment

Standard DPA is attached.



## Personal data

Used by LINK Mobility Group AS

A description of the different categories of personal data and data subjects that LINK Mobility Group AS is handling with the location of the LINK Mobility Group AS.

Last updated on 2023-07-12 by Openli



### Ordinary data

#### Types of data

The Processing relates to the following categories types of Personal Data, subject to the Controller's concrete use of the services: Basic Personal Data, such as name, contact details such as email, phone number etc. Location data, such as GPS, Wi-Fi location data and location data derived from LINK's network (that is not traffic data as defined below). Traffic data: personal data processed in relation to the conveyance of communication on an electronic communications network or billing thereof. Data related to content of communication, such as e-mails, voice mails, SMS/MMS, browsing data etc.

#### Subjects

The categories of Data Subjects whose personal data may be processed under this DPA are defined by controller. The processing involves processing of Personal Data related to Controller's end-users (recipients and/or senders of messages depending on the Controller's use of the services under the Main agreement).

#### Purpose

The purpose of engaging LINK to process personal data on customer's behalf is for customer to fulfil its requirements for communication towards recipients.

#### Nature of processing

Personal data will be processed by Customer entering the data into LINK's platform, either through its access to LINK's platform, or by providing data to LINK employees in order for them to enter data to the customer's area of the platform. The data will further be processed in order for messages to be set up as required by customer, and the list of recipients to be correct, before the process for sending the defined messages to the defined recipients is initiated.



## Data retention & deletion

By Bitabiz ApS

Information about how long the data is kept for and when it's deleted.

Last updated on 2025-07-07 by Openli



### Data retention & deletion policy

#### Description

The processing will continue for the duration of Customer's contract with LINK. LINK will retain Personal Data for as long as it is necessary to fulfil the purposes for processing. LINK shall, upon the termination of the DPA delete all the Personal Data to the Controller unless otherwise stipulated in applicable law. Customer accepts and understands that Personal Data is accessible by it until termination, should Customer require copies of such data before deletion. Upon Customer's request, LINK shall document in writing to the Controller that deletion has taken place in accordance with the DPA.



## Microsoft Azure

Vendor: Microsoft Denmark ApS

Cloud computing service



### Microsoft Azure

Website	<a href="https://azure.microsoft.com/da-dk">https://azure.microsoft.com/da-dk</a>
Country	DK
Address	Kanalvej 7, DK-2800 Kgs. Lyngby, Denmark

### Privacy information

Privacy policy	<a href="https://privacy.microsoft.com/en-gb/privacystatement">https://privacy.microsoft.com/en-gb/privacystatement</a>
----------------	---



## Subprocessors

Used by Microsoft Denmark ApS

Subprocessors are companies that provide a service for Microsoft Denmark ApS and who has or potentially will get access to personal data of Microsoft Denmark ApS customers.

Last updated on 2023-02-10 by Openli



### Microsoft Subsidiary Affiliate Service by 3288212 Nova Scotia Limited

<b>Description</b>	<b>Purpose</b>
Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.	The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b>	<b>Processing locations</b>
Canada	Canada

### Accenture by Accenture International Limited

<b>Description</b>	<b>Purpose</b>
Third-Party Service Provider	Hardware and software installation and operations; Applicable to: SAP HANA on Azure (Large Instances) Processing Locations: In accordance with the customer-specified regionality of SAP HANA on Azure (Large Instances) Instances). The following organization also provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf. In all such cases the data resides only on Microsoft systems and is subject to Microsoft policies and supervision.
<b>Address</b>	<b>Processing locations</b>
1 Grand Canal Square, Dublin, Ireland, D02 P820 Ireland	Ireland



**Akamai Technologies** by Akamai Technologies, Inc.

**Description**

content delivery network, cybersecurity, and cloud service company

**Purpose**

Applicable to: Any Microsoft Online Service Operating Content Delivery Network (CDN) infrastructure to efficiently deliver content. Processing Locations: Worldwide

**Address**

145 Broadway Cambridge, MA 02142  
United States

**Processing locations**

United States



**Akvelon** by Akvelon, Inc.

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organizations may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

3120 139th Avenue SE Ste 100 Bellevue WA 98005-4491 USA  
United States

**Processing locations**

United States



**Allegis** by Allegis Group Holdings, Inc.

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organizations may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

United States

**Processing locations**

United States



**Allyis** by Allyis, Inc.

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organizations may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

United States

**Processing locations**

United States



**Amazon** by Amazon Web Services, Inc.

**Description**

Cloud Service Provider

**Purpose**

Applicable to: Microsoft Purview (before Azure Purview). Acquisitions that run on AWS are eventually moved to be hosted on Microsoft Azure. Multi-Cloud Scanning Connectors for Microsoft Purview. Microsoft Purview (processing location varies; will depend on location of customers' AWS storage account).

**Address**

410 Terry Ave N, Seattle 98109, Washington, USA  
United States

**Processing locations**

United States



**Apex Systems** by Apex Systems, LLC

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organizations may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

United States

**Processing locations**

United States



**Arkose Labs** by Arkose Labs, Inc

**Description**

Fraud and Abuse Prevention Platform

**Purpose**

Applicable to: Azure Active Directory. CAPTCHA based Fraud + Abuse Prevention activity.

**Address**

United States

**Processing locations**

Australia, Ireland, Singapore, United States



**Atos** by Atos It Solutions and Services, Inc.

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

United States

**Processing locations**

United States



**Beyondsoft Consulting** by Beyondsoft Consulting, Inc

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organizations may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

**Processing locations**

United States



**Blueprint Technologies** by Blueprint Technologies, LLC

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organizations may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

United States

**Processing locations**

United States



**Csi Interfusion** by Csi Interfusion, Inc.

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organizations may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

11808 Northup Way Bellevue WA 98005-1944 USA  
United States

**Processing locations**

United States



**Databricks** by Databricks, Inc.

**Description**

Unified platform for data and AI

**Purpose**

Applicable to: Azure Databricks (Microsoft Teams utilizes Azure Databricks) Deploying, operating, and troubleshooting Azure Databricks.

**Address**

60 Spear Street, 13th Floor San Francisco, CA 94105 1-866-330-0121, United States  
United States

**Processing locations**

Canada, France, Germany, Netherlands, United Kingdom, United States



**Dxc Technology** by DXC Technology Company LLC

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

United States

**Processing locations**

United States



**E-Search** by E-Search

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

Bulevar Mihaila Pupina 10Z/IV Beograd, Serbia 11070  
Serbia

**Processing locations**

Serbia



**Harman Connected Services** by Harman Connected Services, Inc.

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

United States

**Processing locations**

United States



**HCL America Solutions Inc** by HCL America Solutions Inc

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

**Processing locations**

United States



**Hi-Tech Talents** by Hi-Tech Talents LLC

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

1530 140th Avenue NE Bellevue WA 98005-4574 USA  
United States

**Processing locations**

United States



**Infosys Limited** by Infosys

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

**Processing locations**

United States



**Insight Global, Inc.** by Insight Global

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

4170 Ashford Dunwoody Road Suite 25 Atlanta, GA 30319-1442 USA  
United States

**Processing locations**

United States



**LatentView** by Latentview Analytics Corporation

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

United States

**Processing locations**

United States



**Launch Consulting Group** by Launch Consulting Group

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

**Processing locations**

United States



**Experis** by Manpower Group

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

**Processing locations**

29973 Network Place Chicago, IL 60673-1299 USA  
United States

United States



**Maq Software** by Maq LLC

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

**Processing locations**

United States

United States



**Matchpoint It** by Matchpoint It Ltd.

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

**Processing locations**

Israel

Israel



**Microsoft Subsidiary Affiliate Service** by Microsoft 1968 South Africa (Pty) Limited

**Description**

**Purpose**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

**Processing locations**

South Africa

South Africa



**Microsoft Subsidiary Affiliate Service** by Microsoft 1985 France SARL

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

France

**Processing locations**

France



**Microsoft Subsidiary Affiliate Service** by Microsoft 4772 Israel Ltd.

**Description**

**Purpose**

**Address**

Israel

**Processing locations**

Israel



**Microsoft Subsidiary Affiliate Service** by Microsoft 4825 Italy S.R.L.

**Description**

**Purpose**

**Address**

Italy

**Processing locations**

Israel, Italy



**Microsoft Subsidiary Affiliate Service** by Microsoft 5673 Korea Yuhan Chaegim Hoesa

**Description**

**Purpose**

**Address**

South Korea

**Processing locations**

South  
Korea



**Microsoft Subsidiary Affiliate Service** by Microsoft 7282 Qatar QFZ LLC

**Description**






**Purpose**

**Address**

Qatar

**Processing locations**

Qatar

 <b>Microsoft Subsidiary Affiliate Service</b> by Microsoft (China) Company Limited	
<b>Description</b> Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> China	<b>Processing locations</b> China
 <b>Microsoft</b> by Microsoft Corporation	
<b>Description</b> technology company	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> One Microsoft Way, Redmond, WA 98052, United States United States	<b>Processing locations</b> United States
 <b>Microsoft Subsidiary Affiliate Service</b> by Microsoft Corporation (Abu Dhabi branch)	
<b>Description</b> Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> United Arab Emirates	<b>Processing locations</b> United Arab Emirates
 <b>Microsoft Subsidiary Affiliate Service</b> by Microsoft Corporation (India) Pvt Ltd	
<b>Description</b> Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> India	<b>Processing locations</b> India
 <b>Microsoft Subsidiary Affiliate Service</b> by Microsoft Datacenter (Australia) Pty Limited	
<b>Description</b> Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> Australia	<b>Processing locations</b> Australia



