

## External service providers to the Transporeon helpcenter:

#	Name	Address	Description	Usage	Personal data	Other notes
1.	AWS	Amazon Web Services, Inc., 410 Terry Avenue North, Seattle, WA 98109, USA	Computational resources and infrastructure for analytics	Every helpcenter user	<ul style="list-style-type: none"> <li>• Display name</li> <li>• E-mail address</li> </ul>	EU-Model Clauses implemented  AWS data-center located in Frankfurt, Germany
2.	Akamai Technologies	Akamai Technologies GmbH, Parkring 22, 85748 Garching b. München, Germany	Platform acceleration	Every helpcenter user	<ul style="list-style-type: none"> <li>• IP-Address</li> </ul>	
3.	Atlassian	Atlassian Pty Ltd, Level 6, 341 George Street, Sydney, NSW 2000, Australia	Support of the 3rd level support	Every helpcenter user	<ul style="list-style-type: none"> <li>• Display name</li> <li>• E-mail address</li> <li>• Avatar</li> </ul>	EU-Model Clauses implemented
4.	Scandio	Scandio GmbH, Fritz-Schäffer-Straße 2, 81737 Munich, Germany	Support of the 3rd level support	Every helpcenter user	<ul style="list-style-type: none"> <li>• Display name</li> <li>• E-mail address</li> <li>• Avatar</li> </ul>	
5.	Simetrix	Simetrix Solutions LLC, Rruga "Egnatia", Blue Star, 2nd floor, Durres, Albania	Carrier Onboarding Support	Every helpcenter user	<ul style="list-style-type: none"> <li>• Display name</li> <li>• E-mail address</li> <li>• Avatar</li> </ul>	EU-Model Clauses implemented
6.	<i>Factoring providers</i>	<i>Depending on the country of the customer, different service providers are used</i>	Providing factoring services	Only customers using factoring services	<ul style="list-style-type: none"> <li>• Display name</li> <li>• E-mail address</li> <li>• Contents of the request (if containing personal data)</li> </ul>	EU-Model Clauses implemented where necessary