

## Subprocessor list

|                     |               |
|---------------------|---------------|
| Status              | Active        |
| Version             | v1.6          |
| Owner               | Privacy Team  |
| Reviewed by         | DPO           |
| Date of creation    | 2018-09-03    |
| Date of last review | 2024-02-20    |
| Date of last update | 2024-02-20    |
| Classification      | <b>Public</b> |

## Overview

The data we collect is for specified, explicit, and legitimate purposes and not further processed in a manner that is incompatible with those purposes.

Platform.sh (PSH) acts both as a controller and as a processor. More information can be found [here](#).

For all vendors that are personal data importers, we have implemented GDPR SCCs, or an equivalent DPA. Additionally, if the vendor is outside of the EU we have performed a supplementary measures assessment on that vendor.

## Processor

When acting as a processor PSH is obliged to inform the controller of any intended changes concerning the addition or replacement of subprocessors.

Below is the list of subprocessors when PSH acts as a processor.

### Notes

- + Backend hosting providers are selected by the customer when they select a hosting region (e.g. EU, US, AP) on a per-project basis
- + Email delivery is optional, determined by the customer
- + Fastly CDN is optional, determined by the customer
- + The duration of the processing is for the life of a customer's project.
- + The address below the Subprocessor name indicates the contract location
- + \*Equinix Metal is currently only used for Upsun Edge, with plans to later add it to Platform.sh, and customers will be promptly notified of the change when that occurs

## Disclaimer

- + We cannot guarantee or be responsible for our IaaS providers' maintenance of the certifications listed herein. We will update this list accordingly as changes occur. We disclaim liability for any discrepancies or changes relating to these.

| Subprocessor name   | Purpose of processing            | Types of personal data                                      | Data locations     | Security certifications   |
|---|----------------------------------|---|--------------------|---|
| <b>AWS</b><br>38 Avenue John F. Kennedy<br>L-1855 Luxembourg                              | Backend hosting                  | Customer data (e.g., customer project and application data) | EU, UK, US, CA, AU | ISO 27001, ISO 9001, ISO 27017, ISO 27018, PCI DSS, SOC 1, SOC 2, SOC 3, FedRAMP, HIPAA, FISMA, NIST, CSA, HDS  |
| <b>Azure</b><br>37/45 Quai du President Roosevelt<br>Issy-les-Moulineaux,<br>92130 France | Backend hosting                  | Customer data (e.g., customer project and application data) | EU                 | SOC 1, SOC 2, SOC 3, PCI DSS, ISO 27001, ISO 27018, ISO 9001, ISO 20000, ISO 22301, ISO 27017, ISO 27701, HIPAA, NIST 800-171, HDS, FedRAMP                                     |
| <b>*Equinix</b><br>One Lagoon Drive,<br>Redwood City, CA,<br>94065, US                    | Backend hosting for Upsilon Edge | Customer data (e.g., customer project and application data) | US                 | FISC, HDS, HIPAA, ISO 9001, ISO 14001, ISO 22301, ISO 27001, ISO 45001, ISO 50001, NIST 800-53/FISMA, OSPAR, PCI-DSS, SOC 1, SOC 2, SS 507, SS 564, TSI, TVRA, Uptime Institute |
| <b>Fastly</b><br>475 Brannan St.<br>#300 San Francisco,<br>CA<br>94107, US                | CDN                              | Name, email, IP Address                                     | US                 | PCI DSS Level 1, HIPAA  |

|  |                        |   |                         |  |
|--|------------------------|---|-------------------------|--|
| <b>Google Cloud Platform</b><br><br>8 Rue de Londres,<br>75009 Paris, France | Backend hosting        | Customer data (e.g., customer project and application data) | EU, UK, US, Switzerland | PCI DSS, SOC 1 Type 2, SOC 2 Type 2, SOC 3, ISO 27001, ISO 27017, ISO 27018, ISO 27701, FedRAMP, HIPAA, HDS, NIST 800-53, NIST 800-171 |
| <b>Orange Cloud</b><br><br>78 Rue Olivier de Serres, 75015 Paris             | Backend hosting        | Customer data (e.g., customer project and application data) | EU                      | ISAE3402 SOC-1 type II, ISO27001, ISO27017, ISO27018, ISO 9001, ISO 20000-1  |
| <b>OVH Cloud</b><br><br>2 Rue Kellermann<br>59100 Roubaix, France            | Backend hosting        | Customer data (e.g., customer project and application data) | EU                      | GDPR, ISO 27001, ISO 27017, ISO 27018, ISO 27701, SecNumCloud (private cloud), HDS   |
| <b>SendGrid</b><br><br>1801 California Street,<br>Denver, CO 80202,<br>US    | Email delivery service | Email addresses as defined by the application owner         | US                      | SOC 2 Type 2   |

## Controller

When PSH acts as a controller there is no obligation to notify the customers regarding the appointment of a new processor.