**Microsoft Subsidiary Affiliate Service** by Microsoft Datacenter (Austria) GmbH

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Austria

**Processing locations**

Austria



**Microsoft Subsidiary Affiliate Service** by Microsoft Datacenter Chile S.A.

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Chile

**Processing locations**

Chile



**Microsoft Subsidiary Affiliate Service** by Microsoft Datacenter Holdings (HK) Limited

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Hong Kong

**Processing locations**

Hong Kong



**Microsoft Subsidiary Affiliate Service** by Microsoft Datacenter Netherlands B.V.

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Netherlands

**Processing locations**

Netherlands



**Microsoft Subsidiary Affiliate Service** by Microsoft Datacenter Norway AS

**Description**

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Norway

**Processing locations**

Norway



**Microsoft Subsidiary Affiliate Service** by Microsoft Deutschland MCIO GmbH

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Germany

**Processing locations**

Germany



**Microsoft Subsidiary Affiliate Service** by Microsoft do Brasil Importação e Comércio de Software e Vídeo Games LTDA

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Brazil

**Processing locations**

Brazil



**Microsoft Subsidiary Affiliate Service** by Microsoft Japan Co., Ltd.

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.  
Japan

**Processing locations**

Japan



**Microsoft Subsidiary Affiliate Service** by Microsoft MCIO Schweiz GmbH

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Switzerland

**Processing locations**

Switzerland



**Microsoft Subsidiary Affiliate Service** by Microsoft Operations 38224 FZE

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

United Arab Emirates

**Processing locations**

United Arab Emirates



**Microsoft Subsidiary Affiliate Service** by Microsoft Operations Pte Ltd

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Singapore

**Processing locations**

Singapore



**Microsoft Subsidiary Affiliate Service** by Microsoft Operations Puerto Rico, LLC

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

United States

**Processing locations**

United States



**Microsoft Subsidiary Affiliate Service** by Microsoft Operations Taiwan Limited

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Taiwan

**Processing locations**

Taiwan



**Microsoft Subsidiary Affiliate Service** by Microsoft Oy

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Finland

**Processing locations**

Finland



**Microsoft Subsidiary Affiliate Service** by Microsoft Payments (Malaysia) Sdn Bhd

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**






The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Malaysia

**Processing locations**

Malaysia

 <b>Microsoft Subsidiary Affiliate Service</b> by Microsoft Poland Operations Sp.z o.o.	
<b>Description</b>	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> Poland	<b>Processing locations</b> Poland
 <b>Microsoft Subsidiary Affiliate Service</b> by Microsoft RL Unlimited Company	
<b>Description</b>	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> Microsoft Subsidiary Affiliate Service Ireland	<b>Processing locations</b> Ireland
 <b>Microsoft Subsidiary Affiliate Service</b> by Microsoft Sweden 1172 AB	
<b>Description</b>	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> Sweden	<b>Processing locations</b> Sweden
 <b>Mindtree</b> by Mindtree Ltd.	
<b>Description</b>	<b>Purpose</b> The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.
<b>Address</b>	<b>Processing locations</b> India
 <b>Microsoft Subsidiary Affiliate Service</b> by MSFT MCIO Limited.	
<b>Description</b>	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> United Kingdom	<b>Processing locations</b> United Kingdom



**Mu Sigma** by Mu Sigma Business Solutions, LLC

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

3400 Dundee Road Suite 160 Northbrook, IL 60062-3400 USA  
United States

**Processing locations**

United States



**NetApp** by NetApp, Inc.

**Description**

Data Management Solutions for the Cloud

**Purpose**

Applicable to: Azure NetApp files. Deploying, operating, and troubleshooting Azure NetApp files. Processing Locations: In accordance with the customer-specified regionality of Azure NetApp files.

**Address**

3060 Olsen Drive San Jose, CA 95128  
United States

**Processing locations**

United States



**Pactera** by Pactera Technologies, Inc.

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

United States

**Processing locations**

United States



**Red Hat** by Red Hat, Inc.

**Description**

Provider of enterprise open source solutions

**Purpose**

Applicable to: Azure Red Hat OpenShift. Deploying, operating, and troubleshooting Azure Red Hat OpenShift.

**Address**

Raleigh, NC  
United States

**Processing locations**

Australia, Czechia, India, United States



**Wicresoft** by Shanghai Wicresoft Co, Ltd.

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

No.1000, Zixing Road, Wujing Town, Minhang District Shanghai, Shanghai, 200241  
China  
China

**Processing locations**

China



**Slalom** by Slalom Consulting

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

**Processing locations**

United States



**Kartopia** by Sonata Software Ltd.

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

**Processing locations**

India



**Tata Consultancy Services** by Tata Consultancy Services Limited

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

**Processing locations**

5th Floor,2 Derry Street London W8 5TT United Kingdom  
United Kingdom

United States



**Tech Mahindra Limited** by Tech Mahindra Limited

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

**Processing locations**

United States



**Teleion** by Teleion Consulting, LLC

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

**Processing locations**

1000 Dexter Avenue N. Suite 520 Seattle WA 98109-3581 USA  
United States

United States



**Telus** by TELUS International AI Inc.

**Description**

Technical support

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organizations may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

510 West Georgia Street 7th Floor Vancouver, BC V6B 0M3 Canada  
Canada

**Processing locations**

United States



**Valorem Consulting Group** by Valorem, LLC

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

2101 Broadway Street Suite 11 Kansas City, MO 64108-2167 USA  
United States

**Processing locations**

United States



**Verizon** by Verizon Communications Inc.

**Description**

Content Delivery Network

**Purpose**

Entity Name: Edgecast Networks, Inc. Operating Content Delivery Network (CDN) infrastructure to efficiently deliver content. Processing Locations: Worldwide.

**Address**

United States

**Processing locations**

United States



**Wipro** by Wipro Limited

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

Sy. No. 76P-80P Bengaluru, KA 560035 India  
India

**Processing locations**

India



**Processing locations**

Used by Microsoft Denmark ApS

The location of the subprocessors that are processing data on behalf of Microsoft Denmark ApS. If data is sent outside the EEA there must be a legal basis for these transfers.

Last updated on 2024-10-04 by Openli

**Location**

EU/EEA



## Security information & certifications

By Microsoft Denmark ApS

Statement or documentation of the security measures and practises Microsoft Denmark ApS has in place when handling personal data.

Last updated on 2023-09-12 by Openli



### CSA

#### Statement

##### CSA STAR Certification

Microsoft Azure has obtained the Cloud Security Alliance (CSA) STAR Certification, which involves a rigorous independent third-party assessment of a cloud provider's security posture. The CSA STAR Certification is based on achieving ISO 27001 certification and meeting criteria specified in the Cloud Controls Matrix (CCM). It demonstrates that a cloud service provider conforms to the applicable requirements of ISO 27001, has addressed issues critical to cloud security as outlined in the CCM, and has been assessed against the STAR Capability Maturity Model for the management of activities in CCM control areas.

##### CSA STAR Attestation

The CSA STAR Attestation involves a rigorous independent audit of a cloud provider's security posture based on a SOC 2 Type 2 audit in combination with Cloud Controls Matrix (CCM) criteria. The independent auditor that evaluates a cloud provider's offerings for STAR Attestation must be a certified public accountant (CPA) and is required to have the CSA Certificate in Cloud Security Knowledge (CCSK). A SOC 2 Type 2 audit is based on the American Institute of Certified Public Accountants (AICPA) Trust Services Principles and Criteria, including security, availability, confidentiality, privacy, and processing integrity, and the criteria in the CCM. STAR Attestation provides an auditor's findings on the design suitability and operating effectiveness of Azure SOC 2 controls. The objective is to meet both the AICPA criteria mentioned above and requirements set forth in the CCM.



### ISO 20000

#### Statement

ISO 20000-1 is an international standard for IT service management that defines requirements for the development, implementation, monitoring, maintenance, and improvement of an IT service management system. A related standard ISO/IEC 20000-2 provides guidance on the application of service management systems.

You can upload the certificate via your account: <https://servicetrust.microsoft.com/viewpage/ISOIEC>



### ISO 27001

#### Statement

##### Azure DevOps - ISO/IEC 27001:2013 Certificate (2023)

Azure maintains its ISO 27001 certification and makes the corresponding audit report and certificate available to customers from the Service Trust Portal. ISO 27000 family of standards provide a framework for policies and procedures that include all legal, physical, and technical controls involved in.

