

Subprocessors of the Arvato Systems Group*

Gütersloh, September 2, 2025

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*) The Arvato Systems Group comprises the companies listed in the section 1 „Affiliated companies of Arvato Systems Group“

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Subprocessors of the Arvato Systems Group

In addition to the subprocessors explicitly listed in your data processing agreement, we list below other subprocessors that are used as subprocessors in standard services of Arvato Systems. Please note that the following lists include all subprocessors of all standard services. However, this does not mean that your data will generally be shared with all subprocessors. The tables show which activity the subprocessor performs in which standard service.

If you would like to receive further information about the subprocessors, e.g. which subprocessors are used for your order, please contact your contract contact.

Subprocessors of the Arvato Systems Group

1 Affiliated companies of Arvato Systems Group

Arvato Systems Group companies affiliated with the contractor according to Articles 15 et seq. of the German Stock Corporation Act (AktG) providing standard services as a subprocessor.

| Name of Subprocessor | Location | Address | Standard Service |
|-----------------------------|----------|--|---|
| Arvato Systems GmbH | Germany | Reinhard-Mohn-Straße 18 33333 Gütersloh Germany | Application Management Services Application Services Communication Services Hosting Services Network Services Remote Location Connect Security Services Workplace Services |
| Arvato Systems Digital GmbH | Germany | Riebeckstraße 62 04317 Leipzig Germany | Application Management Services Application Services Security Services Workplace Services |
| Arvato Systems IT S.R.L. | Romania | Braşov Business Park Strada Ionescu Crum Nr.1 500446 Braşov Romania | Application Management Services Application Services Hosting Services Network Services Security Services |

Subprocessors of the Arvato Systems Group

| Name of Subprocessor | Location | Address | Standard Service |
|------------------------------------|-------------|---|--|
| Arvato Systems Malaysia Sdn Bhd | Malaysia | Suite 26-10, Level 26, Gtower 199, Jalan Tun Razak 50400 Kuala Lumpur Malaysia | Application Management Services Application Services Hosting Services Network Services Security Services Workplace Services |
| Arvato Systems North America. Inc. | USA | 1745 Broadway, 20th Floor New York, NY 10019 USA | Application Management Services Application Services Workplace Services |
| Arvato Systems Switzerland AG | Switzerland | Technoparkstrasse 1 8005 Zürich Switzerland | Application Management Services |
| SIA Arvato Systems Latvia | Latvia | Skanstes iela 25 Riga, LV-1013 Latvia | Application Management Services Application Services Hosting Services Network Services Security Services Workplace Services |

Table 1: Affiliated companies of Arvato Systems Group

Subprocessors of the Arvato Systems Group

2 External processors used for Arvato Systems purposes

External processors that Arvato Systems uses for its own processing purposes related to processing for the client - in particular in the environment of communication and documentation tools (e.g. e-mail, issue tracking, documentation or workplace tools).

| Standard service of Arvato Systems Group | Service provided by subprocessor | Name of subprocessor | Location | Address |
|--|---|---|-------------|--|
| all services | 3 rd level manufacturer support operation management systems | Micro Focus Germany GmbH | Germany | Herrenberger Straße 140, 71034 Böblingen, Germany |
| | 3 rd level support operation management systems | WS IT-Technology GmbH | Germany | Bad Meinberger Straße 1, 32760 Detmold, Germany |
| | Disposal in compliance with data protection regulations | AFB gemeinnützige GmbH | Germany | Willi-Bleicher-Straße 2, 52353 Düren, Germany |
| | | documentus Deutschland GmbH | Germany | Normannenweg 34, 20537 Hamburg, Germany |
| | | HEIKO BICK Aktenvernichtung GmbH & Co. KG | Germany | Hakenbusch 7, 49078 Osnabrück, Germany |
| | | PreZero Service Westfalen GmbH & Co. KG | Germany | An der Pforte 2, 32457 Porta Westfalica, Germany |
| | SaaS Microsoft 365 and Azure Cloud Services | Microsoft Ireland Operations Ltd. | Ireland | 70 Sir John Rogerson's Quay, Dublin 2, Ireland |
| | SaaS Service Desk | Atlassian Pty Ltd. | Australia | Level 6, 341 George Street, Sydney NSW 2000, Australia |
| | Security-Intelligence-Service | CODE WHITE GmbH | Germany | Sedelhofgasse 19, 89073 Ulm, Germany |
| | | Fox-IT B.V. | Netherlands | Olof Palmestraat 6, 2616 LM Delft, the Netherlands |

Table 2: External processors used for Arvato Systems purposes

Subprocessors of the Arvato Systems Group

3 External subprocessors providing core services for standard services

External subprocessors contracted by Arvato Systems that provide core services in one of the following standard services.

