

Staffbase Sub-Processors

To support the delivery of the Staffbase Services, Staffbase uses Sub-Processors that may store and process personal data of Staffbase's Customers. This page provides important information about the identity, location, and role of our Sub-Processors. Terms used on this page but not defined have the same meanings as in our [Master Subscription Agreement](#) (the "**Agreement**").

We wish to highlight that: **(i)** the Sub-Processors used in relation to the Staffbase Services, depends on what product(s) Customer has ordered; and **(ii)** Staffbase is a global company and our Staffbase Affiliates may process personal data in order to provide the Staffbase Services, including (technical) customer support.

Employee Experience Platform (former Employee App & Front Door Intranet); Studio Publisher

Service Provider	Processing Activities	Entity Country	Storage Location	Transfer Basis
Microsoft Ireland Operations Ltd. (Azure)	<ul style="list-style-type: none"> • ISO 27001 certified data hosting; • Microsoft Translator services; • AI Video Indexer API for video subtitle creations; • the creation of features powered by AI and machine learning by using the secure Azure OpenAI services.* <p><i>* for EU Hosting: Staffbase AI features are currently hosted in the Netherlands and/or Sweden.</i></p> <p><i>* for AU Hosting: data is hosted in Australia but may be processed in other Azure regions.</i></p>	Ireland	EU Hosting: Germany US Hosting: USA AU Hosting: Australia	Where applicable: Model Clauses; EU-US DPF
Zendesk, Inc.	Zendesk provides a platform to manage customer support requests. In general, only Admin Users or other Authorized Users authorized by Customer to access the Staffbase Studio may request support from Staffbase via the Zendesk platform. The personal data that may be processed by Zendesk in this regard are: name, email address, (company) phone number, content, and metadata of the support ticket and any other communication shared with Staffbase via the Zendesk support widget.	USA	EU	Model Clauses EU-US DPF
Gainsight, Inc.	We use Gainsight to provide our Digital Customer Success Services to Customer's primary contacts who are managing the Staffbase subscription. For this purpose, Gainsight processes name and company email address of Customer's primary contact known by Staffbase. Customer defines the primary contact for their subscription. For enhanced customer success purposes, Gainsight also processes the following limited information related to any support ticket raised by Customer via an integration with Zendesk: name and company email address of the authorized individual who raised the support ticket.	USA	EU (Germany)	Model Clauses EU-US DPF

Google LLC (Firebase Cloud Messaging)	We use Google Firebase Cloud Messaging to send push notifications to the mobile application used by Authorized Users. Google Firebase only processes random Instance IDs to determine which devices to deliver the notification to. Each Instance ID is unique to a particular app and device and is required for sending the push notification. Google Firebase cannot link this Instance ID to Authorized Users. Authorized Users can control push notifications through the app settings.	USA	Global	Model Clauses EU-US DPF
Cloudflare, Inc.	Cloudflare provides: <ul style="list-style-type: none"> a Content Delivery Network (CDN) for international distribution of any media asset (pictures, video, files) selected for use with the Staffbase Service. Customer's use of the CDN results in faster delivery of media files. Media files uploaded by Customers can contain personal data, such as names or images. Cybersecurity services, including: distributed denial of service (DDoS) attack prevention, web application firewall (WAF) and related security services. Cloudflare may process all Personal Data in Customer Content (including profile information, media files and other content) uploaded to the Staffbase products for the cybersecurity services to function properly. 	USA	EU Hosting: EU US Hosting: USA AU Hosting: Australia (<i>for logs: EU</i>)	Model Clauses EU-US DPF
Mailjet GmbH	ISO 27001 certified email service provider used to deliver emails to Authorized Users. Mailjet has access to the email addresses of Authorized Users and the content of the email itself.	Germany	EU or AU Hosting: EU US Hosting: USA	n/a
Pendo, Inc.	Pendo allows Staffbase to provide a tailored onboarding experience for Studio users. Pendo will process limited personal data of users with access rights to the Staffbase Studio, including name and email address.	USA	EU	Model Clauses EU-US DPF
Optional				
Amazon Web Services (EMEA SARL)	Customers can decide to use AWS's Simple Email Services (SES) as an alternative to the email sending services from Mailjet. If SES is activated, AWS will process: full name, email address, and the content of the email itself.	Luxembourg	EU Hosting: Germany US Hosting: USA AU Hosting: Australia	Where applicable: Model Clauses EU-US DPF