You can upload the certificate via your account: <https://servicetrust.microsoft.com/viewpage/ISOIEC>



### ISO 27017

#### Statement

The ISO 27017 code of practice is designed for organizations to use as a reference for selecting cloud services information security controls when implementing a cloud computing information security management system based on ISO 27002. It can also be used by cloud service providers as a guidance document for implementing commonly accepted protection controls. This international standard provides additional cloud-specific implementation guidance based on ISO/IEC 27002, and provides additional controls to address cloud-specific information security threats and risks.

You can upload the certificate via your account: <https://servicetrust.microsoft.com/viewpage/ISOIEC>



### ISO 27018

#### Statement

ISO 27018 is the first international code of practice for cloud privacy that provides guidelines based on ISO 27002 guidelines and best practices for information security management. Based on EU data-protection laws, it gives specific guidance to cloud service providers acting as processors of personally identifiable information (PII) on assessing risks and implementing state-of-the-art controls for protecting PII. ISO 27018 establishes cloud-specific control objectives and guidelines for PII in accordance with the privacy principles in ISO 29100.

You can upload the certificate via your account: <https://servicetrust.microsoft.com/viewpage/ISOIEC>



### ISO 27018

#### Statement

Azure DevOps - ISO/IEC 27018:2019 certificate (2023)

## ISO 27701

### Statement

ISO 27701 is built as an extension of the widely-used ISO/IEC 27001 standard for information security management, making the implementation of PIMS's privacy information management system a helpful compliance extension for the many organizations that rely on ISO/IEC 27001, as well as creating a strong integration point for aligning security and privacy controls.

You can upload the certificate via your account: <https://servicetrust.microsoft.com/viewpage/ISOIEC>

## ISO 9001

### Statement

ISO 9001 is an international standard that establishes the criteria for a quality management system. It is the only standard in the ISO 9000 family that results in a formal certification. The standard is based on several quality management principles, including clear focus on meeting customer requirements.

You can upload the certificate via your account: <https://servicetrust.microsoft.com/viewpage/ISOIEC>

## Security information

### Statement

Azure, Dynamics 365, and Microsoft 365 compliance offerings Information for Azure, Dynamics 365, Microsoft 365, and Power Platform, and other services to help with national, regional, and industry-specific regulations for data collection and use via this link: <https://learn.microsoft.com/da-dk/compliance/regulatory/offering-home>

## SOC 1

### Statement

The SOC 1 Type 2 attestation is based on the AICPA Statement on Standards for Attestation Engagements 18 (SSAE 18) standard (see AT-C Section 105) and the International Standard on Assurance Engagements No. 3402 (ISAE 3402). For Azure Germany, the attestation is done in accordance with the IDW PS 951 standard. The SOC 1 attestation has replaced SAS 70, and it is appropriate for reporting on controls at a service organization relevant to user entities internal controls over financial reporting.

You can upload the certificate via your account: <https://servicetrust.microsoft.com/viewpage/SOC>

## SOC 2

### Statement

Microsoft Azure undergoes rigorous independent third-party SOC 2 Type 2 audits conducted by a reputable Certified Public Accountant (CPA) firm.

You can upload the certificate via your account: <https://servicetrust.microsoft.com/viewpage/SOC>

## SOC 3

### Statement

A SOC 3 report is a short, publicly facing version of the SOC 2 Type 2 attestation report, for users who want assurances about the cloud service provider's controls but do not need a full SOC 2 report. Azure SOC 3 report is attached here.

## SOC 3

### Statement

Azure + Dynamics 365 + Online Services - Public & Government - SOC 3 Report (2021-10-01 to 2022-09-30). Report attached.

## Data Transfers

By Microsoft Denmark ApS

The basis for Microsoft Denmark ApS transfers of personal data outside EEA. Vendors can also add a description of their own impact assessment for data transfers.

 Last updated on 2025-02-25 by Openli

## EU SCC (Standard contractual clauses)

### Impact assessment

Microsoft's DPA (2023) says that all transfers shall be governed by 2021 SCCs implemented by Microsoft. However, the C2P SCCs are not incorporated into the DPA and are not available in Microsoft's online resources.

Here's their support article: <https://learn.microsoft.com/en-us/compliance/regulatory/offering-eu-model-clauses>



### TIA (Transfer Impact Assessment)

#### Impact assessment

Data Protection Impact Assessments: Guidance for Data Controllers Using Microsoft Azure. Please check their link: <https://learn.microsoft.com/en-us/compliance/regulatory/gdpr-dpia-azure?view=o365-worldwide>



### Transfer information

#### Impact assessment

White Paper: Compliance with EU transfer requirements for personal data in the Microsoft cloud, attached. November 2021.



### Transfer information

#### Impact assessment

Data Transfers and Location

"Data Transfers. Customer Data, Professional Services Data, and Personal Data that Microsoft processes on Customer's behalf may not be transferred to, or stored and processed in a geographic location except in accordance with the DPA Terms and the safeguards provided below in this section. Taking into account such safeguards, Customer appoints Microsoft to transfer Customer Data, Professional Services Data, and Personal Data to the United States or any other country in which Microsoft or its Subprocessors operate and to store and process Customer Data, and Personal Data to provide the Products, except as described elsewhere in the DPA Terms. All transfers of Customer Data, Professional Services Data, and Personal Data out of the European Union, European Economic Area, United Kingdom, and Switzerland to provide the Products and Services are subject to the terms of the 2021 Standard Contractual Clauses implemented by Microsoft. In addition, transfers from the United Kingdom are subject to the terms of the IDTA implemented by Microsoft. For purposes of this DPA, the "IDTA" means the International data transfer addendum to the European Commission's standard contractual clauses for international data transfers issued by the UK Information Commissioner's Office under S119A(1) of the UK Data Protection Act 2018. Microsoft will abide by the requirements of European Economic Area, United Kingdom, and Swiss data protection law regarding the collection, use, transfer, retention, and other processing of Personal Data from the European Economic Area, United Kingdom, and Switzerland. All transfers of Personal Data to a third country or an international organization will be subject to appropriate safeguards as described in Article 46 of the GDPR and such transfers and safeguards will be documented according to Article 30(2) of the GDPR. In addition, Microsoft is certified to the EU-U.S. and Swiss-U.S. Data Privacy Frameworks, the UK Extension to the EU-U.S. Data Privacy Framework and the commitments they entail. Microsoft agrees to notify Customer if it makes a determination that it can no longer meet its obligation to provide the same level of protection as is required by the principles of the Data Privacy Frameworks."

(DPA version, Feb 2025)



## Data Processing Agreements

Between you and Microsoft Denmark ApS

The DPA is a contract between you and Microsoft Denmark ApS that has to be in place when processing personal data and transferring it Microsoft Azure.



Last updated on 2025-04-08 by Openli



### Data processing Addendum (Sept 2025)

#### Comment

Most Current. Source is <https://www.microsoft.com/licensing/docs/view/Microsoft-Products-and-Services-Data-Protection-Addendum-DPA>



## Personal data

Used by Microsoft Denmark ApS

A description of the different categories of personal data and data subjects that Microsoft Denmark ApS is handling with the location of the Microsoft Denmark ApS.



Last updated on 2023-11-21 by Openli



### Sensitive data

## Types of data

The types of Personal Data processed by Microsoft when providing the Products and Services include: (i) Personal Data that Customer elects to include in Customer Data and Professional Services Data; and (ii) those expressly identified in Article 4 of the GDPR that may be generated, derived or collected by Microsoft, including data sent to Microsoft as a result of a Customer's use of service-based capabilities or obtained by Microsoft from locally installed software. The types of Personal Data that Customer elects to include in Customer Data and Professional Services Data may be any categories of Personal Data identified in records maintained by Customer acting as controller pursuant to Article 30 of the GDPR, including the categories of Personal Data set forth in Appendix B.

### Appendix B – Data Subjects and Categories of Personal Data

Categories of data: The personal data that is included in e-mail, documents and other data in an electronic form in the context of the Products and Services.