| Standard service of Arvato Systems Group | Service provided by subprocessor | Name of subprocessor | Location | Address |
|--|--|-----------------------------------|-------------|---|
| Application Services | DB basic administration Informix-DB | CURSOR Software AG | Germany | Friedrich-List-Straße 31, 35398 Gießen, Germany |
| | SaaS Power BI | Microsoft Ireland Operations Ltd. | Ireland | 70 Sir John Rogerson's Quay, Dublin 2, Ireland |
| | SAP basic administration | WS IT-Technology GmbH | Germany | Bad Meinberger Straße 1, 32760 Detmold, Germany |
| Communication Services | Order management and telecommunication expense management for mobile phone contracts | Telekom Deutschland GmbH | Germany | Landgrabenweg 149, 53227 Bonn, Germany |
| | DMARC Analyzer | Mimecast Germany GmbH | Germany | Kistlerhofstraße 172, 81379 München, Germany |
| | Sending text messages | Bird B.V. | Netherlands | Keizersgracht 268, 1016 EV Amsterdam, the Netherlands |
| Hosting Services | AS400 hosting and operation | ADICOM Service GmbH | Germany | Mauerstraße 47, 15749 Mittenwalde, Germany |
| Network Services | 2 nd level support | Bechtle GmbH | Germany | Industriestraße 33, 33689 Bielefeld, Germany |
| | | Computacenter AG & Co. oHG | Germany | Computacenter Park 1, 50170 Kerpen, Germany |
| | IaaS DDoS protection | Link11 GmbH | Germany | Lindleystraße 12, 60314 Frankfurt am Main, Germany |

Subprocessors of the Arvato Systems Group

| Standard service of Arvato Systems Group | Service provided by subprocessor | Name of subprocessor | Location | Address |
|--|----------------------------------|--|-------------|---|
| | IaaS DDoS-Schutz (Backup) | Horizon Telecom B.V. | Netherlands | Horapark 3, 6717 LZ Ede, The Netherlands |
| | Local network LAN services | Computacenter AG & Co. oHG | Germany | Computacenter Park 1, 50170 Kerpen, Germany |
| | Network operation | Computacenter AG & Co. oHG | Germany | Computacenter Park 1, 50170 Kerpen, Germany |
| | | Emposo GmbH | Deutschland | Glücksteinallee 67, 68163 Mannheim, Germany |
| | PaaS Webaccess (Proxy) | Zscaler Inc. | USA | 120 Holger Way, San Jose, CA 95134, USA |
| Security Services | IaaS VAREDY | ORACLE Deutschland B.V. & Co. KG | Germany | Riesstraße 25, 80992 München, Germany |
| | Managed Network Threat Analytics | DCSO Deutsche Cyber-Sicherheitsorganisation GmbH | Germany | EUREF-Campus 22, 10829 Berlin, Germany |
| Workplace Services | Creation RSA token | Computacenter AG & Co. oHG | Germany | Computacenter Park 1, 50170 Kerpen, Germany |
| | IaaS B-Portal | Microsoft Ireland Operations Ltd. | Ireland | 70 Sir John Rogerson's Quay, Dublin 2, Ireland |
| | Management User-Certificates | D-Trust GmbH | Germany | Kommandantenstraße 15, 10969 Berlin, Germany |
| | Onsite support | Bechtle GmbH | Germany | Industriestraße 33, 33689 Bielefeld, Germany |
| | SaaS RealmJoin | glueckkanja AG | Germany | Kaiserstraße 39, 63065 Offenbach am Main, Germany |

Subprocessors of the Arvato Systems Group

Table 3: External subprocessors providing core services for standard services

Subprocessors of the Arvato Systems Group

4 External subprocessors providing 3rd level support for standard services

For the processing of support requests from 3rd level support (e.g. to maintain proper IT operations, operating system support, hardware support), Arvato Systems' specialists are assigned, but in individual cases, external service providers or the manufacturers are also called upon via the manufacturer's own 3rd-level support.

As a rule, this is done for the purpose of troubleshooting in core and basic components in order to ensure the core functionalities of the infrastructure and only if Arvato Systems' specialists are unable to carry out the troubleshooting independently.

A commissioning of service providers / manufacturers for the purpose of processing the data available in client's systems as the essence of the order does not take place. For technical reasons, a possibility of taking note of personal data in the context of the implementation the 3rd level support can not be safely excluded in all cases – however, the inspection of such data is in no case the subject or essence of the contractually agreed order.

