

Easoft – Sub-processors

This list contains an overview of the sub-processors that EG uses in connection with the delivery of Easoft.

Some sub-processors are used exclusively for the provision of selective services. Whether these sub-processors are used thus depends on the individual customer's individual services.

Last updated: 30.6.2026

PRODUCT (ERP, Docs, Maplet, Sign, Firasor)	NAME	Org. ID.	ADDRESS	DESCRIPTION OF PROCESSING	TRANSFER TO THIRD COUNTRIES
Maplet, Firasor	Amazon Web Services, Inc.	DUNS 965048981	410 Terry Avenue North, Seattle, WA 98109-5210, USA	Data center, Paas	Yes
<i>Sub-processors to Amazon Web Services, Inc. (see special terms below)</i>					
Maplet	UpCloud Oy	2431560-5	Aleksanterinkatu 15 B, 00100 Helsinki, Finland	Data center	No
ERP, Docs, Maplet, Sign, Firasor	Hetzner Online GmbH	DE812871812	Industriestr. 25, 91710 Gunzenhausen, Germany	Data center operator	Yes
<i>Sub-processors to Hetzner Online GmbH</i>					
	Hetzner Finland Oy	2720758-9	Huurrekuja 10, 04360 Tuusula, Finland	Building rental, technical support	No
ERP, Docs, Sign	Foobar Oy	0989325-5	Kivisillantie 23, 03400 Vihti, Finland	Database services, database maintenance	No
ERP, Docs, Maplet, Sign	ActiveCampaign, LLC	DUNS 622077563	1 North Dearborn, Suite 500, Chicago, IL 60602, USA	Email marketing	Yes
<i>Sub-processors to ActiveCampaign, LLC (see special terms below)</i>					
ERP, Docs, Sign	Eneroc Oy	2068825-2	Kousankatu 1, 20610 Turku, Finland	SMS service	A transfer of personal data may occur where the recipient is located outside the EU/EEA, as technical aspects of message delivery may

					require processing outside the EU/EEA. Otherwise, no transfer takes place
<i>Sub-processors to Eneroc Oy</i>					
	LINK Mobility	2680176-2	Tynnyrintekijänpätkä 1 B, 00580 Helsinki, Finland	SMS and messaging service, message routing, delivery information and technical message traffic	A transfer of personal data may occur where the recipient is located outside the EU/EEA, as technical aspects of message delivery may require processing outside the EU/EEA. Otherwise, no transfer takes place
	Arena Interactive Oy	2099021-6	Aholaidantie 3, 40520 Jyväskylä, Finland	SMS, instant messaging and message forwarding services, sending and receiving messages, message logs, delivery information, and any message group and subscription data	A transfer of personal data may occur where the recipient is located outside the EU/EEA, as technical aspects of message delivery may require processing outside the EU/EEA. Otherwise, no transfer takes place
	Globetel	2099021-6	Itälahdenkatu 22 A, 00210 Helsinki, Finland	SMS and messaging services and related technical services	A transfer of personal data may occur where the recipient is located outside the EU/EEA, as technical aspects of message delivery may require processing outside the EU/EEA.

					Otherwise, no transfer takes place
	UpCloud Oy	2099021-6	Aleksanterinkatu 15 B, 00100 Helsinki, Finland	Service technical production environment, data storage and processing, Backup and recovery, Customer support, communication, service requests and contract-related correspondence	No
	DNA Oyj	0592509-6	Ilmalantori 4, 00240 Helsinki, Finland	Operator, messaging, processing of identification and routing data in accordance with applicable law and operator terms	A transfer of personal data may occur where the recipient is located outside the EU/EEA, as technical aspects of message delivery may require processing outside the EU/EEA. Otherwise, no transfer takes place
	Telia Finland Oyj	1475607-9	Pasila asema-aukio 1, 00052 Helsinki, Finland	Operator, messaging and related delivery and routing data	A transfer of personal data may occur where the recipient is located outside the EU/EEA, as technical aspects of message delivery may require processing outside the EU/EEA. Otherwise, no transfer takes place
	Elisa Oyj	0116510-6	Ratavartijankatu 5, 00061 Helsinki, Finland	Operator, messaging and related delivery and routing data	A transfer of personal data may occur where the recipient is located outside

