

Subprocessor List

Preamble

This subprocessor list identifies processors within the meaning of Art. 28 GDPR of Userlane that provide services that power Userlane's offerings based on the Userlane Master Subscription Agreement / Terms of Service (hereinafter: "Main Contract") and the Data Protection Addendum (hereinafter: "DPA") concluded between the parties.

Subprocessors who provide technologies to power the Userlane's offerings

Subprocessor	Data processed	Purpose of processing	Processing location
Microsoft Ireland Operations, Ltd. (Microsoft Azure) The Atrium Building Block B, Carmanhall Road Sandyford Business Estate Dublin	All as defined in Schedule 1 of the DPA	Data Center Management (Userlane serves all its applications from Microsoft Azure Datacenters)	EU
Mailgun Technologies, Inc. (Mailjet) Mailjet SAS 4 rue Jules Lefebvre 75009 Paris, France	Email addresses of Admin Users; Email addresses of End Users only if configured by Admin Users	System relevant Email communications (e.g. Manager Invite, User Invite, Password Reset, Guide Alarm)	EU

<p>Sentry 45</p> <p>Fremont Street, 8th Floor San Francisco, CA 94105</p>	<p>All as defined in Schedule 1 of the DPA</p>	<p>Diagnose, fix, and optimize the code performance.</p>	<p>EU</p>
<p>Coassemble Pty Ltd</p> <p>50 Clyde Street, Hamilton North, NSW 2292, Newcastle, Australia</p>	<p>Name, Email addresses of Admin Users;</p>	<p>Provision of online learning management services (e.g., hosting training modules, course enrollments, tracking completions)</p>	<p>Australia</p> <p>Standard Contractual Clauses (SCCs) Used</p>
<p>Amplitude, Inc - Amplitude Analytics</p> <p>201 Third Street, Suite 200 San Francisco, CA 94103 United States</p>	<p>Event-based data for user interactions (such as clicks, page views, and form submissions), event properties (like timestamps, device type, and location), and user properties (such as user IDs).</p>	<p>Data is used to understand how users are using the Userlane product and to identify areas of improvement.</p>	<p>EU</p> <p>(Frankfurt, Germany)</p>
<p>Salesforce, Inc.</p> <p>Salesforce Tower, 415 Mission Street, 3rd Floor, San Francisco, CA 94105, USA</p>	<p>Customer contact details, account metadata, support case details, business communication logs</p>	<p>Customer Relationship Management (CRM), Sales pipeline tracking, Customer support ticketing and case management</p>	<p>EU</p>
<p>Productboard, Inc.</p> <p>612 Howard Street, 4th Floor, San Francisco, CA 94105, USA</p>	<p>Product feedback, user identifiers (e.g., name, email), feature voting data</p>	<p>Product roadmap planning, feedback management, prioritization</p>	<p>EU</p> <p>(Ireland and Germany)</p>