Annex 4: Approved sub-processors

Name	Activities	Sub-processor Headquarters
Software Implementation Providers		
Microsoft Corporation	Cloud Computing Services and Customer Relationship Management Tool and Azure DevOps	One Microsoft Way Redmond, WA 98052 USA https://www.microsoft.com
In-Technology Software Providers		
Twilio Inc.	Email distribution	101 Spear Street, 5th Floor, San Francisco, California, 94105 USA https://www.twilio.com/en-us/sendgrid/email-api
Google, LLC	Google reCAPTCHA. To prevent malicious use of the password reset functionality, the system makes use of Google reCAPTCHA	1600 Amphitheatre Parkway, Mountain View, California 94043
Fullstory, Inc.	Fullstory is used to collect behavioural data from users when they interact with the product.	1745 Peachtree ST NE, STE N, Atlanta, GA 30309
Google Maps	Mapping Service Application	https://www.google.com/maps
UserPilot	UserPilot is used to provide automated onboarding by guiding customer steps to complete tasks. will also survey for sentiment on completion	7200 N Mopac Expy Suite 300 Austin, TX 78731 USA https://userpilot.com/
Customer Service Management Tools		
Salesforce	Customer Relationship Management, Marketing and Customer Service Management Tools	Salesforce Tower. 415 Mission Street, 3rd Floor. San Francisco, CA 94105, USA https://www.salesforce.com
SFDC Ireland Limited	Customer Relationship & Customer Service Management Tools	Level 1, Block A, Nova Atria North, Sandyford Business District, 18 Dublin, Ireland https://www.salesforce.com

RIB Deutschland GmbH iTWO Site (Project Records)	Customer Relationship & Customer Service Management Tools	Spenglerallee 26-30 04442 Zwenkau https://www.rib-leipzig.com
Atlassian Pty Ltd	Customer Service Management Tools	Level 6, 341 George Street, Sydney, NSW 2000, Australia https://www.atlassian.com/software/jira
Research Tools		
Dovetail Research Pty. Ltd.	Dovetail is used to analyze user research calls with invited customers to generate product design insights.	Level 1, 276 Devonshire Street Surry Hills, NSW 2010, Australia https://dovetail.com
Ballpark Labs LTD	Ballpark is used to perform user experience studies, analyzing recordings of interactions to generate product design insights.	Ballpark c/o Third Floor, 20 Old Bailey, London, United Kingdom, EC4M 7AN https://ballparkhq.com/