

## Subprocessors

# List of Subprocessors

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According to Part II of the Meisterplan Terms of Service

The following subprocessors are currently employed by the Supplier on behalf of the Customer in accordance with Art. 28 GDPR:

## Amazon Web Services

### Address

Amazon Web Services EMEA SARL  
38 Avenue John F. Kennedy, L-1855 Luxembourg

### Function

Amazon Web Services provides the infrastructure on which the application is hosted. If the data center location in Germany is selected, it will be assured that the data will be processed within the European Union.

### Other Provisions

There is a current Data Processing Agreement between Amazon Web Services EMEA SARL and itdesign GmbH. The transfer mechanism used by Amazon Web Services is governed by the following standard: EU Standard Contractual Clauses and EU-U.S. Data Privacy Framework.

### Server Location

Germany (for all customers with a Meisterplan-URL, beginning with eu, e.g. eu.meisterplan.com/example)

## Mailgun Technologies

### Address

Mailgun Technologies, Inc.  
548 Market St. #43099, San Francisco, CA 94101, USA

### Function

Mailgun Technologies provides the service that is used to send e-mails from the Application. Personal data is transmitted only to a limited, clearly defined extent (e-mail address, user name).

**Other Provisions**

There is a current Data Processing Agreement between Mailgun Technologies, Inc. and itdesign GmbH. This was concluded on the basis of the EU Standard Contractual Clauses in which the service provider is obligated to comply with the EU data protection level. The transfer mechanism used by Mailgun Technologies is governed by the following standard: EU Standard Contractual Clauses.

**Server Location**

Germany (for all customers with a Meisterplan-URL, beginning with eu, e.g. eu.meisterplan.com/example)

## Zendesk

**Address**

Zendesk, Inc.  
1019 Market St., San Francisco, CA 94103, USA

**Function**

Zendesk provides the support infrastructure. Personal data is only transmitted to a limited, clearly defined extent (e-mail address, first and last name, user name).

**Other Provisions**

There is a current Data Processing Agreement between Zendesk, Inc. and itdesign GmbH. This was concluded on the basis of the EU Standard Contractual Clauses in which the service provider is obligated to comply with the EU data protection level. The transfer mechanisms used by Zendesk are governed by the following standards: EU Standard Contractual Clauses, Binding Corporate Rules EU-U.S. Data Privacy Framework.

**Server Location**

Germany