## Make List of sub-processors

<table>
<thead>
<tr>
<th>Sub-processor name and processing location</th>
<th>Description of processing</th>
</tr>
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</table>
| **Amazon Web Services Inc., Seattle, United States**  
Hosting location can be selected by customer:  
- Hosting locations for non-European Customers: Ireland (Dublin), or United States (North Virginia)  
- Hosting location for European Customers: Ireland (Dublin) or Germany (Frankfurt) | • Options for hosting of the [make.com](https://make.com) Cloud Service |
| **Freshdesk, Inc., San Francisco, California**  
Hosting location: Germany (Frankfurt) | • Operation of Support Ticketing Tool |
| **Our applicable Affiliates:**  
- Celonis SE, Germany  
- Celonis Deutschland GmbH, Germany  
- Celonis, Inc., United States  
- Celonis Ltd., United Kingdom  
- Celonis SAS, France  
- Celonis Schweiz GmbH, Switzerland  
- Celonis India Private Ltd., India  
- Celonis s.r.o., Czech Republic | • General support of Services through personnel of such Affiliate  
• Customer Support is mainly provided by personnel of the entity in the Czech Republic |
| **Userflow, Inc., San Francisco, California**  
Hosting location: USA (Google Cloud Platform) | • Customer engagement tool, User experience - onboarding process (pop-ups, messaging, etc.) |
| **Peaberry Software, Inc. Beaverton, Oregon**  
(Customer.io)  
Hosting location: USA | • Customer engagement tool for automated messaging, incl. onboarding emails |
| **Candu, Inc., Walnut, California**  
Hosting location: USA | • Customer engagement tool, ‘Native’ User experience (e.g. resource center) |
| **MongoDB Limited, Dublin, Ireland**  
Hosting location for EU customers: Germany (Frankfurt), Ireland (Dublin)  
Hosting location for non-EU customers: United States (North Virginia) | • Cloud based database used by customers for scenarios creation |