Microsoft acknowledges that, depending on Customer's use of the Products and Services, Customer may elect to include personal data from any of the following categories in the personal data:

- Basic personal data (for example place of birth, street name and house number (address), postal code, city of residence, country of residence, mobile phone number, first name, last name, initials, email address, gender, date of birth), including basic personal data about family members and children;
- Authentication data (for example user name, password or PIN code, security question, audit trail);
- Contact information (for example addresses, email, phone numbers, social media identifiers; emergency contact details);
- Unique identification numbers and signatures (for example Social Security number, bank account number, passport and ID card number, driver's license number and vehicle registration data, IP addresses, employee number, student number, patient number, signature, unique identifier in tracking cookies or similar technology);
- Pseudonymous identifiers;
- Financial and insurance information (for example insurance number, bank account name and number, credit card name and number, invoice number, income, type of assurance, payment behavior, creditworthiness);
- Commercial Information (for example history of purchases, special offers, subscription information, payment history);
- Biometric Information (for example DNA, fingerprints and iris scans);
- Location data (for example, Cell ID, geo-location network data, location by start call/end of the call. Location data derived from use of wifi access points);
- Photos, video and audio;
- Internet activity (for example browsing history, search history, reading, television viewing, radio listening activities);
- Device identification (for example IMEI-number, SIM card number, MAC address);
- Profiling (for example based on observed criminal or anti-social behavior or pseudonymous profiles based on visited URLs, click streams, browsing logs, IP-addresses, domains, apps installed, or profiles based on marketing preferences);
- HR and recruitment data (for example declaration of employment status, recruitment information (such as curriculum vitae, employment history, education history details), job and position data, including worked hours, assessments and salary, work permit details, availability, terms of employment, tax details, payment details, insurance details and location and organizations);
- Education data (for example education history, current education, grades and results, highest degree achieved, learning disability);
- Citizenship and residency information (for example citizenship, naturalization status, marital status, nationality, immigration status, passport data, details of residency or work permit);
- Information processed for the performance of a task carried out in the public interest or in the exercise of an official authority;
- Special categories of data (for example racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health, data concerning a natural person's sex life or sexual orientation, or data relating to criminal convictions or offences); or
- Any other personal data identified in Article 4 of the GDPR.

## Purpose

The nature and purpose of the processing shall be to provide the Products and Services pursuant to Customer's agreement and for business operations incident to providing the Products and Services to Customer (as further described in the section of the DPA entitled "Nature of Data Processing; Ownership").

## Subjects

The categories of data subjects are Customer's representatives and end users, such as employees, contractors, collaborators, and customers, and may include any other categories of data subjects as identified in records maintained by Customer acting as controller pursuant to Article 30 of the GDPR, including the categories of data subjects set forth in Appendix B.

### Appendix B – Data Subjects and Categories of Personal Data

Data subjects: Data subjects include the Customer's representatives and end-users including employees, contractors, collaborators, and customers of the Customer.

Data subjects may also include individuals attempting to communicate or transfer personal information to users of the services provided by Microsoft. Microsoft acknowledges that, depending on Customer's use of the Products and Services, Customer may elect to include personal data from any of the following types of data subjects in the personal data:

- Employees, contractors and temporary workers (current, former, prospective) of Customer;
- Dependents of the above;
- Customer's collaborators/contact persons (natural persons) or employees, contractors or temporary workers of legal entity collaborators/contact persons (current, prospective, former);
- Users (e.g., customers, clients, patients, visitors, etc.) and other data subjects that are users of Customer's services;
- Partners, stakeholders or individuals who actively collaborate, communicate or otherwise interact with employees of the Customer and/or use communication tools such as apps and websites provided by the Customer;
- Stakeholders or individuals who passively interact with Customer (e.g., because they are the subject of an investigation, research or mentioned in documents or correspondence from or to the Customer);
- Minors; or
- Professionals with professional privilege (e.g., doctors, lawyers, notaries, religious workers, etc.).

## Nature of processing

The nature and purpose of the processing shall be to provide the Products and Services pursuant to Customer's agreement and for business operations incident to providing the Products and Services to Customer (as further described in the section of the DPA entitled "Nature of Data Processing; Ownership").



## Ordinary data

## Types of data

The types of Personal Data processed by Microsoft when providing the Products and Services include: (i) Personal Data that Customer elects to include in Customer Data and Professional Services Data; and (ii) those expressly identified in Article 4 of the GDPR that may be generated, derived or collected by Microsoft, including data sent to Microsoft as a result of a Customer's use of service-based capabilities or obtained by Microsoft from locally installed software. The types of Personal Data that Customer elects to include in Customer Data and Professional Services Data may be any categories of Personal Data identified in records maintained by Customer acting as controller pursuant to Article 30 of the GDPR, including the categories of Personal Data set forth in Appendix B.

### Appendix B – Data Subjects and Categories of Personal Data

Categories of data: The personal data that is included in e-mail, documents and other data in an electronic form in the context of the Products and Services.

Microsoft acknowledges that, depending on Customer's use of the Products and Services, Customer may elect to include personal data from any of the following categories in the personal data:

- Basic personal data (for example place of birth, street name and house number (address), postal code, city of residence, country of residence, mobile phone number, first name, last name, initials, email address, gender, date of birth), including basic personal data about family members and children;
- Authentication data (for example user name, password or PIN code, security question, audit trail);
- Contact information (for example addresses, email, phone numbers, social media identifiers; emergency contact details);
- Unique identification numbers and signatures (for example Social Security number, bank account number, passport and ID card number, driver's license number and vehicle registration data, IP addresses, employee number, student number, patient number, signature, unique identifier in tracking cookies or similar technology);
- Pseudonymous identifiers;
- Financial and insurance information (for example insurance number, bank account name and number, credit card name and number, invoice number, income, type of assurance, payment behavior, creditworthiness);
- Commercial Information (for example history of purchases, special offers, subscription information, payment history);
- Biometric Information (for example DNA, fingerprints and iris scans);
- Location data (for example, Cell ID, geo-location network data, location by start call/end of the call. Location data derived from use of wifi access points);
- Photos, video and audio;
- Internet activity (for example browsing history, search history, reading, television viewing, radio listening activities);
- Device identification (for example IMEI-number, SIM card number, MAC address);
- Profiling (for example based on observed criminal or anti-social behavior or pseudonymous profiles based on visited URLs, click streams, browsing logs, IP-addresses, domains, apps installed, or profiles based on marketing preferences);
- HR and recruitment data (for example declaration of employment status, recruitment information (such as curriculum vitae, employment history, education history details), job and position data, including worked hours, assessments and salary, work permit details, availability, terms of employment, tax details, payment details, insurance details and location and organizations);
- Education data (for example education history, current education, grades and results, highest degree achieved, learning disability);
- Citizenship and residency information (for example citizenship, naturalization status, marital status, nationality, immigration status, passport data, details of residency or work permit);
- Information processed for the performance of a task carried out in the public interest or in the exercise of an official authority;
- Special categories of data (for example racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health, data concerning a natural person's sex life or sexual orientation, or data relating to criminal convictions or offences); or
- Any other personal data identified in Article 4 of the GDPR.

## Purpose

The nature and purpose of the processing shall be to provide the Products and Services pursuant to Customer's agreement and for business operations incident to providing the Products and Services to Customer (as further described in the section of the DPA entitled "Nature of Data Processing; Ownership").

## Subjects

The categories of data subjects are Customer's representatives and end users, such as employees, contractors, collaborators, and customers, and may include any other categories of data subjects as identified in records maintained by Customer acting as controller pursuant to Article 30 of the GDPR, including the categories of data subjects set forth in Appendix B.

Appendix B – Data Subjects and Categories of Personal Data

Data subjects: Data subjects include the Customer's representatives and end-users including employees, contractors, collaborators, and customers of the Customer.

Data subjects may also include individuals attempting to communicate or transfer personal information to users of the services provided by Microsoft. Microsoft acknowledges that, depending on Customer's use of the Products and Services, Customer may elect to include personal data from any of the following types of data subjects in the personal data:

- Employees, contractors and temporary workers (current, former, prospective) of Customer;
- Dependents of the above;
- Customer's collaborators/contact persons (natural persons) or employees, contractors or temporary workers of legal entity collaborators/contact persons (current, prospective, former);
- Users (e.g., customers, clients, patients, visitors, etc.) and other data subjects that are users of Customer's services;
- Partners, stakeholders or individuals who actively collaborate, communicate or otherwise interact with employees of the Customer and/or use communication tools such as apps and websites provided by the Customer;
- Stakeholders or individuals who passively interact with Customer (e.g., because they are the subject of an investigation, research or mentioned in documents or correspondence from or to the Customer);
- Minors; or
- Professionals with professional privilege (e.g., doctors, lawyers, notaries, religious workers, etc.).

## Nature of processing

The nature and purpose of the processing shall be to provide the Products and Services pursuant to Customer's agreement and for business operations incident to providing the Products and Services to Customer (as further described in the section of the DPA entitled "Nature of Data Processing; Ownership").



## Data retention & deletion

By Bitabiz ApS

Information about how long the data is kept for and when it's deleted.

Last updated on 2025-07-07 by Openli



## Data retention & deletion policy

### Description

Data Retention and Deletion section of the DPA:

"Data Retention and Deletion. At all times during the term of Customer's subscription or the applicable Professional Services engagement, Customer will have the ability to access, extract and delete Customer Data stored in each Online Service and Professional Services Data. Except for free trials and LinkedIn services, Microsoft will retain Customer Data that remains stored in Online Services in a limited function account for 90 days after expiration or termination of Customer's subscription so that Customer may extract the data. After the 90-day retention period ends, Microsoft will disable Customer's account and delete the Customer Data and Personal Data stored in Online Services within an additional 90 days, unless authorized under this DPA to retain such data. For Personal Data in connection with the Software and for Professional Services Data, Microsoft will delete all copies after the business purposes for which the data was collected or transferred have been fulfilled or earlier upon Customer's request, unless authorized under this DPA to retain such data. The Online Service may not support retention or extraction of software provided by Customer. Microsoft has no liability for the deletion of Customer Data, Professional Services Data, or Personal Data as described in this section."  
DPA is attached.



