



Documentation of the Processing Chain

Acubiz Services

Visma Acubiz A/S

VAT: 20 95 05 87

Gærtorvet 1-5

1799 København

Denmark

(hereinafter referred to as the "Data Processor")

Extended list of sub-processors

This overview has been prepared as an informative supplement to the Data Processing Agreement. It details the sub-processors to the data processor's primary sub-processors as documentation of the processing chain.

Name	Transfer Mechanism	Description of processing	Location
Visma Acubiz A/S Sub-Processors Access the current list of Sub-Processors at visma.com/trust-centre-products/acubiz			
Visma Software International AS VAT-no. NO 980858073 Karenslyst Allé 56, 0277 Oslo, Norway	Not applicable within EU/EEA	Hosting Center Visma Connect: Login to Customer Cloud SmartScan: Automated data capture	Hosting Center: Norway Visma Connect: Norway SmartScan: Belgium/ Netherlands
Cloudflare Inc. VAT-no. 4710875 101 Townsend Street San Francisco CA 94107, USA	SCC, EU-U.S. Data Privacy Framework (DPF)	Cloud web application firewall	Customer traffic is scanned globally at the data center closest to the end user
Scaleway SAS VAT-no. FR 35 433115904 8 Rue de la Ville l'Evêque, 75008 Paris, France	Not applicable within EU/EEA	Hosting of file server	France/Netherlands
Zendesk Inc. VAT-no. 26-4411091	SCC, EU-U.S. Data Privacy Framework (DPF)	Customer support ticket system	Ireland

989 Market Street, San Francisco, CA 94103, USA			
Visma Software International AS (Hosting Center) Sub-Processors			
AWS Europe (AMAZON WEB SERVICES, INC.) 410 Terry Avenue North, Seattle, WA 98109, USA	SCC, EU-U.S. Data Privacy Framework (DPF)	Users/groups federation through ADFS: Privileged User Management	USA
Broadcom (Arrow ECS Norway AS)	Not applicable within EU/EEA	VMware support and troubleshooting: Virtual Machine as a Service	Norway
Citrix (Arrow ECS Norway AS)	Not applicable within EU/EEA	Vendor support & troubleshooting: Citrix User	Norway
Dustin Norway AS	Not applicable within EU/EEA	Vendor sales - Pure Storage: Storage as a Service	Norway
Google (Crayon AS)	SCC, EU-U.S. Data Privacy Framework (DPF)	Google Workspace platform support and hosting	Europe (multiple delivery locations throughout the EU)
Google Cloud EMEA Limited (Cloud Technology Solutions Nederland B.V.)	SCC, EU-U.S. Data Privacy Framework (DPF)	Privileged User Management: Users/groups processing after AD export, GCP	Europe (multiple delivery locations throughout the EU)
Microsoft (Microsoft Norge AS)	Not applicable within EU/EEA	Licensing and support, Entra ID platform provider, Federation services towards AWS and Azure, AD domain services, Azure Platform	Norway

Pure Storage Inc.	SCC, EU-U.S. Data Privacy Framework (DPF)	Storage as a Service: Vendor support & troubleshooting	USA
Raet Iberia SL	Not applicable within EU/EEA	Visma technical support: Endpoint Management	Spain
Redpill Linpro AS	Not applicable within EU/EEA	Virtual Machine as a Service: Red Hat Licenses for Linux Servers	Norway
Rubrik	Not applicable within EU/EEA	Vendor support & troubleshooting: Backup and Restore	Norway
Visma Finland Holding OY	Not applicable within EU/EEA	Visma technical support: Privileged User Management, AD Domain services and MIM	Finland
Visma IT & Communications BV	Not applicable within EU/EEA	Visma technical support: Virtual Machine as a Service, Storage as a Service, Endpoint Management, Infrastructure monitoring	Netherlands
Visma Labs s.r.o.	Not applicable within EU/EEA	Visma technical support: Storage as a Service, Secure Private Access, Databases, Client VPN, Citrix User, Backup and Restore	Slovakia
Visma Software SRL	Not applicable within EU/EEA	Visma technical support: Virtual Machine as a Service, Storage as a Service, Endpoint	Romania

		Management, Secure Private Access, Infrastructure monitoring, Google Workspace, Databases, Client VPN, Citrix User, Backup and Restore	
Visma Tech UAB	Not applicable within EU/EEA	Visma technical support: Secure Private Access, Citrix User, AD Domain services and MIM	Lithuania
Zscaler Inc.	SCC, EU-U.S. Data Privacy Framework (DPF)	Secure Private Access: Zscaler platform supplier, 3rd level support	USA
<p>Visma Software International AS (Visma Connect) Sub-Processors Access the current list of Sub-Processors at visma.com/trust-centre-products/visma-connect</p>			
Hyperscaler - Amazon Web Services (AWS)	Not applicable within EU/EEA	Hosting provider	EU (Ireland, Sweden)
Amazon Web Services Inc. (Company ID: EU372013112)	Not applicable within EU/EEA	<p>AWS SES. Depending on the application using Visma Connect. Sending emails to end-users</p> <p>AWS SNS. Sending SMS messages to end-users. Used as a back-up provider for LinkMobility</p>	EU (Ireland)
Link Mobility AS (Company ID: 992434643)	Not applicable within EU/EEA	Link Mobility.	EU (Norway)

