

FUTURAE 



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# Futurae **Subprocessors**

Futurae maintains a current list of the subprocessors utilized by Futurae in the processing of information for the Futurae Service, which may include personal data. These subprocessors are managed and individually selected by Futurae. Please note that if a customer has purchased an offering with different storage or processing locations, the location and service provider will be in accordance with the specific Futurae product offering.

## SUBPROCESSORS LIST

Name	Address	Processing Purpose	Place of Processing
Akenes SA	Boulevard de Grancy 19A 1006 Lausanne Switzerland	Hosting	CH, EU
Apple, Inc.	One Apple Park Way Cupertino CA 95014 USA	Push notification management	US
Cloudflare, Inc.	101 Townsend St San Francisco CA 94107 USA	Anti-DDoS (Distributed Denial of Service) and WAF (Web Application Firewall)	Worldwide
Google Cloud EMEA, Ltd.	70 Sir John Rogerson's Quay, Dublin 2, Ireland	Hosting (GCP)	CH, EU
Google LLC	1600 Amphitheatre Parkway Mountain View CA 94043 USA	Push notification management and Anonymized crash reports (Firebase)	US
SMSAPI by LINK Mobility Poland sp. z o. o.	Toszecka 101 44-100 Gliwice Poland	SMS Sending	EU
Zendesk, Inc.	989 Market Street San Francisco CA 94103 USA	Customer support ticketing system	EU

## ADDITIONAL INFORMATION

### AKENES SA

Data processing activities: Various activities including storage, computation and backup of Futuræ Service data. This subprocessor hosts Customer's data related to the Service offered by Futuræ. Sensitive data is protected with commercial best practices, such as encryption. This subprocessor is required to run the Futuræ Service in that they host the Futuræ back-end components.

The DPA that applies between Futuræ Technologies AG and Exoscale by AKENES SA can be found at the following link: <https://www.exoscale.com/dpa>.

### Apple, Inc.

Data processing activities: Various activities including sending push notifications. This subprocessor is required to run the Futuræ Service in that they maintain the mobile operating system, the mobile App Store, as well as the push notification infrastructure for sending push notifications to Apple devices. No Personal Data other than randomly generated identifiers is sent through Apple's push notification service.

According to the terms in force between Apple, Inc. and Futuræ Technologies AG, any data collected by Apple, Inc.'s mobile app services will be treated in accordance with Apple's Privacy Policy available at <https://www.apple.com/legal/privacy/en-ww>, which references Standard Contractual Clauses (see Section International Transfers).

Further information regarding Apple, Inc.'s privacy posture can be found at: <http://www.apple.com/legal/privacy>.

### Cloudflare, Inc.

Data processing activities: Various activities pertaining to the security, performance, and reliability of the Futuræ Service. This subprocessor is required to ensure high reliability and availability of the Futuræ Service, including resistance against advanced network attacks, such as Distributed Denial-of-Service (DDoS).

The DPA that applies between Futuræ Technologies AG and Cloudflare, Inc., and includes Standard Contractual Clauses, can be found at the following link: [https://www.cloudflare.com/cloudflare\\_customer\\_DPAv3.pdf](https://www.cloudflare.com/cloudflare_customer_DPAv3.pdf).

Further information regarding Cloudflare, Inc.'s privacy posture can be found at:

- <https://www.cloudflare.com/gdpr/introduction/>

- <https://www.cloudflare.com/transparency/>
- <https://www.cloudflare.com/privacypolicy/>

## Google LLC and Google Cloud EMEA, Ltd.

Data processing activities:

GCP – Various activities including storage, computation and backup of Futurae Service data. This subprocessor hosts Customer's data related to the Service offered by Futurae. Sensitive data is protected with commercial best practices, such as encryption. This subprocessor is required to run the Futurae Service in that they host the Futurae back-end components.

Firebase – Various activities including storage, sending push notifications, software analytics and error reporting. For providing software analytics and error reporting, this subprocessor will gain access to anonymized reports (for instance, stack traces of Futurae or White Label app crashes). This subprocessor is required to run the Futurae Authentication Service in that they maintain the mobile operating system, the mobile App Store, as well as the push notification infrastructure for sending push notifications to Android devices. No Personal Data other than randomly generated identifiers is sent through Google Firebase's push notification service.

The DPA that applies between Futurae Technologies AG and Google, Inc., and includes Standard Contractual Clauses, can be found at the following link:

<https://firebase.google.com/terms/data-processing-terms>, referencing the Standard Contractual Clauses at the following link: <https://firebase.google.com/terms/firebase-mcc>.

Further information regarding Google, Inc.'s privacy posture for Firebase services can be found at: <https://firebase.google.com/support/privacy>.

With regards to its cloud services, GCP complies with all major certifications, included but not limited to: ISO/IEC 27001 (Information Security Management), ISO/IEC 27017 (Cloud Security), ISO/IEC 27018 (Cloud Privacy), ISO/IEC 27701 (Privacy), SOC 1 Type II, SOC 2 Type II, SOC 3, FINMA and BSI C5:2020. Moreover, GCP implements robust operational policies, as well as offers increased transparency regarding government requests for cloud customer data.

## SMSAPI by LINK Mobility Poland sp. z o. o.

Data processing activities: SMS messaging sending.

Further information regarding SMSAPI terms and privacy:

<https://www.smsapi.com/public/files/smsapi-terms.en.pdf>.

## Zendesk, Inc.

Data processing activities: Customer support platform. The data is hosted in the EU, as the Zendesk servers responsible for providing the corresponding data processing activities for Futurae are located in Frankfurt, Germany.

This subprocessor does not have direct access to Customer information, unless Customer explicitly shares user information in support requests and comments. This subprocessor is required to perform the Support Services offered to Customer in order to respect Support SLAs and to notify Futurae engineers of new support tickets.

The content of the support ticket and comments is stored on Zendesk servers. When the Customer creates or replies to tickets and comments, the content is fully in control of Customer Employees who have been authorized by Customer to create support tickets with Futurae. Futurae never includes Customer's user information when replying to support tickets and comments.

The DPA that applies between Futurae Technologies AG and Zendesk, Inc., and includes Standard Contractual Clauses, can be found at the following link:

<https://www.zendesk.com/company/data-processing-form>.

Further information regarding Zendesk, Inc.'s privacy posture can be found at:

<https://www.zendesk.com/company/privacy-and-data-protection>.