



USER DATA SUBPROCESSOR LIST

Kognity teaching and learning platform

List last updated: 21 November 2023

In order to provide our services in the best way, we work with selected and trusted third party service providers acting as our subprocessors, including for hosting our services, user analytics and to manage back-end systems processing user data. Adequate oversight and, where applicable, legally valid transfer mechanisms are always implemented in these cases.

| Subprocessor | Function | Processing location | Transfer safeguards |
|---|---------------------------------|---------------------|--|
| 84codes AB - RabbitMQ | Hosting | USA | Standard Contractual Clauses (SCC) |
| Amazon Web Services EMEA SARL | Hosting | USA | EU-US Data Privacy Framework Certified |
| Atlassian Pty Ltd - JIRA | Internal records | USA | EU-US Data Privacy Framework Certified |
| Braze, Inc. | User communications | EU/EEA (Germany) | N/A |
| Cloudflare, Inc. | Platform resilience | USA | EU-US Data Privacy Framework Certified |
| Fivetran, Inc. | Data ingestion | USA | EU-US Data Privacy Framework Certified |
| Functional Software, inc. - Datadog & Sentry | Hosting | USA | Standard Contractual Clauses (SCC) |
| Google Cloud EMEA Limited - Google Cloud Platform | Internal records | USA | Standard Contractual Clauses (SCC) |
| Google Cloud EMEA Limited - Google Workspace | Infrastructure | USA | Standard Contractual Clauses (SCC) |
| Holistics Software Pte Ltd | Analytics/Business intelligence | Singapore | Standard Contractual Clauses (SCC) |
| Hotjar Limited | User analytics | EU/EEA (Malta) | N/A |
| Intercom R&D Unlimited Company | User support | USA | EU-US Data Privacy Framework Certified |
| Mixpanel, Inc. | User analytics | USA | EU-US Data Privacy Framework Certified |
| Planhat AB | Platform system | EU/EEA (Sweden) | N/A |
| Redis EMA LTD - Redis Cloud | Hosting | USA | Standard Contractual Clauses (SCC) |
| SFDC Ireland Limited - Heroku | Hosting | USA | Binding Corporate Rules (BCR) & EU-US Data Privacy Framework Certified |
| SFDC Ireland Limited - Tableau | Analytics/Business intelligence | USA | Binding Corporate Rules (BCR) & EU-US Data Privacy Framework Certified |
| Slack Technologies, LLC | Teacher feedback | USA | EU-US Data Privacy Framework Certified |
| Twilio Inc. - Sendgrid | Hosting | USA | Binding Corporate Rules (BCR) & EU-US Data Privacy Framework Certified |