		Sending SMS messages to end-users	
Twilio Inc. (Company ID (LEI): 5493004W8TRGD63 APX93) 101 Spear Street, 1st Floor, San Francisco, CA 94105, USA	SCC, EU-U.S. Data Privacy Framework (DPF)	SendGrid. Depending on the application using Visma Connect. Sending emails to end-users	US (Country with adequacy decision)
Visma Competence Centers	Not applicable within EU/EEA	Competence Centers: Support	EU/EEA
Visma Software International AS	Not applicable within EU/EEA	Mailjet. Depending on the application using Visma Connect. Sending emails to end-users	EU/EEA
Visma Software International AS	Not applicable within EU/EEA	Atlassian - Jira: Support	EU/EEA
<p>Visma Software International AS (SmartScan) Sub-Processors Access the current list of Sub-Processors at visma.com/trust-centre-products/ml-assets</p>			
Google Cloud EMEA Ltd	Not applicable within EU/EEA	Compute, storing, and analysing data	EU/EEA
InExchange Factorum AB	Not applicable within EU/EEA	SmartScan: Provision of the Connect Verification API used for high-accuracy data extraction and Human-in-the-loop (HIL) verification workflows.	EU (Sweden)
Microsoft Norge AS	Not applicable within EU/EEA	Machine Learning Services	EU/EEA

Orca security Ltd.	Not applicable within EU/EEA	Orca cloud security platform. Used to improve the security of the infrastructure in ML Assets by monitoring configurations and data	EU (Germany)
Cloudflare Inc. Sub-Processors			
Slack Technologies, Inc.	SCC, EU-U.S. Data Privacy Framework (DPF)	Customer support communications	United States
Zendesk, Inc. VAT-no. 26-4411091 989 Market Street, San Francisco, CA 94103, USA	SCC, EU-U.S. Data Privacy Framework (DPF)	Customer support and account management	Zendesk operates servers globally using Amazon Web Services (AWS) as described here . Current hosting locations are the United States, the European Economic Area, Japan, and Australia
Salesforce, Inc. 415 Mission Street, San Francisco, CA 94105, USA	SCC, EU-U.S. Data Privacy Framework (DPF)	Customer support and account management	United States
Google LLC 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA	SCC, EU-U.S. Data Privacy Framework (DPF)	Cloudflare Developer Platform, Cloudflare Zero Trust and AI Gateway	European Economic Area, United States, Australia, India
Oracle America, Inc.	SCC, EU-U.S. Data Privacy Framework (DPF)	Cloudflare Developer Platform and Cache Reserve	United States, European Economic Area, UK, Japan, Australia, Canada, Singapore

Amazon Web Services (AWS) 410 Terry Avenue North, Seattle, WA 98109, USA	SCC, EU-U.S. Data Privacy Framework (DPF)	Cloudflare Email Security (formerly Area 1)	United States, European Economic Area
CoreWeave, Inc.	Standard Contractual Clauses (SCC)	Workers AI	United States
Nebius BV	SCC, EU-U.S. Data Privacy Framework (DPF)	Workers AI	England
Anthropic PBC	Standard Contractual Clauses (SCC)	AI Gateway	United States
OpenAI, Inc. 3180 18th St, San Francisco, CA 94110, USA	Standard Contractual Clauses (SCC)	AI Gateway	OpenAI operates servers globally using the cloud infrastructure providers as described here .
X.AI Corp.	Standard Contractual Clauses (SCC)	AI Gateway	United States
Groq, Inc.	Standard Contractual Clauses (SCC)	AI Gateway	United States
Scaleway SAS Sub-Processors			
Atnorth	Not applicable within EU/EEA	Colocation services	EU (Sweden)
3S Data Center S.A	Not applicable within EU/EEA	Colocation services	EU (Poland)
Atman sp z.o.o	Not applicable within EU/EEA	Colocation services	EU (Poland)