## Microsoft 365

Vendor: Microsoft Ireland Operations Limited

Microsoft platform. Includes Word, Excel, PowerPoint, OneNote, OneNote, OneDrive, Outlook, Teams



## Microsoft 365

Website	<a href="https://www.office.com/">https://www.office.com/</a>
Country	IE
Address	One Microsoft Place, South County Business Park, Leopardstown, Dublin 18 D18 P521 Ireland

### Privacy information

Privacy policy <https://privacy.microsoft.com/en-gb/privacystatement>

Privacy contact address Microsoft Ireland Operations Limited, Attn: Data Protection Officer, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, Ireland.

### Additional privacy information

Data subjects may contact the data protection officer by filling out the webform at <https://aka.ms/privacyresponse>



## Subprocessors

Used by Microsoft Ireland Operations Limited

Subprocessors are companies that provide a service for Microsoft Ireland Operations Limited and who has or potentially will get access to personal data of Microsoft Ireland Operations Limited customers.

Last updated on 2025-01-23 by Openli



## Microsoft Subsidiary Affiliate Service by 3288212 Nova Scotia Limited

### Description

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

### Purpose

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

### Address

Canada

### Processing locations

Canada



## Accenture by Accenture International Limited

### Description

Third-Party Service Provider

### Purpose

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organizations may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

### Address

1 Grand Canal Square, Dublin, Ireland, D02 P820  
Ireland

### Processing locations

Ireland



**Akamai CDN** by Akamai Technologies, Inc.

**Description**

A content delivery network.

**Purpose**

Operating Content Delivery Network (CDN) infrastructure to efficiently deliver content. Processing Locations: Worldwide.

**Address**

145 Broadway Cambridge, MA 02142  
United States

**Processing locations**

United States



**Akvelon** by Akvelon, Inc.

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organizations may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

3120 139th Avenue SE Ste 100 Bellevue WA 98005-4491 USA  
United States

**Processing locations**

United States



**Allegis** by Allegis Group Holdings, Inc.

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organizations may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

United States

**Processing locations**

United States



**Allyis** by Allyis, Inc.

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organizations may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

United States

**Processing locations**

United States



**AWS (Amazon Web Services) hosting** by Amazon Web Services, Inc.

**Description**

AWS on-demand cloud computing platform & hosting

**Purpose**

Acquisitions that run on AWS are eventually moved to be hosted on Microsoft Azure Multi-Cloud Scanning Connectors for Microsoft Purview

**Address**

410 Terry Ave N, Seattle 98109, Washington, USA  
United States

**Processing locations**

United States



**Apex Systems** by Apex Systems, LLC

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organizations may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

United States

**Processing locations**

United States



**Aptly** by Aptly

**Description**

**Purpose**

The following organizations provide contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of these organizations may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf. In all such cases the data resides only on Microsoft systems and is subject to Microsoft policies and supervision. Organizations that only process pseudonymous personal data have been identified with an asterisk (\*) in the table below. Organizations that only process Dynamics 365 Customer Data and Personal Data have been identified with a hash (#) in the table below.

**Address**

**Processing locations**

United States



**Arkose Labs** by Arkose Labs, Inc

**Description**

Fraud and Abuse Prevention Platform

**Purpose**

Applicable to: Azure Active Directory. CAPTCHA based Fraud + Abuse Prevention activity.

**Address**

United States

**Processing locations**

Australia, Ireland, Singapore, United States



**Atos** by Atos It Solutions and Services, Inc.

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organizations may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

United States

**Processing locations**

United States



**Beyondsoft Consulting** by Beyondsoft Consulting, Inc

**Description**





**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organizations may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

**Processing locations**

United States

 <b>Blueprint Technologies</b> by Blueprint Technologies, LLC	
<b>Description</b>  <b>Address</b> United States	<b>Purpose</b> The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organizations may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.  <b>Processing locations</b> United States
 <b>Concentrix</b> by Concentrix Corporation	
<b>Description</b> Customer support  <b>Address</b> 44051 Nobel Dr. Fremont, CA 94538, United States of America United States	<b>Purpose</b> The following organizations provide contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of these organizations may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf. In all such cases the data resides only on Microsoft systems and is subject to Microsoft policies and supervision. Organizations that only process pseudonymous personal data have been identified with an asterisk (*) in the table below. Organizations that only process Dynamics 365 Customer Data and Personal Data have been identified with a hash (#) in the table below.  <b>Processing locations</b> United States
 <b>Csi Interfusion</b> by Csi Interfusion, Inc.	
<b>Description</b>  <b>Address</b> 11808 Northup Way Bellevue WA 98005-1944 USA United States	<b>Purpose</b> The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organizations may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.  <b>Processing locations</b> United States
 <b>Databricks</b> by Databricks, Inc.	
<b>Description</b> Unified platform for data and AI  <b>Address</b> 60 Spear Street, 13th Floor San Francisco, CA 94105 1-866-330-0121, United States United States	<b>Purpose</b> Deploying, operating, and troubleshooting Azure Databricks. Azure Databricks (Microsoft Teams utilizes Azure Databricks)  <b>Processing locations</b> Canada, France, Germany, Netherlands, United Kingdom, United States



**Dxc Technology** by DXC Technology Company LLC

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

United States

**Processing locations**

United States



**Harman Connected Services** by Harman Connected Services, Inc.

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

United States

**Processing locations**

United States



**HCL America, Inc.** by HCL America Solutions Inc

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

**Processing locations**

United States



**Hi-Tech Talents** by Hi-Tech Talents LLC

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

1530 140th Avenue NE Bellevue WA 98005-4574 USA  
United States

**Processing locations**

United States



**Infosys** by Infosys Limited

**Description**

Technical Support

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

2400 N Glenville Dr Suite C150 Richardson TX 75082 United States  
United States

**Processing locations**

United States



**Insight Global, Inc.** by Insight Global

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

4170 Ashford Dunwoody Road Suite 25 Atlanta, GA 30319-1442 USA  
United States

**Processing locations**

United States



**Intercom** by Intercom, Inc.

**Description**

**Purpose**

Customer chat and support Applicable for Visual Studio App Center

**Address**

55 2nd Street, 4th Fl., San Francisco, CA 94105, USA  
United States

**Processing locations**

United States



**LatentView** by Latentview Analytics Corporation

**Description**

**Purpose**

United States The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

United States

**Processing locations**

United States



**Experis** by Manpower Group

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

29973 Network Place Chicago, IL 60673-1299 USA  
United States

**Processing locations**

United States



**Maq Software** by Maq LLC

**Description**

**Purpose**






The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

United States


**Processing locations**


United States


 <b>Matchpoint It</b> by Matchpoint It Ltd.	
<b>Description</b>  	<b>Purpose</b> The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.
<b>Address</b> Israel	<b>Processing locations</b> Israel
 <b>Microsoft Subsidiary Affiliate Service</b> by Microsoft 1968 South Africa (Pty) Limited	
<b>Description</b> Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> South Africa	<b>Processing locations</b> South Africa
 <b>Microsoft Subsidiary Affiliate Service</b> by Microsoft 1985 France SARL	
<b>Description</b> Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> France	<b>Processing locations</b> France
 <b>Microsoft Subsidiary Affiliate Service</b> by Microsoft 4772 Israel Ltd.	
<b>Description</b>  	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> Israel	<b>Processing locations</b> Israel
 <b>Microsoft Subsidiary Affiliate Service</b> by Microsoft 4825 Italy S.R.L.	
<b>Description</b>  	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> Italy	<b>Processing locations</b> Italy

 <b>Microsoft Subsidiary Affiliate Service</b> by Microsoft 5673 Korea Yuhan Chaegim Hoesa	
<b>Description</b>  	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> South Korea	<b>Processing locations</b> South Korea

 <b>Microsoft Subsidiary Affiliate Service</b> by Microsoft 7282 Qatar QFZ LLC	
<b>Description</b>  	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> Qatar	<b>Processing locations</b> Qatar

 <b>Microsoft Subsidiary Affiliate Service</b> by Microsoft (China) Company Limited	
<b>Description</b> Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> China	<b>Processing locations</b> China

 <b>Microsoft</b> by Microsoft Corporation	
<b>Description</b> technology company	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> One Microsoft Way, Redmond, WA 98052, United States United States	<b>Processing locations</b> United States

 <b>Microsoft Subsidiary Affiliate Service</b> by Microsoft Corporation (Abu Dhabi branch)	
<b>Description</b> Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> United Arab Emirates	<b>Processing locations</b> United Arab Emirates



