

# Subprocessors

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|------------------|-------------------------|
| Shorttitle       | Subprocessors PTV       |
| Template history | V2.7.0 dated 2026-08-17 |

## 1. Subprocessors used for all PTV Services

For all PTV Services, PTV Logistics GmbH and Conundra BV each act as subprocessors where they are not the contracting partner, and perform the services set out below:

| Subprocessor       | Adress/Country                                                            | Service                                                                                                               |
|--------------------|---------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| PTV Logistics GmbH | Stumpfstraße 1, 76131<br>Karlsruhe, Germany                               | Operation and Support                                                                                                 |
| Conundra BV        | Voordries 41, 9860<br>Oosterzele, Belgium                                 | Operation and support                                                                                                 |
| Zendesk Inc.       | 700 7th Ave, San<br>Francisco, California,<br>United States               | Customer Support                                                                                                      |
| PandaDoc, Inc.     | 548 Market St, PMB<br>185308, San Francisco,<br>California, United States | Document generation<br>and e-signature<br>platform                                                                    |
| Rocketlane Corp.   | 3524 Silverside Road,<br>Suite 35B, Wilmington,<br>United States          | Professional Services<br>Automation tool for<br>project, resource,<br>integration, migration<br>and service processes |

For all products, support enquiries may be handled by employees of companies within the PTV Logistics Group, meaning that these group companies may act as subprocessors for all products. List of affiliated companies is available under [https://legaldocs.myptv.com/en/list\\_of\\_ptv\\_s\\_affiliated\\_companies?inline](https://legaldocs.myptv.com/en/list_of_ptv_s_affiliated_companies?inline).

## 2. Product-specific subprocessors

| PTV Product                                                                                               | Subprocessors                         | Address/Country                                                                       | Service                                                         |
|-----------------------------------------------------------------------------------------------------------|---------------------------------------|---------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| PTV Drive&Arrive                                                                                          | Microsoft Ireland Operations Ltd.     | Carmenhall Road, Sandyford, Dublin 18, Ireland                                        | Hosting in the Azure-Cloud                                      |
| PTV Map&Guide; Internet;<br>PTV Map&Guide Internet;<br>TLNplanner Internet;<br>TLNplanner Next Generation | Microsoft Ireland Operations Ltd.     | Carmenhall Road, Sandyford, Dublin 18, Ireland                                        | Hosting in the Azure-Cloud                                      |
|                                                                                                           | colpari GmbH                          | Waldstraße 5, 04105 Leipzig, Germany                                                  | 1 <sup>st</sup> -Level Support                                  |
|                                                                                                           | Intercom R&D Unlimited Company        | 2nd Floor, Stephen Court, 18-21 Saint Stephen's Green, Dublin 2, Ireland              | Customer Engagement                                             |
|                                                                                                           | Functional Software, Inc. (Sentry.io) | Functional Software, Inc., 45 Fremont Street, 8th Floor, San Francisco, CA 94105, USA | Used for easier analysis of production logs and troubleshooting |
| PTV Map&Market                                                                                            | colpari GmbH                          | Waldstraße 5, 04105 Leipzig, Germany                                                  | 1 <sup>st</sup> -Level Support                                  |
| PTV Route Optimizer                                                                                       | Microsoft Ireland Operations Ltd.     | Carmenhall Road, Sandyford, Dublin 18, Ireland                                        | Hosting of the PTV Cloud Service in the Azure Cloud             |
|                                                                                                           | Intercom R&D Unlimited Company        | 2nd Floor, Stephen Court, 18-21 Saint Stephen's Green, Dublin 2, Ireland              | Customer Engagement                                             |