					the EU/EEA, as technical aspects of message delivery may require processing outside the EU/EEA. Otherwise, no transfer takes place
ERP, Docs, Maplet	Twilio Ireland Limited	DUNS 985615167	70 Sir John Rogerson's Quay, Dublin 2, D02 R296, Ireland	SMS delivery, communication services	Yes
<i>Sub-processors to Twilio Ireland Limited (see special terms below)</i>					
Maplet	Mailgun Technologies, Inc. (Sinch)	DUNS 80607113	112 E Pecan St, Suite 1135, San Antonio, TX 78205, USA	Email delivery	Yes
<i>Sub-processors to Mailgun Technologies, Inc. (see special terms below)</i>					
Maplet	Vonage Holdings Corp	DUNS 10019433	101 Crawford's Corner Rd, Suite 2416, Holmdel, NJ 07733, USA	SMS delivery	Yes
<i>Sub-processors to Vonage Holdings Corp (see special terms below)</i>					
ERP, Firasor	Intercom R&D Unlimited Company	DUNS 985587563	124 St Stephen's Green, Dublin 2, DC02 C628, Ireland	Integrated support chat	Yes
<i>Sub-processors to Intercom R&D Unlimited Company (see special terms below)</i>					
ERP, Docs, Sign, Maplet	ZenDesk, Inc.	DUNS 961919805	181 Fremont St, San Francisco, CA 94105, USA	Service support portal	Yes
<i>Sub-processors to ZenDesk, Inc. (see special terms below)</i>					
Docs	Stripe Payments Europe, Limited	DUNS 985420235	3 Dublin Landings North Wall Quay, Dublin 1, D01 C4E0, Ireland	Payment processing	Yes
<i>Sub-processors to Stripe Payments Europe, Limited (see special terms below)</i>					
Maplet	Mapbox, Inc.	DUNS 967996567	1133 15th St NW, Suite 825, Washington, DC 20005, USA	Geo coding/ location service	Yes

<i>Sub-processors to Mapbox, Inc. (see special terms below)</i>					
ERP, Docs, Maplet, Firasor	OpenAI Ireland Ltd	DUNS 986142744	1st Floor, The Liffey Trust Centre, 117-126, Sheriff Street Upper, Dublin 1, D01 YC43, Ireland	Large language model	Yes
<i>Sub-processors to OpenAI Ireland Ltd (see special terms below)</i>					
ERP, Docs, Maplet, Firasor	Google Cloud EMEA Limited	DUNS 985760329	70 Sir John Rogerson's Quay, Dublin 2, Ireland	Large language model	Yes
<i>Sub-processors to Google Cloud EMEA Limited (see special terms below)</i>					

Approved sub-processors with special terms

The following sub-processors are used for the processing with the special terms as follows:

Amazon Web Services, Inc.

410 Terry Avenue North
Seattle, WA 98109-5210
USA

Amazon Web Services Inc. is located in the U.S. and uses the EU-U.S. Data Privacy Framework as a valid basis for transfer, cf. point 8 (Transfer of data to third countries or international organisations), Annex C, point C.6 (Instructions concerning transfer of personal data to third countries) and Annex B, point B.1 (Approved sub-processors).

The sub-processor agreement with Amazon Web Services Inc. states that Amazon Web Services Inc. is entitled to use and replace sub-processors, including transfer of personal data to third countries. These processors appear in Amazon Web Services Inc. list of processors and can be found here: <https://aws.amazon.com/compliance/sub-processors/>

It further states that Amazon Web Services Inc. will announce 30 days before any new subprocessors are taken into use. This is done by Amazon Web Services Inc. updating the list above and the Data Controller must do the following to be notified:

On the above mentioned "AWS Sub-processors" page select the link "subscribe for updates" and state the email address the information should be sent to.

This procedure replaces, as far as Amazon Web Services Inc.'s sub-processors are concerned, the one described in Appendix B, point B.2.

ActiveCampaign, LLC

1 N Dearborn St FL 5
Chicago, IL 6060



USA

ActiveCampaign, LLC is located in the U.S. and uses the EU-U.S. Data Privacy Framework as a valid basis for transfer, cf. point 8 (Transfer of data to third countries or international organisations), Annex C, point C.6 (Instructions concerning transfer of personal data to third countries) and Annex B, point B.1 (Approved sub-processors).

The sub-processor agreement with ActiveCampaign, LLC states that ActiveCampaign, LLC is entitled to use and replace sub-processors, including transfer of personal data to third countries. These processors appear on ActiveCampaign, LLC list of processors and can be found here: <https://www.activecampaign.com/legal/subprocessors>

It further states that ActiveCampaign, LLC will notify the appointment of any new sub-processors by way of updating the above-mentioned webpage. If within 7 days of ActiveCampaign, LLC posting such update, ActiveCampaign, LLC does not receive in writing any objections to the appointment, it will be deemed that Data Controller has consented to the appointment.

This procedure replaces, as far as sub-processors of ActiveCampaign, LLC are concerned, the one described in Appendix B, point B.2.