**Microsoft Subsidiary Affiliate Service** by Microsoft Corporation (India) Pvt Ltd

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

India

**Processing locations**

India



**Microsoft Subsidiary Affiliate Service** by Microsoft Datacenter (Australia) Pty Limited

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Australia

**Processing locations**

Australia



**Microsoft Subsidiary Affiliate Service** by Microsoft Datacenter (Austria) GmbH

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Austria

**Processing locations**

Austria



**Microsoft Subsidiary Affiliate Service** by Microsoft Datacenter Chile S.A.

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Chile

**Processing locations**

Chile



**Microsoft Subsidiary Affiliate Service** by Microsoft Datacenter Holdings (HK) Limited

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Hong Kong

**Processing locations**

Hong Kong



**Microsoft Subsidiary Affiliate Service** by Microsoft Datacenter Netherlands B.V.

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Netherlands

**Processing locations**

Netherlands



**Microsoft Subsidiary Affiliate Service** by Microsoft Datacenter Norway AS

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Norway

**Processing locations**

Norway



**Microsoft Subsidiary Affiliate Service** by Microsoft Deutschland MCIO GmbH

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Germany

**Processing locations**

Germany



**Microsoft Subsidiary Affiliate Service** by Microsoft do Brasil Importação e Comércio de Software e Vídeo Games LTDA

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Brazil

**Processing locations**

Brazil



**Microsoft** by Microsoft Ireland Operations Limited

**Description**

Cloud, computers, apps and gaming provider

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

One Microsoft Place, South County Business Park, Leopardstown, Dublin 18 D18 P521 Ireland Ireland

**Processing locations**

Ireland



**Microsoft Subsidiary Affiliate Service** by Microsoft Japan Co., Ltd.

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.  
Japan

**Processing locations**

Japan



**Microsoft Subsidiary Affiliate Service** by Microsoft MCIO Schweiz GmbH

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Switzerland

**Processing locations**

Switzerland



**Microsoft Subsidiary Affiliate Service** by Microsoft Operations 38224 FZE

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

United Arab Emirates

**Processing locations**

United Arab Emirates



**Microsoft Subsidiary Affiliate Service** by Microsoft Operations Pte Ltd

**Description**

Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.

**Purpose**

Singapore The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.

**Address**

Singapore

**Processing locations**

Singapore



**Microsoft Subsidiary Affiliate Service** by Microsoft Operations Puerto Rico, LLC

**Description**

**Purpose**






The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.


**Address**


United States


**Processing locations**


United States


 <b>Microsoft Subsidiary Affiliate Service</b> by Microsoft Operations Taiwan Limited	
<b>Description</b>  	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> Taiwan	<b>Processing locations</b> Taiwan
 <b>Microsoft Subsidiary Affiliate Service</b> by Microsoft Oy	
<b>Description</b> Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> Finland	<b>Processing locations</b> Finland
 <b>Microsoft Subsidiary Affiliate Service</b> by Microsoft Payments (Malaysia) Sdn Bhd	
<b>Description</b> Member of the Microsoft corporate group (affiliate) carrying out data-processing activities that involve access to customer data.	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> Malaysia	<b>Processing locations</b> Malaysia
 <b>Microsoft Subsidiary Affiliate Service</b> by Microsoft Poland Operations Sp.z o.o.	
<b>Description</b>  	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> Poland	<b>Processing locations</b> Poland
 <b>Microsoft Subsidiary Affiliate Service</b> by Microsoft RL Unlimited Company	
<b>Description</b>  	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> Microsoft Subsidiary Affiliate Service Ireland	<b>Processing locations</b> Ireland

 <b>Microsoft Subsidiary Affiliate Service</b> by Microsoft Sweden 1172 AB	
<b>Description</b>	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> Sweden	<b>Processing locations</b> Sweden

 <b>Mindtree</b> by Mindtree Ltd.	
<b>Description</b>	<b>Purpose</b> The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.
<b>Address</b>	<b>Processing locations</b> India

 <b>Microsoft Subsidiary Affiliate Service</b> by MSFT MCIO Limited.	
<b>Description</b>	<b>Purpose</b> The following Microsoft entity provides the datacenter infrastructure on which the Microsoft Online Services run. The data within datacenters is encrypted, and no personnel within the datacenters are permitted to access it.
<b>Address</b> United Kingdom	<b>Processing locations</b> United Kingdom

 <b>Mu Sigma</b> by Mu Sigma Business Solutions, LLC	
<b>Description</b>	<b>Purpose</b> The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.
<b>Address</b> 3400 Dundee Road Suite 160 Northbrook, IL 60062-3400 USA United States	<b>Processing locations</b> United States

 <b>NetApp</b> by NetApp, Inc.	
<b>Description</b> Data Management Solutions for the Cloud	<b>Purpose</b> Applicable to: Azure NetApp files. Deploying, operating, and troubleshooting Azure NetApp files. Processing Locations: In accordance with the customer-specified regionality of Azure NetApp files.
<b>Address</b> 3060 Olsen Drive San Jose, CA 95128 United States	<b>Processing locations</b> United States

 **Pactera** by Pactera Technologies, Inc.

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

United States

**Processing locations**

United States



**Red Hat** by Red Hat, Inc.

**Description**

Provider of enterprise open source solutions

**Purpose**

Deploying, operating, and troubleshooting Azure Red Hat OpenShift

**Address**

Raleigh, NC  
United States

**Processing locations**

Australia, Czechia, India, United States



**Redis** by Redis Inc.

**Description**

The real-time data platform

**Purpose**

Deploying, operating, and troubleshooting Azure Managed Redis

**Address**

700 E El Camino Real Suite 250 Mountain View, CA 94040  
United States

**Processing locations**

United States



**Interana** by Scuba Analytics Inc.

**Description**

Intelligence platform designed to unify customer experience management

**Purpose**

Customer experience (CX) analytics. Applicable Online Service or Product: Teams, Stream, SharePoint Online, OneDrive for Business.

**Address**

United States

**Processing locations**

United States



**Wicresoft** by Shanghai Wicresoft Co, Ltd.

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

No.1000, Zixing Road, Wujing Town, Minhang District Shanghai, Shanghai, 200241  
China  
China

**Processing locations**

China



**Snowflake** by Snowflake Inc.

**Description**

cloud computing-based data warehousing company

**Purpose**

Data warehousing. Applicable Online Service or Product: Microsoft Yammer.

**Address**

Snowflake Inc., Suite 3A, 106 East Babcock Street, Bozeman, Montana 59715  
United States

**Processing locations**

United States



**Kartopia** by Sonata Software Ltd.

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

**Processing locations**

India



**Tata Consultancy Services** by Tata Consultancy Services Limited

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

5th Floor, 2 Derry Street London W8 5TT United Kingdom  
United Kingdom

**Processing locations**

United States



**Tech Mahindra Limited** by Tech Mahindra Limited

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

**Processing locations**

United States



**Tek Experts** by Tek Experts Global Ltd.

**Description**

**Purpose**

The following organizations provide contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of these organizations may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf. In all such cases the data resides only on Microsoft systems and is subject to Microsoft policies and supervision. Organizations that only process pseudonymous personal data have been identified with an asterisk (\*) in the table below. Organizations that only process Dynamics 365 Customer Data and Personal Data have been identified with a hash (#) in the table below.

**Address**

Cyprus

**Processing locations**

Cyprus



**Teleion** by Teleion Consulting, LLC

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

1000 Dexter Avenue N. Suite 520 Seattle WA 98109-3581 USA  
United States

**Processing locations**

United States



**Telus** by TELUS International AI Inc.

**Description**

Technical support

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organizations may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

510 West Georgia Street 7th Floor Vancouver, BC V6B 0M3 Canada  
Canada

**Processing locations**

United States



**Map Display API** by TomTom

**Description**

**Purpose**

Web services used by the Azure Maps APIs

**Address**

**Processing locations**

Netherlands



**Valorem Consulting Group** by Valorem, LLC

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

2101 Broadway Street Suite 11 Kansas City, MO 64108-2167 USA  
United States

**Processing locations**

United States



**Wipro** by Wipro Limited

**Description**

**Purpose**

The following organization provides contract staff who work in close coordination with Microsoft employees to operate, deliver and maintain the Microsoft Online Services. While doing so, the staff of this organization may process Customer Data or Personal Data (consisting of pseudonymized personal identifiers) on our behalf.

**Address**

Sy. No. 76P-80P Bengaluru, KA 560035 India  
India

**Processing locations**

India



**Processing locations**

Used by Microsoft Ireland Operations Limited

The location of the subprocessors that are processing data on behalf of Microsoft Ireland Operations Limited. If data is sent outside the EEA there must be a legal basis for these transfers.

Last updated on 2024-10-04 by Openli

**Location**

EU/EEA



**Security information & certifications**

By Microsoft Ireland Operations Limited

Statement or documentation of the security measures and practises Microsoft Ireland Operations Limited has in place when handling personal data.