| <b>PTV Product</b>                                           | <b>Subprocessors</b>                  | <b>Adress/Country</b>                                            | <b>Service</b>                                                              |
|--------------------------------------------------------------|---------------------------------------|------------------------------------------------------------------|-----------------------------------------------------------------------------|
| PTV Route Optimiser CL                                       | Amazon Web Services EMEA Sarl         | Burlington Rd,<br>Dublin 4, D04 HH21,<br>Ireland                 | Cloud Hosting in<br>AWS data centers                                        |
| PTV Route Optimiser ST                                       | -                                     | -                                                                | -                                                                           |
| PTV Route Optimiser ST,<br>hosted Version                    | Makro Factory GmbH & Co. KG           | An der RaumFabrik<br>30, 76227 Karlsruhe                         | Hosting                                                                     |
| PTV Route Optimiser ST,<br>hosted Version<br>(Variant Anton) | OVH S.R.L                             | Via Carlo Imbonati,<br>18 20159 Milano,<br>Italy                 | Hosting                                                                     |
| PTV Route Optimiser ST,<br>hosted Version<br>(Variant Berta) | Hosted.nl B.V.                        | Ringbaan Zuid 10,<br>6905 DB Zevenaar,<br>Netherlands            | Hosting                                                                     |
| PTV xServer 1<br>hosted                                      | -                                     | -                                                                | -                                                                           |
| PTV xServer 1<br>internet                                    | Microsoft Ireland Operations Ltd.     | Carmenhall Road,<br>Sandyford, Dublin<br>18, Ireland             | Hosting in the<br>Azure-Cloud                                               |
| PTV xServer 2<br>hosted                                      | Microsoft Ireland Operations Ltd.     | Carmenhall Road,<br>Sandyford, Dublin<br>18, Ireland             | Identification and<br>verification of the<br>Token-ID in the<br>Azure Cloud |
|                                                              | TelemaxX<br>Telekommunikation<br>GmbH | Amalienbadstraße<br>41, Bau 61<br>76227 Karlsruhe<br>Deutschland | Hosting                                                                     |
| PTV xServer<br>Internet                                      | Amazon Web Services EMEA Sarl         | Burlington Rd,<br>Dublin 4, D04 HH21,<br>Ireland                 | Cloud Hosting in<br>AWS data centers                                        |

| <b>PTV Product</b>  | <b>Subprocessors</b>              | <b>Adress/Country</b>                                           | <b>Service</b>                                                                 |
|---------------------|-----------------------------------|-----------------------------------------------------------------|--------------------------------------------------------------------------------|
| PTV Developer       | Microsoft Ireland Operations Ltd. | Carmenhall Road,<br>Sandyford, Dublin<br>18, Ireland            | Hosting in the<br>Azure-Cloud                                                  |
| PTV Navigator<br>G2 | Amazon Web Services EMEA Sarl     | Burlington Rd,<br>Dublin 4, D04 HH21,<br>Ireland                | Cloud Hosting in<br>AWS data centers                                           |
|                     | Microsoft Ireland Operations Ltd. | Carmenhall Road,<br>Sandyford, Dublin<br>18, Ireland            | Hosting of the PTV<br>Cloud Service in<br>the Azure Cloud                      |
|                     | Google Ireland Ltd                | Gordon House,<br>Barrow Street,<br>Dublin 4, Ireland            | QR-Code-<br>Scanner;<br>Firebase<br>Crashlytics (crash<br>reporter)            |
|                     | TomTom Global Content B.V.        | De Ruijterkade 154,<br>1011 AC, Amsterdam,<br>Netherlands       | Navigation with<br>real-time<br>information                                    |
| PTV Axylog          | Microsoft Ireland Operations Ltd. | Carmenhall Road,<br>Sandyford, Dublin<br>18, Ireland            | Cloud Hosting in<br>the Azure-Cloud                                            |
|                     | Google Ireland Limited            | Gordon House<br>Barrow Street<br>Dublin 4<br>Ireland            | Firestore Cloud<br>Messaging<br><br>Google Maps<br>Platform –<br>Geocoding API |
|                     | Twilio Ireland Limited            | 70 Sir John<br>Rogerson's Quay<br>Dublin 2, D02 R296<br>Ireland | Twilio Verify – MFA                                                            |
|                     | Amazon Web Services EMEA Sarl     | Burlington Rd,<br>Dublin 4, D04 HH21,<br>Ireland                | Cloud Hosting in<br>AWS data centers                                           |