Twilio Ireland Limited

70 Sir John Rogerson's Quay
Dublin 2, D02 R296
Ireland

The sub-processor agreement with Twilio Ireland Limited states that Twilio Ireland Limited is entitled to use and replace sub-processors, including transfer of personal data to third countries. These processors appear on Twilio Ireland Limited list of processors and can be found here: <https://www.twilio.com/legal/sub-processors>

It further states that Twilio Ireland Limited will announce 10 days before any new sub-processors are taken into use. This is done by Twilio Ireland Limited updating the list above and the Data Controller must do the following to be notified:

1. To subscribe to notifications on changes in sub-processors fill out the information fields on this link: <https://www.twilio.com/legal/sub-processors/updates>
2. Insert your company name and email address
3. Select "Programmable Voice", "Programmable messaging", "Twilio AI" and "Twilio Flex" to subscribe to notification of changes in sub-processors and press "submit" at the bottom of the page.

This procedure replaces, as far as Twilio Ireland Limited sub-processors are concerned, the one described in Appendix B, point B.2

Mailgun Technologies, Inc. (Sinch)

112 E Pecan St, Suite 1135
San Antonio, TX 78205
USA



Mailgun Technologies, Inc. is located in the U.S. and uses the EU-U.S. Data Privacy Framework as a valid basis for transfer, cf. point 8 (Transfer of data to third countries or international organisations), Annex C, point C.6 (Instructions concerning transfer of personal data to third countries) and Annex B, point B.1 (Approved sub-processors).

The sub-processor agreement with Mailgun Technologies, Inc. states that Mailgun Technologies, Inc. is entitled to use and replace sub-processors, including transfer of personal data to third countries. These processors appear on Mailgun Technologies, Inc. list of sub-processors and can be found here: <https://sinch.com/legal/data-protection-agreement-sub-processors/>

It further states that Mailgun Technologies, Inc. will announce 30 days before any new sub-processors are taken into use. This is done by Mailgun Technologies, Inc. updating the list above and the Data Controller must do the following to be notified:

On the above-mentioned sub-processor list page, state the email address and the country the information should be sent to and press "Subscribe".

This procedure replaces, as far as the sub-processors of Mailgun Technologies, Inc. are concerned, the one described in Appendix B, point B.2.

Vonage Holdings Corp

101 Crawfords Corner Rd, Suite 2416
Holmdel, NJ 07733
USA

Vonage Holdings Corp is located in the U.S. and uses the EU-U.S. Data Privacy Framework as a valid basis for transfer, cf. point 8 (Transfer of data to third countries or international organisations), Annex C, point C.6 (Instructions concerning transfer of personal data to third countries) and Annex B, point B.1 (Approved sub-processors).

The sub-processor agreement with Vonage Holdings Corp states that Vonage Holdings Corp is entitled to use and replace sub-processors, including transfer of personal data to third countries. These processors appear on Vonage Holdings Corp list of sub-processors and can be found here: <https://www.vonage.com/legal/subprocessors/applicable-ericsson-affiliates/> and <https://www.vonage.com/legal/subprocessors/>

It further states that Vonage Holdings Corp will announce, where commercially feasible, 30 days before any new sub-processors are taken into use. This is done by Vonage Holdings Corp updating the lists above and the Data Controller must do the following to be notified:

4. To subscribe to notifications on changes in sub-processors fill out the information fields on this link: <https://forms.cloud.microsoft/r/mAQVg7S4UW>
5. Insert your email address, name, company name, and input "09073bd3" as API key.
6. Select "SMS API" to subscribe to notification of changes in sub-processors and press "Submit" at the bottom of the page.

This procedure replaces, as far as the sub-processors of Vonage Holdings Corp. are concerned, the one described in Appendix B, point B.2.



Intercom R&D Unlimited Company

124 St Stephen's Green
Dublin 2, DC02 C628
Ireland

The sub-processor agreement with Intercom R&D Unlimited Company states that Intercom R&D Unlimited Company is entitled to use and replace sub-processors, including transfer of personal data to third countries. These processors and information about the legal bases for transfer appear on Intercom R&D Unlimited Company list of sub-processors and can be found here: <https://www.intercom.com/legal/subprocessors-list>

It further states that Intercom R&D Unlimited Company will announce 20 days before any new sub-processors are taken into use. This is done by Intercom R&D Unlimited Company updating the list above. To receive notification of such change, the Data Controller must send an email to dataprotection@intercom.io to join Intercom R&D Unlimited Company's distribution list.

This procedure replaces, as far as the sub-processors of Intercom R&D Unlimited Company are concerned, the one described in Appendix B, point B.2.

Zendesk, Inc.

181 Fremont St
San Francisco, CA 94105
USA

Zendesk, Inc. is located in the U.S. and uses the EU-U.S. Data Privacy Framework as a valid basis for transfer, cf. point 8 (Transfer of data to third countries or international organisations), Annex C, point C.6 (Instructions concerning transfer of personal data to third countries) and Annex B, point B.1 (Approved sub-processors).