Below is the list of processors that PSH engages when acting as a controller.

| Processor name   | Purpose of processing    | Types of personal data  | Data locations | Security certifications                                   |
|--|--------------------------|---|----------------|---|
| <b>6Sense</b><br>450 Mission St.<br>San Francisco, CA<br>94105, US                         | Marketing                | Name, email, IP Address   | US             | GDPR, CCPA, SOC 2   |
| <b>Drift</b><br>222 Berkeley St<br>Floor 7 Boston, MA<br>02116, US                         | Lead generation          | Name, email, address (all opt-in) of application owner and/or account owner | US             | SOC 2 Type 2  |
| <b>Fivetran</b><br>Charlemont Exchange,<br>Charlemont St,<br>Dublin 2, D02VN88,<br>Ireland | Backend processing       | Business information  | EU             | SOC 2 Type 2  |
| <b>Jira</b><br>363 George Street,<br>Level 29 Sydney,<br>NSW 2000, Australia               | Ticket management system | Name, email   | US             | SOC 2, ISO 27001, ISO 27018, GDPR, PCI DSS, FedRAMP, CCPA |
| <b>Marketo</b><br>901 Mariners Island<br>Blvd #500, San<br>Mateo, CA, US                   | Marketing                | Name and Email as defined by the account owner and/or sub-users             | US             | SOC 2   |

| Processor name   | Purpose of processing            | Types of personal data   | Data locations | Security certifications  |
|--|----------------------------------|--|----------------|--|
| <b>Netsuite</b><br>500 Oracle Parkway<br>Redwood Shores, CA<br>94065, US   | Financial EP                     | Name, Address, Financial/Bank Info, Email Address, Phone Number                    | US             | SOC 2 Type 2, PCI DSS, ISO 27001   |
| <b>Salesforce</b><br>415 Mission Street<br>3rd Floor San<br>Francisco, CA 94105,<br>US                           | Account management and marketing | Name, address, phone, email, financial information as defined by the account owner | EU             | SOC 1, SOC 2, SOC 3, PCI DSS, ISO 27001, ISO 27017, ISO 27018, HIPAA, FedRAMP, NIST SP 800-171 |
| <b>Sentry</b><br>Functional Software, Inc. dba Sentry,<br>132 Hawthorne Street<br>San Francisco, CA<br>94107, US | Error reporting                  | IP and Log files from the infrastructure. No PII is intentionally transferred.     | US             | SOC 2 Type 1, SOC2 Type II, HIPAA Attestation  |
| <b>Stripe</b><br>510 Townsend Street<br>San Francisco, CA<br>94103, US   | Payment processing               | Name, address, telephone, and credit card as defined by the account owner          | EU, US         | PCI  |
| <b>Totango</b><br>1 Twin Dolphin Dr.<br>Redwood City, CA<br>94065, US  | Customer success software        | Name, email, phone number  | EU             | ISO 27001 and SOC 2  |
| <b>Zapier</b><br>548 Market St.<br>#62411. San<br>Francisco, CA<br>94104, US                                     | Marketing automation             | Mix of email, name, address, and phone of account and/or application owner         | EU, US         | GDPR   |
| <b>Zendesk</b><br>1019 Market St.<br>San Francisco, CA<br>94103, US  | Support                          | Email addresses and names as defined by the application owner                      | EU             | SOC 2 Type II, ISO 27001:2013, ISO 27018:2014, FedRAMP, PCI DSS, HIPAA                         |

## Hosting location specifics

### AWS

- + AWS EU locations: Stockholm, Paris, London, Ireland, Frankfurt
- + AWS US locations: Northern Virginia, Ohio, Oregon, Northern California
- + AWS AU locations: Sydney
- + AWS CA locations: Canada Central
- + AWS Global Infrastructure

### Azure

- + AZURE US location: Washington
- + AZURE APAC locations: New South Wales, Hong Kong, Beijing

### Azure EU location

- + West Europe (Netherlands)
- + North Switzerland (Zürich)
- + France Central (Paris)
- + North Europe (Ireland)
- + Germany West Central (Frankfurt)
- + Data Residency in Azure

### Equinix

- + US Edge endpoints: Atlanta, Los Angeles
- + EU Edge endpoints: London (test), Paris
- + APAC Edge endpoints: Tokyo

- + AU Edge endpoints: Sydney

### **Google Cloud Platform**

- + Frankfurt, Germany
- + London, England, UK
- + St. Ghislain, Belgium
- + Zurich, Switzerland

### **Orange Cloud EU location**

- + Paris, France

### **OVH Cloud**

- + Gravelines, France