

# List of Sub-Processors



For the provisioning of its event management platform, doo uses the following sub-processors that have access to the personal data of the event attendees processed by doo on instruction of the customer:

Sub-Processor	Subject-matter of the Processing	Location of Data Process	Appropriate Safeguards (Art. 46 GDPR)
<b>Amazon Web Services EMEA SARL</b> (Luxembourg)	Hosting of the doo Event Management Platform (IaaS)	Germany	n/a
<b>Eleks GmbH</b> (Germany)	IT support, maintenance, care, software development	EU, Ukraine	SCC
<b>Zammad GmbH</b> (Germany)	Helpdesk, forwarding of support requests	Germany	n/a
<b>Strato AG</b> (Germany)	Intermediate storage of data for manual processing and import/export to the doo platform	Germany	n/a
<b>Celonis, Inc.</b> (USA)	Automated ETL (Extract, Transform, Load) and integration projects	Germany	n/a
<b>Only if the additional functionality or service "Website Module" is booked and used:</b>			
<b>Duda, Inc.</b> (USA)	Hosting of event websites and landing pages	USA or EU (depending on the order)	For the USA: Certification in accordance with the EU-U.S. Data Privacy Framework (adequacy decision), supplemented by Standard Contractual Clauses (SCC)
<b>Serverprofis GmbH</b> (Germany)	Hosting of event websites and landing pages (optional alternative to Duda)	Germany	n/a
<b>Only if the onsite services of the service provider "Fastlane GmbH" are booked and used</b>			
<b>FastLane GmbH</b> (Germany)	Inlet/outlet scanning and badging	Germany	n/a
<b>Only if the additional functionality or the service map for Event Location is used:</b>			
<b>Google Ireland Limited</b> (Ireland)	Map (Google Maps) for Event Location Map	EU, USA	Certification in accordance with the EU-U.S. Data Privacy Framework (adequacy decision), supplemented by Standard Contractual Clauses (SCC)
<b>YellowMap AG</b> (Germany)	Map for Event Location Map (optional alternative to Google Maps)	Germany	n/a
<b>Only if the additional functionality or service "E-mail Inbox" is booked and used:</b>			
<b>Serverprofis GmbH</b> (Germany)	Mailbox hosting and hosting of web applications	Germany	n/a
<b>Only if the additional functionality or service "E-mail Address Validation" is booked and used:</b>			
<b>Byteplant GmbH</b> (Germany)	Validation of e-mail addresses	Germany	n/a

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Only if the “Event App” service of the service provider PLAZZ AG is booked and used:			
<b>PLAZZ AG</b> (Germany)	Event App	Germany	n/a
Only if the additional functionality or the “Premium Wallet” service is booked and used:			
<b>Fobi AI Germany GmbH</b> (Germany)	Mobile wallets for event participants	Germany	n/a
Only if the additional functionality or the “Digital waiting room” service is booked and used:			
<b>Orderly Telecoms Ltd</b> (England)	Digital waiting room for event registrations	EU	n/a
Only if the additional functionality or the “Banner generator” service is booked and used:			
<b>DynaPictures GmbH</b> (Germany)	Banner generator for speakers, exhibitors, participants	EU	n/a

doo may terminate the engagement of individual sub-processors or engage additional sub-processors. doo will inform the customer of the planned engagement of any additional sub-processors via electronic means at least 30 days prior to their engagement. This excludes emergency replacements as defined below. Should the customer have a legitimate reason to object to the engagement of a sub-processor, they must notify doo in writing within 15 days of receiving the notice, providing the legitimate reason for the objection. If the customer does not object within this time period, the engagement of the additional sub-processor will be considered approved by the customer.

If the customer objects, doo may resolve the objection as follows: (1) doo will refrain from engaging the additional sub-processor for the processing of the customer’s personal data, or (2) doo will take steps to address the legitimate reason for the customer’s objection, or (3) doo may temporarily or permanently suspend the provision of the aspect of the service affected by the sub-processor and refund any pre-paid fees associated with that aspect of the service. If none of these options are feasible and the objection is not resolved within 15 days after receiving the objection, either party may terminate the agreement with appropriate notice. Emergency replacements of a sub-processor may become necessary if the immediate engagement of an additional sub-processor is outside of doo’s control, for example, if a sub-processor unexpectedly ceases operations or breaches significant contractual obligations to doo, making it impossible for doo to provide the services owed to the customer. In such a case, doo will immediately inform the customer of the additional sub-processor, and the objection process, as defined above, will commence upon the customer’s notification.

As of: October 17, 2024