Employee Experience Platform: Add-Ons

Service Provider	Add-On	Entity Country	Storage Location	Transfer Basis
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Merge API, Inc.	Add-On: HR Self Service. Merge enables Staffbase to provide HR cCloud integrations so . By using the HR Cloud Integrations Customer can integrate their third party HR platform to the Staffbase platform via Merge's API. To provide the HR Cloud Integrations, Merge must processes personal data. The full list of processed data depends on the integrations chosen by Customer. Information that may be processed include: full name, email address, HRIS and payroll information. Customer has control over the types of data are synced with Merge.	USA	EU or AU Hosting: EU US Hosting: USA	Model Clauses EU-US DPF
Deutsche Telekom MMS GmbH	Add-On: Experience Boost. If Customer buys MMS plugins directly from Staffbase, MMS will act as a Sub-Processor. Depending on the purchased plugin, MMS may process: full name; email address; UserID; profile picture.	Germany	Germany	n/a
Stream.io, Inc	Add-On: Live. We use Stream to provide our live streaming functionality. Stream processes: full name; UserID; personal data shared during live stream.	USA	EU Hosting: Germany US Hosting: USA AU Hosting: Australia	Model Clauses EU-US DPF
Siemens Industry Software Netherlands BV (Mendix)	Add-On: Custom Integrations. We use Mendix to develop and manage custom plugins as part of our technical Professional Services. Depending on Customer's needs, Mendix may process limited personal data, such as names and user IDs, to provide the custom plugin.	Netherlands	EU	n/a

Staffbase Email

Service Provider	Processing Activities	Entity Country	Storage Location	Transfer Basis
Required Infrastructure and other Services				
Microsoft Ireland Operations Ltd. (Azure)	<ul style="list-style-type: none"> ISO 27001 certified data hosting; Microsoft Translator services; AI Video Indexer API for video subtitle creations; the creation of features powered by AI and machine learning by using the secure Azure OpenAI services.* <p><i>* for EU Hosting: Staffbase AI Companion features are currently hosted in the Netherlands and/or Sweden.</i></p>	Ireland	EU Hosting: Germany US Hosting: USA AU Hosting: Australia	Where applicable: Model Clauses EU-US DPF
Amazon Web Services (EMEA SARL)	ISO 27001 certified data hosting. We use AWS for hosting services and to send employee emails to Email Recipients via Amazon Simple Email Service.	Luxembourg	EU Hosting: Germany US Hosting:	Where applicable: Model