Last updated on 2023-03-29 by Openli



**ISO 27001**

**Statement**

Office 365 - ISO 27001\_2013 Certificate (2021-2024). Title: Office 365 - ISO 27001\_2013 Certificate (2021-2024)  
You can upload the certificate via your account: <https://servicetrust.microsoft.com/viewpage/ISOIEC>  
More information: <https://docs.microsoft.com/en-us/compliance/regulatory/offering-iso-27001>



**ISO 27017**

**Statement**

Office 365 - ISO 27017:2015 Certificate (2021-2024). Title: Office 365 - ISO 27017:2015 Certificate (2021-2024)  
You can upload the certificate via your account: <https://servicetrust.microsoft.com/viewpage/ISOIEC>  
More information: <https://learn.microsoft.com/en-us/compliance/regulatory/offering-iso-27017>

## ISO 27018

### Statement

Office 365 - ISO 27018\_2019 Certificate (2021 - 2024). Title: Office 365 - ISO 27018\_2019 Certificate (2021 - 2024).  
You can upload the certificate via your account: <https://servicetrust.microsoft.com/viewpage/ISOIEC>  
More information: <https://learn.microsoft.com/en-us/compliance/regulatory/offering-iso-27018>

## ISO 27701

### Statement

Office 365 - ISO 27701:2019 Certificate (2021-2024). Title: Office 365 - ISO 27701:2019 Certificate (2021-2024)  
You can upload the certificate via your account: <https://servicetrust.microsoft.com/viewpage/ISOIEC>  
More information: <https://learn.microsoft.com/en-us/compliance/regulatory/offering-iso-27701>

## Security information

### Statement

Office 365 - ISO 22301:2019 Certificate (2021-2024). Title: Office 365 - ISO 22301:2019 Certificate (2021-2024)  
You can upload the certificate via your account: <https://servicetrust.microsoft.com/viewpage/ISOIEC>  
More information: <https://learn.microsoft.com/en-us/compliance/regulatory/offering-iso-22301>

## Security information

### Statement

Azure, Dynamics 365, and Microsoft 365 compliance offerings Information for Azure, Dynamics 365, Microsoft 365, and Power Platform, and other services to help with national, regional, and industry-specific regulations for data collection and use via this link: <https://learn.microsoft.com/da-dk/compliance/regulatory/offering-home>

## SOC 1

### Statement

Microsoft 365 Central Services - SSAE 18 SOC 1 Report (2022) - (October 1, 2021 through September 30, 2022) - Click-through and Microsoft 365 Microservices T2 - SSAE 18 SOC 1 Type 2 (2022) - (October 1, 2021 through September 30, 2022).  
You can upload the certificate via your account: <https://servicetrust.microsoft.com/viewpage/SOC>  
More information: <https://docs.microsoft.com/en-us/compliance/regulatory/offering-soc-1>

## SOC 2

### Statement

Microsoft 365 Central Services - SSAE 18 SOC 2 Report (2022) - (October 1, 2021 through September 30, 2022); Microsoft 365 Microservices T1 - SSAE 18 SOC 2 Type 1 (2022) - (October 1, 2021 through September 30, 2022) and Microsoft 365 Microservices T2 - SSAE 18 SOC 2 Type 2 (2022) - (October 1, 2021 through September 30, 2022).  
You can upload the certificate via your account: <https://servicetrust.microsoft.com/viewpage/SOC>  
More information: <https://docs.microsoft.com/en-us/compliance/regulatory/offering-soc-2>

## SOC 3

### Statement

Microsoft 365 Central Services - SSAE 18 SOC 3 Report (2022) - (October 1, 2021 through September 30, 2022).  
You can upload the certificate via your account: <https://servicetrust.microsoft.com/viewpage/SOC>  
More information: <https://docs.microsoft.com/en-us/compliance/regulatory/offering-soc-3>



## Data Transfers

By Microsoft Ireland Operations Limited

The basis for Microsoft Ireland Operations Limited transfers of personal data outside EEA. Vendors can also add a description of their own impact assessment for data transfers.

Last updated on 2023-09-21 by Openli



### EU SCC (Standard contractual clauses)

#### Impact assessment

Microsoft General - International Data Transfer Addendum to Standard Contractual Clauses (Microsoft P2P) (3.21.2022)  
Description: International Data Transfer Addendum to Standard Contractual Clauses (Microsoft P2P) (3.21.2022)  
Can be found here and uploaded via your account: <https://servicetrust.microsoft.com/viewpage/GDPR>



### TIA (Transfer Impact Assessment)

#### Impact assessment

Data Protection Impact Assessments: Guidance for Data Controllers Using Microsoft Office 365. Link to the guide: <https://learn.microsoft.com/en-us/compliance/regulatory/gdpr-dpia-office365?view=o365-worldwide>



### Transfer information

#### Impact assessment

Overview of the EU Data Boundary for 365: <https://learn.microsoft.com/en-us/privacy/eudb/eu-data-boundary-learn#overview-of-the-eu-data-boundary>



### Transfer information

#### Impact assessment

For Dynamics 365 and Power Platform, the geographic area (Geo) in which a customer's services tenancy is hosted is determined by billing address. Customers can configure their services to be in-scope for the EU Data Boundary by provisioning their tenant and all Dynamics 365 and Power Platform environments in an EU Datacenter Location. The Geo of a customer's tenant is determined by billing address, and customers can select the Geo where data will reside when they create their environment. For more information, see [Create a new environment and Create and manage environments in the Power Platform admin center](#).



### Transfer information

#### Impact assessment

Transfer information: <https://learn.microsoft.com/en-us/privacy/eudb/eu-data-boundary-transfers-for-all-services?source=recommendations>



### Transfer information

#### Impact assessment

Law Enforcement Requests Report: <https://www.microsoft.com/en-us/corporate-responsibility/law-enforcement-requests-report>



### Transfer information

#### Impact assessment

Locations of Microsoft Online Services Personnel with Remote Access to Data.  
Available via this link: <https://learn.microsoft.com/en-gb/microsoft-365/enterprise/personnel-loc/m365-personnel-location?view=o365-worldwide>



### Transfer information

#### Impact assessment

GDPR White Paper



## Data Processing Agreements

Office 365 Between you and Microsoft Ireland Operations Limited

The DPA is a contract between you and Microsoft Ireland Operations Limited that has to be in place when processing personal data and transferring it Microsoft 365.

Last updated on 2025-04-08 by Openli



### Data processing Addendum (Source)

#### Comment

<https://www.microsoft.com/licensing/docs/view/microsoft-products-and-services-data-protection-addendum-dpa>



### Data Processing Addendum (Sept 2025)

#### Comment

Updated



### Data Processing Addendum (2024)

#### Comment

OLD



## Personal data

Office 365 Used by Microsoft Ireland Operations Limited

A description of the different categories of personal data and data subjects that Microsoft Ireland Operations Limited is handling with the location of the Microsoft Ireland Operations Limited.

Last updated on 2025-01-23 by Openli



### Sensitive data

#### Types of data

Special categories of data (for example racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health, data concerning a natural person's sex life or sexual orientation, or data relating to criminal convictions or offences)

#### Subjects

Data subjects include the Customer's representatives and end-users including employees, contractors, collaborators, and customers of the Customer. Data subjects may also include individuals attempting to communicate or transfer personal information to users of the services provided by Microsoft. Microsoft acknowledges that, depending on Customer's use of the Products and Services, Customer may elect to include personal data from any of the following types of data subjects in the personal data:  
Employees, contractors and temporary workers (current, former, prospective) of Customer;  
Dependents of the above;  
Customer's collaborators/contact persons (natural persons) or employees, contractors or temporary workers of legal entity collaborators/contact persons (current, prospective, former);  
Users (e.g., customers, clients, patients, visitors, etc.) and other data subjects that are users of Customer's services;  
Partners, stakeholders or individuals who actively collaborate, communicate or otherwise interact with employees of the Customer and/or use communication tools such as apps and websites provided by the Customer;  
Stakeholders or individuals who passively interact with Customer (e.g., because they are the subject of an investigation, research or mentioned in documents or correspondence from or to the Customer);  
Minors; or  
Professionals with professional privilege (e.g., doctors, lawyers, notaries, religious workers, etc.).

#### Purpose

The nature and purpose of the processing shall be to provide the Products and Services pursuant to Customer's agreement and for business operations incident to providing the Products and Services to Customer.

#### Nature of processing

Microsoft will use and otherwise process Customer Data, Professional Services Data, and Personal Data only as described and subject to the limitations provided below (a) to provide Customer the Products and Services in accordance with Customer's documented instructions and (b) for business operations incident to providing the Products and Services to Customer. As between the parties, Customer retains all right, title and interest in and to Customer Data and Professional Services Data. Microsoft acquires no rights in Customer Data or Professional Services Data, other than the rights Customer grants to Microsoft in this section. This paragraph does not affect Microsoft's rights in software or services Microsoft licenses to Customer.



### Ordinary data

#### Types of data

See their data collection: <https://privacy.microsoft.com/en-GB/data-collection-d365>

#### Subjects

See their data collection: <https://privacy.microsoft.com/en-GB/data-collection-d365>

#### Purpose

See their data collection: <https://privacy.microsoft.com/en-GB/data-collection-d365>


#### Nature of processing



## Data retention & deletion

By Bitabiz ApS

Information about how long the data is kept for and when it's deleted.