External subprocessors for 3rd level support in standard services.

| Standard service of Arvato Systems Group | Service provided by subprocessor | Name of subprocessor | Location | Address |
|--|--|-----------------------------------|----------------|--|
| Application Services | 3 rd level manufacturer support | Microsoft Ireland Operations Ltd. | Ireland | 70 Sir John Rogerson's Quay, Dublin 2, Ireland |
| | | USU GmbH | Germany | Spitalhof 1, D-71696 Möglingen, Germany |
| | 3 rd level support | Softwareone Deutschland GmbH | Germany | Blochstraße 1, 04329 Leipzig, Germany |
| Hosting Services | 3 rd level manufacturer support | Ceyoniq Technology GmbH | Germany | Boulevard 9, 33613 Bielefeld, Germany |
| | | Cisco International Ltd. | United Kingdom | 9-11 New Square Park, Bedfont Lakes, Feltham, England TW14 8HA, United Kingdom |
| | | Hewlett-Packard GmbH | Germany | Herrenberger Straße 140, 71034 Böblingen, Germany |
| | | Microsoft Ireland Operations Ltd. | Ireland | 70 Sir John Rogerson's Quay, Dublin 2, Ireland |

Subprocessors of the Arvato Systems Group

| Standard service of Arvato Systems Group | Service provided by subprocessor | Name of subprocessor | Location | Address |
|--|--|---|----------------|--|
| | 3 rd level support | One Identity Software International DAC | Ireland | City Gate Park, Mahon, Cork, Ireland |
| | | Veeam Software GmbH | Germany | Terminalstr. Mitte 18, D-85356 München-Flughafen, Germany |
| | | Bechtle GmbH | Germany | Industriestraße 33, 33689 Bielefeld, Germany |
| | | Computacenter AG & Co. oHG | Germany | Computacenter Park 1, 50170 Kerpen, Germany |
| | | Softwareone Deutschland GmbH | Germany | Blochstraße 1, 04329 Leipzig, Germany |
| Network Services | 3 rd level manufacturer support | CA Europe Sarl | Switzerland | Chemin du Vuasset 2, 1028 Préverenges, Switzerland |
| | | Cisco International Ltd. | United Kingdom | 9-11 New Square Park, Bedfont Lakes, Feltham, England TW14 8HA, United Kingdom |
| | | Musarubra Ireland Limited | Ireland | 70 Sir John Rogerson's Quay, Dublin D02 C803, Ireland |
| | | Radware GmbH | Germany | Landsberger Str. 155, D-80637 München, Germany |
| | 3 rd level support | Bechtle GmbH | Germany | Industriestraße 33, 33689 Bielefeld, Germany |
| | | Computacenter AG & Co. oHG | Germany | Computacenter Park 1, 50170 Kerpen, Germany |
| | | NTT Germany AG & Co. KG | Germany | Horexstraße 7, 61352 Bad Homburg, Germany |

Subprocessors of the Arvato Systems Group

| Standard service of Arvato Systems Group | Service provided by subprocessor | Name of subprocessor | Location | Address |
|--|--|--------------------------------------|----------------|--|
| | | TELONIC GmbH | Germany | Pfingstweide 51, 61169 Friedberg, Germany |
| Security Services | 3 rd level manufacturer support | Microsoft Ireland Operations Ltd. | Ireland | 70 Sir John Rogerson's Quay, Dublin 2, Ireland |
| | | Rapid 7 LLC | USA | 120 Causeway Street, Ste 400, Boston, MA 02114, USA |
| Workplace Services | 3 rd level manufacturer support | Cloud SG UK Ltd. | United Kingdom | Paddington, 20 Eastbourne Terrace, London W2 6LG, United Kingdom |
| | | Microsoft Ireland Operations Ltd. | Ireland | 70 Sir John Rogerson's Quay, Dublin 2, Ireland |
| | | Quest Software International Limited | Ireland | City Gate Park, Mahon Point, Cork, Ireland |
| | | Raynet GmbH | Germany | Technologiepark 22, 33100 Paderborn, Germany |
| | | RICOH DEUTSCHLAND GmbH | Germany | Vahrenwalder Str. 315, 30179 Hannover, Germany |
| | 3 rd level support | Softwareone Deutschland GmbH | Germany | Blochstraße 1, 04329 Leipzig, Germany |

Table 4: External subprocessors providing 3rd level support for standard services

Document History

| Document Attribute | Value |
|--------------------|------------|
| Classification | PUBLIC |
| Status | Released |
| Document owner | Einkauf |
| Author | anonymized |
| Release date | 30.06.2022 |