			USA AU Hosting: Australia	Clauses EU-US DPF
Mailjet GmbH	ISO 27001 certified email service provider used to deliver emails to Email Recipients. Mailjet has access to the email addresses of Email Recipients and the content of the email itself.	Germany	EU or AU Hosting: EU US Hosting: USA	n/a
Zendesk, Inc.	Zendesk provides a platform to manage customer support requests. In general, only Admin Users or other Authorized Users authorized by Customer to access the Staffbase Studio may request support from Staffbase via the Zendesk platform. The personal data that may be processed by Zendesk in this regard are: name, email address, (company) phone number, content, and metadata of the support ticket and any other communication shared with Staffbase via the Zendesk support widget.	USA	EU	Model Clauses EU-US DPF
Cloudflare, Inc.	Cloudflare provides: <ul style="list-style-type: none"> a Content Delivery Network (CDN) for international distribution of any media asset (pictures, video, files) selected for use with the Staffbase Service. Customer's use of the CDN results in faster delivery of media files. Media files uploaded by Customers can contain personal data, such as names or images. Cybersecurity services, including: distributed denial of service (DDoS) attack prevention, web application firewall (WAF) and related security services. Cloudflare may process all Personal Data in Customer Content (including profile information, media files and other content) uploaded to the Staffbase products for the cybersecurity services to function properly. 	USA	EU Hosting: EU US Hosting: USA AU Hosting: Australia (<i>for logs: EU</i>)	Model Clauses EU-US DPF
Gainsight, Inc.	We use Gainsight to provide our Digital Customer Success Services to Customer's primary contacts who are managing the Staffbase subscription. For this purpose, Gainsight processes name and company email address of Customer's primary contact known by Staffbase. Customer defines the primary contact for their subscription. For enhanced customer success purposes, Gainsight also processes the following limited information related to any support ticket raised by Customer via an integration with Zendesk: name and company email address of the authorized individual who raised the support ticket.	USA	EU (Germany)	Model Clauses EU-US DPF
Pendo, Inc.	Pendo allows Staffbase to provide a tailored onboarding experience for Studio users. Pendo will process limited personal data of users with access	USA	EU	Model Clauses

	rights to the Staffbase Studio, including name and email address.			EU-US DPF
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Communications Control

Service Provider	Processing Activities	Entity Country	Storage Location	Transfer Basis
Microsoft Ireland Operations Ltd. (Azure)	Microsoft offers ISO 27001 certified data hosting and, when applicable, Microsoft Translator services.	Ireland	EU (NL & Ireland)	n/a
The Rocket Science Group, LLC	ISO 27001 certified email service provider used to deliver emails to Authorized Users. Mailchimp has access to the first name, last name, and email addresses of Authorized Users and the content of the email itself.	USA	USA (QTS & Sabey colocation data centers)	Model Clauses EU-US DPF
Zendesk, Inc.	Staffbase will start using the Zendesk support platform related to Communications Control in the near future. Zendesk provides a platform to manage customer support requests. The personal data that may be processed by Zendesk in this regard is the requestor's name, email address, (company) phone number, content, and metadata of the support ticket.	USA	EU	Model Clauses EU-US DPF
Gainsight, Inc.	We use Gainsight to provide our Digital Customer Success Services to Customer's primary contacts who are managing the Staffbase subscription. For this purpose, Gainsight processes name and company email address of Customer's primary contact known by Staffbase. Customer defines the primary contact for their subscription. For enhanced customer success purposes, Gainsight also processes the following limited information related to any support ticket raised by Customer via an integration with Zendesk: name and company email address of the authorized individual who raised the support ticket.	USA	Germany	Model Clauses EU-US DPF

Staffbase Group

Depending on the geographic location of a Customer, and the type of Staffbase Services provided, Staffbase may also engage one or more of the following Staffbase Affiliates as Sub-Processors.

These Staffbase Affiliates are required to deliver (technical) support and similar services to a Customer. Staffbase has an intragroup data processing agreement, including Model Clauses, to facilitate these transfers.

Staffbase Affiliate	Location	Transfer Mechanism
Staffbase SE	Germany	Intragroup DPA with Model Clauses

Staffbase B.V.	Netherlands	Intragroup DPA with Model Clauses
Staffbase UK Ltd.	United Kingdom	Intragroup DPA with Model Clauses; and Adequacy Decision of 28 June 2021
Staffbase Inc.	USA	Intragroup DPA with Model Clauses
Staffbase Canada Systems Inc.	Canada	Intragroup DPA with Model Clauses; and Adequacy Decision 2002/2/EC
Staffbase Australia Pty (formerly Valo Solutions Pty Ltd)	Australia	Intragroup DPA with Model Clauses

Updates

The Sub-Processors we engage may change as our business continues to grow and evolve. We will update our Customers of any new Sub-Processors in accordance with our [Data Processing Agreement](#).