The sub-processor agreement with Zendesk, Inc. states that Zendesk, Inc. has the right to use and replace sub-processors, including transfer of personal data to third countries. These processors appear in Zendesk, Inc. list of processors and can be found here: <https://support.zendesk.com/hc/en-us/articles/4408883061530-Sub-processor-Policy>

It further states that Zendesk, Inc. will announce 30 days before any new sub-processors are taken into use. This is done by Zendesk, Inc. updating the list above and the Data Controller must do the following to be notified:

Click on the link above to see the list of sub-processors on the Zendesk website. Click the link "Follow" and a login window will appear. From there click the link "Sign up" where name and email address is added. Zendesk will send a confirmation email, from which it will be possible to log in through a validation link. After the login is completed, click again on the link "Follow" in Zendesk's list of sub-processors, which is linked above.

This procedure replaces, as far as the sub-processors of Zendesk, Inc. are concerned, the one described in Appendix B, point B.2.



Stripe Payments Europe, Limited

3 Dublin Landings North Wall Quay
Dublin 1, D01 C4E0
Ireland

The sub-processor agreement with Stripe Payments Europe, Limited states that Stripe Payments Europe, Limited has the right to use and replace sub-processors, including transfer of personal data to third countries. These processors appear on Stripe Payments Europe, Limited list of processors and can be found here: www.stripe.com/legal/service-providers.

It further states that Stripe Payments Europe, Limited will announce 30 days before any new sub-processors are taken into use. This is done by Stripe Payments Europe, Limited updating the list above and the Data Controller must do the following to be notified:

On the above-mentioned sub-processor page, select the link to "receive email notifications of updates to our list of Sub-processors on this page here", sign up with the email address and password and, once logged in, under "Settings", "Communication preferences", choose "Service provider list changes".

This procedure replaces, as far as the sub-processors of Stripe Payments Europe, Limited are concerned, the one described in Appendix B, point B.2.

Mapbox, Inc.

1133 15th St NW, Suite 825
Washington, DC 20005
USA

Mapbox, Inc. is located in the U.S. and uses the EU-U.S. Data Privacy Framework as a valid basis for transfer, cf. point 8 (Transfer of data to third countries or international organisations), Annex C, point C.6 (Instructions concerning transfer of personal data to third countries) and Annex B, point B.1 (Approved sub-processors).

The sub-processor agreement with Mapbox, Inc. states that Mapbox, Inc. is entitled to use and replace sub-processors, including transfer of personal data to third countries. These processors appear on Mapbox, Inc. list of sub-processors and can be found here: <https://www.mapbox.com/legal/subprocessors>.

It further states that Mapbox, Inc. will announce before any new sub-processors are taken into use, unless Mapbox, Inc. is required to implement an emergency change of sub-processor, in which case Mapbox, Inc. agrees to inform as soon as is reasonably practicable before or after such a change occurs. This is done by Mapbox, Inc. updating the list above and the Data Controller must do the following to be notified:

At the bottom of the above-mentioned sub-processor list page, state the email address, and click "get updates."

This procedure replaces, as far as the sub-processors of Mapbox, Inc. are concerned, the one described in Appendix B, point B.2.



OpenAI Ireland Ltd

1st Floor, The Liffey Trust Centre, 117-126, Sheriff Street Upper
Dublin 1, D01 YC43
Ireland

The sub-processor agreement with OpenAI Ireland Ltd states that OpenAI Ireland Ltd is entitled to use and replace sub-processors, including transfer of personal data to third countries. These processors appear on OpenAI Ireland Ltd list of sub-processors and can be found here: <https://openai.com/policies/sub-processor-list/>.

It further states that OpenAI Ireland Ltd will announce 30 days before any new sub-processors are taken into use. This is done by OpenAI Ireland Ltd updating the list above and the Data Controller must do the following to be notified:

1. Go to the above-mentioned sub-processor list page
2. Find the section 'Subscribe to new Sub-processor notifications'
3. Click on the hyperlink under 'this form'
4. Fill in the requested information and click "Submit"

This procedure replaces, as far as the sub-processors of OpenAI Ireland Ltd are concerned, the one described in Appendix B, point B.2.

Google Cloud EMEA Limited

70 Sir John Rogerson's Quay
Dublin 2
Ireland

The sub-processor agreement with Google Cloud EMEA Limited states that Google Cloud EMEA Limited is entitled to use and replace sub-processors, including transfer of personal data to third countries. These processors appear on Google Cloud EMEA Limited list of sub-processors and can be found here: <https://cloud.google.com/terms/subprocessors>. The data controller is responsible for staying informed about changes to the sub-processors on that page.

This procedure replaces, as far as the sub-processors of Google Cloud EMEA Limited are concerned, the one described in Appendix B, point B.2.