

# Subprocessors PTV

Shorttitle	Subprocessors PTV
Template history	V1.2.0 dated 2024-02-12

## 1. Subprocessors used for all PTV Services

For all PTV Services, PTV Logistics GmbH will provide 2nd and 3rd level support. Insofar as PTV Logistics GmbH is not the direct contractual partner, it acts as a subprocessor for the respective PTV sales company.

Subprocessor	Adress/Country	Service
PTV Logistics GmbH	Stumpfstraße 1, 76131 Karlsruhe, Germany	2 <sup>nd</sup> and 3 <sup>rd</sup> Level Support*

\*Regarding PTV Axylog, the PTV Logistics GmbH only is a distributor.

## 2. Product-specific subprocessors

PTV Product	Subprocessors	Adress/Country	Service
PTV Drive&Arrive	Microsoft Ireland Operations Ltd.	Carmenhall Road, Sandyford, Dublin 18, Ireland	Hosting in the Azure-Cloud
	Amazon Web Services Inc. (AWS)	410 Terry Avenue North; Seattle WA 98109; United States	Hosting PTV Arrival Board, Tripcreator in the AWS Cloud (Europe)
PTV Map&Guide Internet	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
	Userlike UG (haftungsbeschränkt)	Probsteingasse 44 – 46, 50670 Köln	Platform LiveChat
PTV Map&Market	colpari GmbH	Waldstraße 5, 04105 Leipzig, Germany	1 <sup>st</sup> -Level Support
PTV Route Optimiser CL	Microsoft Ireland Operations Ltd.	Carmenhall Road, Sandyford, Dublin 18, Ireland	Hosting in the Azure-Cloud
	PTV (UK) Ltd.	No 5 Centre Court, Vine Lane, Halesowen, West Midlands, England, B63 3EB	Support
PTV Route Optimiser ST	-	-	-
PTV Route Optimiser ST, hosted Version	Makro Factory GmbH & Co. KG	An der RaumFabrik 30, 76227 Karlsruhe	Hosting

PTV Route Optimiser ST, hosted Version (Variant Anton)	OVH S.R.L	Via Carlo Imbonati, 18 20159 Milano, Italy	Hosting
PTV Route Optimiser ST, hosted Version (Variant Berta)	Hosted.nl B.V.	Ringbaan Zuid 10, 6905 DB Zevenaar, Netherlands	Hosting
PTV xServer	-	-	-
PTV xServer 1 hostet	-	-	-
PTV xServer 2 hostet	Microsoft Ireland Operations Ltd.	Carmenhall Road, Sandyford, Dublin 18, Ireland	Identification and verification of the Token-ID in the Azure-Cloud
PTV xServer Internet	Microsoft Ireland Operations Ltd.	Carmenhall Road, Sandyford, Dublin 18, Ireland	Hosting in the Azure-Cloud
PTV Developer	Microsoft Ireland Operations Ltd.	Carmenhall Road, Sandyford, Dublin 18, Ireland	Hosting in the Azure-Cloud
PTV Axylog	Axylog SRL	Borgo San Patrizio, 84, 63828 Campofilone (FM), Italy	Operation and support
	Microsoft Ireland Operations Ltd.	Carmenhall Road, Sandyford, Dublin 18, Ireland	Hosting in the Azure-Cloud
	Google Inc.	1600 Amphitheatre Parkway, Mountain View, CA 94043, USA	QR-Code-Scanner

### 3. Product-specific (sub-)subprocessors OptiFlow

If your contractual partner is one of the PTV companies or Conundra B.V. (The Netherlands), we use the following subprocessors:

Subprocessors	Address/Country	Service
Conundra BV (Belgium)	Voordries 41, 9860 Oosterzele, Belgium	Operation and support

If your contractual partner is Conundra BV (Belgium) we use the following subprocessors:

Subprocessors	Address/Country	Service
PTV Planung Transport Verkehr GmbH	Haid-und-Neu-Straße 15, 76131 Karlsruhe, Germany	Shared use of existing IT (software & hardware) in the group of companies
PTV Logistics GmbH	Stumpfstraße 1, 76131 Karlsruhe, Germany	Shared use of existing IT (software & hardware) in the group of companies
Amazon Web Services EMEA Sarl	Burlington Rd, Dublin 4, D04 HH21, Ireland	Cloud Hosting of Applications like OptiFlow platform in AWS data centers
Atlassian Pty Ltd. (OpsGenie)	Level 6, 341 George Street, Sydney NSW 2000, Australia	OpsGenie: On-call management system used for support services  Jira Service Management: Service Management platform used for support services
Cloud-IAM Société par Actions Simplifiée (simplified limited liability company)	37 Boulevard Solférino Immeuble Eurosquare 35000, Rennes, France	Identity and access management solution used for our applications access management
Elasticsearch B.V. (Elastic.co)	Keizersgracht 281, 1016 ED Amsterdam, The Netherlands	Hosted solution for logs/metrics/tracing/data projection
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
Google Ireland Ltd. (Google Geocoding)	Gordon House Barrow St Dublin 4, Ireland	Used for geocoding addresses (Conversion of addresses into coordinates and vice versa)

Mapbox, Inc.	f 1133 15th St NW, Suite 825, Washington DC 20005, USA	Hosted service that serves map tiles in our offering
Microsoft Ireland Operations, Ltd. (Microsoft Bing Geocoding services)	One Microsoft Place South County Business Park Leopardstown Dublin 18, D18 P521, Ireland	Geocoding Services
MongoDB Atlas, Inc.	New York, Paramount Plaza, 1633 Broadway, 38th Floor, USA	Hosted Database as a service used for several parts of our applications.
Salesforce, Inc. (Slack)	Salesforce 415 Mission St FL 3 San Francisco, CA 94105, USA	Internal communication and automated alerting