

## Make List of sub-processors

With effect as of February 20, 2024, the list(s) of sub-processors contained in the customer agreement(s) shall be replaced with the following legal entities:

Name of sub-processor	Description of processing
<b>Amazon Web Services Inc.</b> , Seattle, United States Hosting location can be selected by customer: <ul style="list-style-type: none"> <li>• United States,</li> <li>• Germany (enterprise), Ireland (others)</li> </ul>	Options for hosting of the <a href="https://make.com">make.com</a> Cloud Service
<b>Userflow, Inc.</b> , San Francisco, United States <ul style="list-style-type: none"> <li>• Hosting location: United States</li> </ul>	Customer engagement tool (e.g. pop-ups, messaging, etc.)
<b>Peaberry Software, Inc.</b> Beaverton, United States <ul style="list-style-type: none"> <li>• Hosting location: United States</li> </ul>	Customer engagement tool (e.g. onboarding emails)
<b>Candu, Inc.</b> , Walnut, United States <ul style="list-style-type: none"> <li>• Hosting location: United States</li> </ul>	Customer engagement tool (e.g. resource center)
<b>MongoDB Limited</b> , Dublin, Ireland <ul style="list-style-type: none"> <li>• Hosting location for EU customers: Germany (enterprise), Ireland (others)</li> <li>• Hosting location for non-EU customers: United States</li> </ul>	Cloud based database for scenarios creation
<b>Mixpanel, Inc.</b> , San Francisco, United States <ul style="list-style-type: none"> <li>• Hosting location: Netherlands</li> </ul>	Analysis of product usage to improve user experience
<b>Rudderstack, Inc.</b> , San Francisco, United States <ul style="list-style-type: none"> <li>• Hosting location: United States</li> </ul>	Collection and routing of data streams
<b>Cloudflare, Inc.</b> , San Francisco, United States <ul style="list-style-type: none"> <li>• Globally</li> <li>• Data of European Customers will only be processed via servers located in the European Union</li> </ul>	Global CDN (Content Delivery Network) to enhance application performance and mitigate cybersecurity risks
<b>Microsoft Corporation</b> , Redmond, United States <ul style="list-style-type: none"> <li>• Hosting location: France</li> </ul>	Applicable for customers using artificial intelligence features
<b>Freshdesk, Inc.</b> , San Francisco, United States <ul style="list-style-type: none"> <li>• Hosting location: Germany</li> </ul>	Support Ticketing Tool

<p><b>Our applicable Affiliates:</b></p> <ul style="list-style-type: none"><li>• Celonis SE, Germany</li><li>• Celonis s.r.o., Czech Republic</li><li>• Celonis Deutschland GmbH, Germany</li><li>• Celonis Labs GmbH, Germany</li><li>• Celonis, Inc., United States</li><li>• Celonis Labs LLC, United States</li><li>• Celonis AB, Sweden</li><li>• Celonis ApS, Denmark</li><li>• Celonis B.V., The Netherlands</li><li>• Celonis Canada Ltd., Canada</li><li>• Celonis K.K., Japan</li><li>• Celonis L.L.C., Kosovo</li><li>• Celonis Ltd., United Kingdom</li><li>• Celonis SAS, France</li><li>• Celonis Schweiz GmbH, Switzerland</li><li>• Celonis S.L., Spain</li><li>• Celonis Srl, Italy</li><li>• Celonis India Private Ltd., India</li></ul>	<p>General support of Services through personnel of such Affiliate</p> <p>Customer Support is mainly provided by personnel of the entity in the Czech Republic</p>
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