 Last updated on 2025-07-07 by Openli



### Data retention & deletion policy

#### Description

Data Retention and Deletion (DPA):

At all times during the term of Customer's subscription or the applicable Professional Services engagement, Customer will have the ability to access, extract and delete Customer Data stored in each Online Service and Professional Services Data.

Except for free trials and LinkedIn services, Microsoft will retain Customer Data that remains stored in Online Services in a limited function account for 90 days after expiration or termination of Customer's subscription so that Customer may extract the data. After the 90-day retention period ends, Microsoft will disable Customer's account and delete the Customer Data and Personal Data stored in Online Services within an additional 90 days, unless authorized under this DPA to retain such data.

For Personal Data in connection with the Software and for Professional Services Data, Microsoft will delete all copies after the business purposes for which the data was collected or transferred have been fulfilled or earlier upon Customer's request, unless authorized under this DPA to retain such data.

The Online Service may not support retention or extraction of software provided by Customer. Microsoft has no liability for the deletion of Customer Data, Professional Services Data, or Personal Data as described in this section.



## SendGrid

Vendor: Twilio Ireland Limited

Sendgrid is an email provider software service

### SendGrid

Website	<a href="https://sendgrid.com/en-us">https://sendgrid.com/en-us</a>
Country	IE
Address	3 Dublin Landings, North Wall Quay, Dublin 1, Ireland

### Privacy information

Privacy policy	<a href="https://www.twilio.com/en-us/privacy">https://www.twilio.com/en-us/privacy</a>
Privacy contact email	privacy@twilio.com



## Subprocessors

Used by Twilio Ireland Limited

Subprocessors are companies that provide a service for Twilio Ireland Limited and who has or potentially will get access to personal data of Twilio Ireland Limited customers.

Last updated on 2025-09-29 by Openli



### AWS (Amazon Web Services) hosting by Amazon Web Services, Inc.

<b>Description</b>	<b>Purpose</b>
AWS on-demand cloud computing platform & hosting	Infrastructure Provider providing hosting services and storage. + Automation and storage services for marketing campaigns + Routing and transmission of emails.
<b>Address</b>	<b>Processing locations</b>
410 Terry Ave N, Seattle 98109, Washington, USA United States	United States



### ClickHouse Cloud by ClickHouse, Inc.

<b>Description</b>	<b>Purpose</b>
Cloud based service of ClickHouse, a column-oriented database that enables its users to generate powerful analytics, using SQL queries, in real-time	Routing and transmission of emails
<b>Address</b>	<b>Processing locations</b>
c/o Goodwin Proctor LLP 601 Marshall St Redwood City, CA 94063, USA United States	EU/EEA



### Edge Hosting by DataBank, Ltd.

<b>Description</b>	<b>Purpose</b>
	Infrastructure Provider providing hosting services and storage
<b>Address</b>	<b>Processing locations</b>
DataBank Holdings, Ltd. 400 South Akard Street Suite #100 Dallas, TX 75202 United States	United States



**Digital Realty** by Digital Realty, Inc.

**Description**

Data Center Services

**Purpose**

Infrastructure Provider providing hosting services and storage.

**Address**

San Francisco, California, United States  
United States

**Processing locations**

United States



**Lumen Technologies** by Lumen Technologies

**Description**

**Purpose**

Infrastructure Provider providing hosting services and storage.

**Address**

100 CenturyLink Drive Monroe, LA 71203  
United States

**Processing locations**

United States



**Snowflake** by Snowflake Inc.

**Description**

cloud computing-based data warehousing company

**Purpose**

Destination which customers can elect to transmit data to

**Address**

Snowflake Inc., Suite 3A, 106 East Babcock Street, Bozeman, Montana 59715  
United States

**Processing locations**

United States



**Twilio** by Twilio, Inc.

**Description**

Two-factor authentication

**Purpose**

Provision of the Twilio Services

**Address**

101 Spear Street, Suite 300 San Francisco, CA 94105, United States  
United States

**Processing locations**

United States



**Processing locations**

Used by Twilio Ireland Limited

The location of the subprocessors that are processing data on behalf of Twilio Ireland Limited. If data is sent outside the EEA there must be a legal basis for these transfers.

Last updated on 2025-07-07 by Openli

**Location**

Germany



**Security information & certifications**

By Twilio Ireland Limited

Statement or documentation of the security measures and practises Twilio Ireland Limited has in place when handling personal data.

Last updated on 2025-07-08 by Openli

 CSA

**Statement**

Twilio is certified under Cloud Security Alliance.

 Security information

**Statement**

Security Overview is available here: <https://www.twilio.com/en-us/legal/security-overview>

 Security report

**Statement**

Twilio White Paper about data protection and privacy attached.

 SOC 2

**Statement**


SOC2 report available upon request (<https://www.twilio.com/legal/tos>)




**Data Transfers**

By Twilio Ireland Limited


The basis for Twilio Ireland Limited transfers of personal data outside EEA. Vendors can also add a description of their own impact assessment for data transfers.

 Last updated on 2025-07-08 by Openli

 DPF (EU-U.S. Data Privacy Framework)


**Impact assessment**

Sendgrid is a covered entity under the Twilio Inc. certification for the Data Privacy Framework: <https://www.dataprivacyframework.gov/s/participant-search/participant-detail?id=a2zt0000000TNLbAAO&status=Active>

 DPF (EU-U.S. Data Privacy Framework)


**Impact assessment**

certification under DPF

 EU SCC (Standard contractual clauses)

**Impact assessment**

SCCs are incorporated into Twilio's DPA (<https://www.twilio.com/legal/data-protection-addendum>)

 Swiss SCC (Standard contractual clauses)

**Impact assessment**

Swiss SCCs are incorporated into the DPA (Schedule 4): <https://www.twilio.com/en-us/legal/data-protection-addendum#schedule-4>



### Transfer information

#### Impact assessment

schrems II: Twilio has certified with the EU–U.S. Privacy Shield Framework and the Swiss–U.S. Privacy Shield Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of "personal data" (as defined under the Privacy Shield principles) transferred from the European Union and the United Kingdom, and/or Switzerland to the United States, respectively. Twilio has certified that it adheres to the Privacy Shield Principles of notice, choice, onward transfer, security, data integrity, access, and enforcement for such personal data. To learn more about the Privacy Shield, view a list of entities who have current certifications under Privacy Shield, or view Twilio's certification, please visit <https://www.privacyshield.gov/list>. As required under the principles, when Twilio receives information under the Privacy Shield and then transfers it to a third-party service provider acting as an agent on Twilio's behalf, Twilio has certain liability under the Privacy Shield if both (i) the agent processes the information in a manner inconsistent with the Privacy Shield and (ii) Twilio is responsible for the event giving rise to the damage.



### UK Addendum (International Data Transfer Addendum)

#### Impact assessment

UK International Data Transfer Agreement is incorporated into Twilio's DPA (<https://www.twilio.com/legal/data-protection-addendum>)



## Data Processing Agreements

Between you and Twilio Ireland Limited

The DPA is a contract between you and Twilio Ireland Limited that has to be in place when processing personal data and transferring it SendGrid.



Last updated on 2025-07-08 by Openli



### Data processing agreement

#### Comment

DPA can also be found here: <https://www.twilio.com/legal/data-protection-addendum>



## Personal data

Used by Twilio Ireland Limited

A description of the different categories of personal data and data subjects that Twilio Ireland Limited is handling with the location of the Twilio Ireland Limited.



Last updated on 2025-07-08 by Openli



### Ordinary data

#### Types of data

Customer Account Data, Communications Usage Data, and Customer Content.

#### Subjects

Customer's End Users and end-consumers of Customer.

#### Purpose

Customer Personal Data will be subject to the following basic processing activities: Twilio, as a processor or sub-processor, will process Customer Personal Data in accordance with Customer's instructions as set forth in Section 4.2 (Customer Instructions). As a controller, Twilio will process Customer Personal Data as necessary to carry out its legitimate business purposes set forth in Section 3 (Processing of Customer Personal Data as a Controller).

#### Nature of processing

Customer Personal Data will be subject to the following basic processing activities: Twilio, as a processor or sub-processor, will process Customer Personal Data in accordance with Customer's instructions as set forth in Section 4.2 (Customer Instructions). As a controller, Twilio will process Customer Personal Data as necessary to carry out its legitimate business purposes set forth in Section 3 (Processing of Customer Personal Data as a Controller).



## Data retention & deletion

By Bitabiz ApS

Information about how long the data is kept for and when it's deleted.



Last updated on 2025-07-07 by Openli



#### Data retention & deletion policy

##### Description

SendGrid Services. Upon termination of the Agreement, Twilio will (i) at Customer's election, delete or return to Customer the Customer Content (including copies) stored within any services and application programming interfaces branded as "SendGrid" or "Twilio SendGrid" (collectively, "SendGrid Services") and (ii) automatically delete any stored Customer Content in the SendGrid Services on Twilio's back-up systems one (1) year after the termination effective date.