| PTV Product                                                                     | Subprocessors                                                                                               | Adress/Country                                                     | Service                                                                                                    |
|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
|                                                                                 | Elasticsearch B.V.<br>(Elastic.co)                                                                          | Keizersgracht 281,<br>1016 ED Amsterdam,<br>The Netherlands        | Hosted solution<br>for logs/metrics/<br>tracing/data<br>projection                                         |
| PTV Mira                                                                        | Amazon Web<br>Services EMEA SARL<br>(including affiliated<br>AWS companies) –<br>Service: Amazon<br>Bedrock | 38 Avenue John<br>F. Kennedy, L-1855<br>Luxembourg                 | Provision of<br>foundation model<br>inference and<br>associated<br>managed<br>services (Amazon<br>Bedrock) |
|                                                                                 | Anthropic PBC /<br>Anthropic, Inc.                                                                          | 548 Market St, San<br>Francisco, CA<br>94104, USA                  | Provision of AI<br>model inference<br>(Claude) via API<br>or enterprise<br>products                        |
|                                                                                 | MongoDB Atlas, Inc.                                                                                         | New York,<br>Paramount Plaza,<br>1633 Broadway,<br>38th Floor, USA | Hosted Database<br>as a service used<br>for several parts<br>of our<br>applications.                       |
| PTV OptiFlow (if<br>your<br>contractual<br>partner is PTV<br>Logistics<br>GmbH) | Conundra BV                                                                                                 | Voordries 41, 9860<br>Oosterzele, Belgium                          | Operation and<br>support                                                                                   |
| PTV OptiFlow (if<br>your<br>contractual<br>partner is<br>Conundra BV)           | PTV Logistics GmbH                                                                                          | Stumpfstraße 1,<br>76131 Karlsruhe,<br>Germany                     | Shared use of<br>existing IT<br>(software &<br>hardware) in the<br>group of<br>companies                   |

| PTV Product | Subprocessors                                                                               | Adress/Country                                                                  | Service                                                                                                                                                                    |
|-------------|---------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|             | Amazon Web Services EMEA Sarl                                                               | Burlington Rd,<br>Dublin 4, D04 HH21,<br>Ireland                                | Cloud Hosting in<br>AWS data centers                                                                                                                                       |
|             | Atlassian Pty Ltd.<br>(OpsGenie)                                                            | Level 6, 341 George<br>Street, Sydney NSW<br>2000, Australia                    | OpsGenie:<br>On-call<br>management<br>system used for<br>support services<br>Jira Service<br>Management:<br>Service<br>Management<br>platform used for<br>support services |
|             | Cloud-IAM Société<br>par Actions<br>Simplifiée<br>(simplified limited<br>liability company) | 37 Boulevard<br>Solférino<br>Immeuble<br>Eurosquare<br>35000, Rennes,<br>France | Identity and<br>access<br>management<br>solution used for<br>our applications<br>access<br>management                                                                      |
|             | Elasticsearch B.V.<br>(Elastic.co)                                                          | Keizersgracht 281,<br>1016 ED Amsterdam,<br>The Netherlands                     | Hosted solution<br>for logs/metrics/<br>tracing/data<br>projection                                                                                                         |
|             | Functional<br>Software, Inc.<br>(Sentry.io)                                                 | 45 Fremont Street,<br>8th Floor, San<br>Francisco, CA<br>94105, USA             | Used for easier<br>analysis of<br>production logs<br>and<br>troubleshooting                                                                                                |
|             | Google Ireland Ltd.<br>(Google<br>Geocoding)                                                | Gordon House<br>Barrow St<br>Dublin 4, Irland                                   | Used for<br>geocoding<br>addresses<br>(Conversion of<br>addresses into                                                                                                     |

| PTV Product | Subprocessors                                                                      | Adress/Country                                                                                          | Service                                                                              |
|-------------|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
|             |                                                                                    |                                                                                                         | coordinates and vice versa)                                                          |
|             | Mapbox, Inc.                                                                       | f 1133 15th St NW,<br>Suite 825,<br>Washington DC<br>20005, USA                                         | Hosted service<br>that serves map<br>tiles in our offering                           |
|             | Microsoft Ireland<br>Operations, Ltd.<br>(Microsoft Bing<br>Geocoding<br>services) | One Microsoft Place<br>South County<br>Business Park<br>Leopardstown<br>Dublin 18, D18 P521,<br>Ireland | Geocoding<br>Services                                                                |
|             | MongoDB Atlas, Inc.                                                                | New York,<br>Paramount Plaza,<br>1633 Broadway,<br>38th Floor, USA                                      | Hosted Database<br>as a service used<br>for several parts<br>of our<br>applications. |
|             | Salesforce, Inc.<br>(Slack)                                                        | Salesforce<br>415 Mission St FL 3<br>San Francisco, CA<br>94105, USA                                    | Internal<br>communication<br>and automated<br>alerting                               |
|             | Keycloak.org                                                                       | OSS<br><a href="https://www.keycloak.org/">https://www.keycloak.org/</a>                                | Access<br>Management SSO                                                             |