| Version | Date | Responsible | Changes/Notes |
|---------|------------|-------------|---|
| 2.0 | 30.06.2022 | Einkauf | Change in format |
| 2.1 | 11.01.2023 | Einkauf | <ul style="list-style-type: none"> - "Arbor Networks, Inc., US" deleted from 3rd level manufacturer support - Contract partner for Cisco-3rd level manufacturer support changed from "Cisco Systems GmbH, DE" to "Cisco International Limited, UK" - "ORACLE Deutschland B.V. & Co. KG, DE" added to Security Services/laaS VAREDY - Contract partner for McAfee 3rd level manufacturer support changed from "McAfee LLC, US" to "Musarubra Ireland Limited, IR" |
| 2.2 | 21.03.2023 | Einkauf | <ul style="list-style-type: none"> - "Arvato Systems UK & Ireland Ltd., UK" deleted from affiliated companies - "Google Cloud EMEA Limited, IR" added to Security Services/SaaS Chronicle SOAR - "DCSO Deutsche Cyber-Sicherheitsorganisation GmbH, DE" added to Security Services/Managed Network Threat Analytics - "Veeam Software GmbH, DE" added to Hosting Service/O365 Backup & Restore 3rd level manufacturer support |
| 2.3 | 15.06.2023 | Einkauf | <ul style="list-style-type: none"> - „Mimecast Germany GmbH“ added to section 3 Communication Services/DMARC Analyzer - "Cisco International Limited" deleted from section 3 Network Services / 2nd level support - "BT (Germany) GmbH & Co. oHG" deleted from section 3 Network Services / laaS DDoS protection - „IBM Deutschland GmbH“ and „ORACLE Deutschland B.V. & Co. KG“ deleted from section 3 Application |

| Version | Date | Responsible | Changes/Notes |
|---------|------------|-------------|--|
| | | | <p>Services / 3rd level manufacturer support</p> <ul style="list-style-type: none"> - „Red Hat Limited“ deleted from section 3 Hosting Services / 3rd level manufacturer support |
| 2.4 | 06.09.2023 | Einkauf | <ul style="list-style-type: none"> - „Silver Monkey GmbH“ deleted from section 4 Workplace Services / 3rd level manufacturer support - „Fortinet Deutschland GmbH“ deleted from section 4 Network Services / 3rd level manufacturer support - „Juniper Networks Inc.“ deleted from section 4 Network Services / 3rd level manufacturer support - „Raynet GmbH“ added to section 4 Workplace Services / 3rd level manufacturer support - Change of address for „Microsoft Ireland Operations Ltd“ - Change of address for „Arvato Systems Digital GmbH“ |
| 2.5 | 22.11.2023 | Einkauf | <ul style="list-style-type: none"> - Change of address for „SIA Arvato Systems Latvia“ - Change of address for „SUSE Software Solutions Ireland Ltd“ - Change of address for „Atlassian Pty Ltd.“ - Contract partner for Security Services/PaaS Carbon Black Threat Hunter changed from „VMware International Ltd, IE“ to „VMware International Unlimited Company, IE“ - „Softwareone Deutschland GmbH, Germany“ added to section 4 Application Services, Hosting Services, Workplace Services / 3rd level support |
| 2.6 | 23.05.2024 | Einkauf | <ul style="list-style-type: none"> - „SUSE Software Solutions Ireland Ltd, IR“ deleted from section 4 Hosting Services / 3rd level manufacturer support - Google Cloud EMEA Limited, IR“ deleted from section 3 Security Services/SaaS Chronicle SOAR |
| 2.7 | 01.11.2024 | Einkauf | <ul style="list-style-type: none"> - Logo update |
| 2.8 | 25.04.2025 | Einkauf | <ul style="list-style-type: none"> - „Arvato Systems IT S.R.L.“ added to section 1 Hosting Services, Network Services, Security Services - „Arvato Systems IT S.R.L.“ in section 1 location „Estonia“ deleted - „Arvato Systems Malaysia Sdn Bhd“ added to section 1 Hosting Services, Network Services |

| Version | Date | Responsible | Changes/Notes |
|---------|------------|-------------|---|
| | | | <ul style="list-style-type: none"> - "SIA Arvato Systems Latvia" added to section 1 Hosting Services, Network Services - „Arvato Systems North America. Inc.“ from section 1 Security Services deleted - "Vidispine AB" from section 1 as an affiliated company deleted - „VMware International Unlimited Company“ from section 3 Security Services / PaaS Carbon Black Threat Hunter deleted |
| 2.9 | 02.09.2025 | Einkauf | <ul style="list-style-type: none"> - "Bechtle IT-Systemshaus GmbH" merged with "Bechtle GmbH" - "USU Technologies GmbH" renamed to "USU GmbH" - "glueckkanja-gab AG" renamed to "glueckkanja AG" - "Hays Technology Solutions GmbH" renamed to "Emposo GmbH" - "MessageBird B.V." renamed to "Bird B.V." - "Citrix Systems UK Ltd." renamed to "Cloud SG UK Ltd." - "DATANET GmbH" deleted from section 3 Communication Services - "Horizon Telecom B.V." added to section 3 Network Services - "D-Trust GmbH" added to section 3 Workplace Services - "Sophos Ltd" deleted from section 4 Hosting Services |