

## Xena – Sub Processors

This list contains an overview of the sub-processors that EG uses in connection with the delivery of Xena.

Some sub-processors are used exclusively for the provision of elective services. Whether these sub-processors are used thus depends on the individual customer's individual services.

Last updated: 18.09.2023

NAME	Org. ID.	ADDRESS	DESCRIPTION OF PROCESSING	TRANSFER TO THIRD COUNTRIES
<b>team.blue Denmark A/S</b>	<b>DK29412006</b>	<b>Højvangen 4, 8660 Skanderborg, Denmark</b>	<b>Hosting of servers and data, backup</b>	<b>No</b>
<i>Sub-processors to team.blue Denmark A/S</i>				
B4Restore A/S	DK27719945	Åhave Parkvej 31, 8260 Viby J, Denmark	Backup of servers and data	No
Ping IT A/S	DK34471967	Vandmanden 24, 9200 Aalborg SV, Denmark	Secure destruction of hardware	No
<b>Abbyy Europe GmbH</b>	<b>DUNS329563402</b>	<b>Landsberger Str. 300, 80687, München, DE</b>	<b>Digital scanning of documents</b>	<b>Yes</b>
<i>Sub-processors to Abbyy Europe GmbH</i>				
<b>Microsoft Ireland Operations Ltd.</b>	<b>IE8256796</b>	<b>Carmenhall Road, Sandyford, Dublin 18</b>	<b>Hosting, MS Azure</b>	<b>Yes</b>
<b>EG Danmark A/S</b>	<b>DK84667811</b>	<b>Lautrupvang 24, 2750, Ballerup, DK</b>	<b>Group related supplier</b>	<b>No</b>
<i>Sub-processors to EG Danmark A/S</i>				
<b>B4Restore A/S</b>	<b>DK84667811</b>	<b>Lautrupvang 24, 2750, Ballerup, DK</b>	<b>Backup of servers and data</b>	<b>No</b>
<b>Sinch Denmark A/S</b>	<b>SE5567475495</b>	<b>Legal Dept. Lindhagensgatan 7 4, 112 18, Stockholm, Sverige</b>	<b>Platform for distribution of SMS and call history between solution and customer.</b>	<b>No</b>
<i>Sub-processors to Sinch</i>				

Sentia	DK10008123	Lyskær 3A, 2730, Danmark	Private cloud hosting and co-location of hardware	No
Tyntec	DUNS333272644	Homannstrasse 25-27, 81379, Tyskland	Message delivery to rest of world	No
Sinch Sweden AB	DUNS554782461	Linghagensgatan 74, 112 18, Sverige	Message delivery to rest of world, Service desk, CRM	No
MessageCloud	DUNS223782677	15 Billacombe Roas, Storbritannien	Message delivery to UK and Ireland	The European Commission has approved the UK as a safe third country
TopCall Aps	DK37135267	Axeltorv 8, 4700, Danmark	Customer service phone calls	No
<b>Zendesk Inc.</b>	<b>DUNS961919805</b>	<b>1019 Markets street, San Francisco, CA 94103</b>	<b>System used in relation to support</b>	<b>Yes</b>
<i>Sub-processors to Zendesk, Inc, see special terms</i>				
<b>MailJet</b>	<b>DUNS5384944</b>	<b>4 rue Jules Lefebvre, 75009, Paris, Frankrig</b>	<b>Mail gateway for delivery and analysis of emails, cloud solution.</b>	<b>Yes</b>
<b>LiveChat, Inc.</b>	<b>DUNS79581998</b>	<b>101 Arch Street, 8th, Floor, Boston MA 02110, USA</b>	<b>Chat function</b>	<b>Yes</b>

### Approved sub-processors with special terms

Microsoft Corporation  
 One Microsoft Way  
 Redmond  
 WA 98056  
 USA

As Microsoft Corporation is located in a third country, the European Commission's Standard Contractual Clauses are used as a valid transfer tool. The European Commission's Standard Contractual Provisions have thus been entered into by the data processor with Microsoft Corporation on behalf of the data controller.

The European Commission's Standard Contractual Clauses with Microsoft Corporation states that Microsoft Corporation is entitled to use and replace additional sub-processors. These sub-processors are described in Microsoft's list of sub-processors and can be found here:

<https://servicetrust.microsoft.com/DocumentPage/aead9e68-1190-4d90-ad93-36418de5c594>

In the data processing agreement with Microsoft, it is stated that Microsoft gives a notice 6 months before any new sub-processors are taken into use. This is done by Microsoft updating the above list and the Data Controller must do the following to be notified:

1. Go to the homepage: <https://servicetrust.microsoft.com/ViewPage/PrivacyDataP>
2. Find the document titled "Microsoft General – Online Services Subprocessors List"
3. Press "Save to library"
4. Log in to your Microsoft account
5. Press "Yes" to receive email notifications
6. Enter your e-mail address and specify how often you want to receive notifications, press "Save"

Zendesk Inc  
1019 Markets street  
94103  
San Francisco  
USA

As Zendesk Inc is located in a third country, the European Commission's Standard Contractual Clauses is used as a valid transfer tool.

The European Commission's Standard Contractual Provisions have thus been entered into by the data processor with Zendesk on behalf of the data controller.

The European Commission's Standard Contractual Clauses with Zendesk Inc states that Zendesk Inc has the right to use and replace additional sub-processors. These processors appear in Zendesk Inc list of processors and can be found here:

<https://support.zendesk.com/hc/en-us/articles/360022185294>

It further states that Zendesk Inc will announce 30 days before any new sub-processors are taken into use. This is done by Zendesk Inc updating the list above and the Data Controller must do the following to be notified:

Click on the link above to see the list of sub-processors on the Zendesk website. Click the link "follow" and a login window will appear. From there click the link "Sign up" where name and email address is added. Zendesk will send a confirmation email, from which it will be possible to log in through a validation link. After the login is completed click again on the link "follow" in Zendesk's list of sub-processors, which is linked above.

This procedure replaces, as far as Zendesk Inc sub-processors are concerned, the one described in Appendix B, point B.2.

LiveChat, Inc.  
405 North St.

Chapel Hill  
NC 27514  
USA

As LiveChat Inc. is located in a third country, the European Commission's Standard Contractual Clauses is used as a valid transfer tool.

The European Commission's Standard Contractual Provisions have thus been entered into by the data processor with LiveChat Inc. on behalf of the data controller.

The European Commission's Standard Contractual Clauses with LiveChat Inc. states that LiveChat Inc. has the right to use and replace additional sub-processors. These processors appear in LiveChat Inc. list of processors and can be found here:

<https://www.livechat.com/help/livechat-list-of-subprocessors/>

It further states that LiveChat Inc. will announce 30 days before any new sub-processors are taken into use.

This procedure replaces, as far as LiveChat Inc. sub-processors are concerned, the one described in Appendix B, point B.2.