Equinix EMEA	Standard Contractual Clauses (SCC)	Colocation services	EU (Italy, Netherlands, Poland)
Iron Mountain	SCC, EU-U.S. Data Privacy Framework (DPF)	Colocation services	EU (Netherlands)
Digital Realty	Standard Contractual Clauses (SCC)	Colocation services	EU (Netherlands)
Op Core	Not applicable within EU/EEA	Colocation services	EU (France)
Atempo	Not applicable within EU/EEA	Object Storage: Data recording and archiving solutions for cold storage services	EU (France)
Clever Cloud	Not applicable within EU/EEA	Web Platform: Cloud provider for Web Platform	EU (France)
Confia	Not applicable within EU/EEA	All services: Recycling of WEEE (Waste Electrical and Electronic Equipment)	EU (France)
Zendesk Inc. Sub-Processors			
Amazon Web Services, Inc. 410 Terry Avenue North, Seattle, WA 98109, USA	SCC, EU-U.S. Data Privacy Framework (DPF)	Cloud Service Provider for All Services	United States, Ireland, Germany, United Kingdom, Japan, Australia
Google LLC, Google Cloud EMEA Limited	SCC, EU-U.S. Data Privacy Framework (DPF)	Cloud Service Provider for Zendesk QA (Klaus), AI agents - Advanced (Ultimate)	Zendesk QA (Klaus): Germany AI agents - Advanced (Ultimate): United States, Belgium

Cloudflare, Inc.	SCC, EU-U.S. Data Privacy Framework (DPF)	Provides content distribution, network performance optimization, security, abuse prevention, and DNS services for web traffic transmitted to and from the Services.	Local (Cloudflare routes traffic to worldwide data centers closest to the user's location. Logging by Cloudflare is performed in the United States.)
Datadog, Inc.	SCC, EU-U.S. Data Privacy Framework (DPF)	Provides logging platform used for performing analytics, debugging, troubleshooting, auditing, reporting, and detecting and alerting on unexpected application behavior.	United States, Germany
Functional Software, Inc. (aka Sentry)	SCC, EU-U.S. Data Privacy Framework (DPF)	Provides cross-platform error monitoring and reporting services.	United States, Germany
Snowflake Inc. 106 East Babcock Street, Suite 3A, Bozeman, MT 59715, USA	SCC, EU-U.S. Data Privacy Framework (DPF)	Provides data warehouse and analytics services and supports advanced Analytics Functionality.	United States, Germany
Forge Technology, Inc. (aka Paragon)	Standard Contractual Clauses (SCC)	Provides integration infrastructure platform services	No hosting of Service Data
Google LLC	SCC, EU-U.S. Data Privacy Framework (DPF)	Supports translation functionality available to Agents, analytics dashboards and features, and user authorization within	No hosting of Service Data

		<p>Zendesk WFM (Tymeshift).</p> <p>Applicable services: Translation Functionality within Agent Workspace, Live Chat Functionality, Analytics Functionality, Zendesk QA (Klaus), Zendesk WFM (Tymeshift)</p>	
MongoDB, Inc.	SCC, EU-U.S. Data Privacy Framework (DPF)	<p>Provides scalable database services used to host select Service Data.</p> <p>Applicable services: Sunshine Conversations, Zendesk messaging, WhatsApp Integration and Social Messaging Add-ons, AI agents - Advanced (Ultimate), Contact Center</p>	<p>United States, Ireland, Germany, Japan, Australia AI agents - Advanced (Ultimate): United States, Belgium</p>
Fireworks.ai, Inc.	Standard Contractual Clauses (SCC)	<p>Provides generative artificial intelligence and natural language processing services.</p> <p>Applicable services: GenAI Functionality</p>	No hosting of Service Data
Groq, Inc.	Standard Contractual Clauses (SCC)	<p>Provides generative artificial intelligence and natural language processing services.</p> <p>Applicable services: GenAI Functionality</p>	No hosting of Service Data
<p>OpenAI, L.L.C.</p> <p>3180 18th St, San Francisco, CA 94110, USA</p>	Standard Contractual Clauses (SCC)	<p>Provides generative artificial intelligence and natural language processing services.</p> <p>Applicable services:</p>	No hosting of Service Data

		GenAI Functionality	
Deepgram Inc.	Standard Contractual Clauses (SCC)	Supports voice-related features, including generating transcripts and providing analysis and data redaction functionality for recordings and transcripts. Applicable services: Voice Functionality, Zendesk QA (Klaus)	No hosting of Service Data
Twilio, Inc. (Company ID (LEI): 5493004W8TRGD63 APX93) 101 Spear Street, 1st Floor, San Francisco, CA 94105, USA	SCC, EU-U.S. Data Privacy Framework (DPF)	Supports telecommunication and messaging functionality, including telecommunication infrastructure. Applicable services: Voice Functionality, Zendesk Sell	Voice Functionality: United States, Ireland, Australia Zendesk Sell: United States
SendGrid, Inc.	Standard Contractual Clauses (SCC)	Provides email campaign services used to send notification emails and dashboards to Agents and End-Users. Applicable services: Analytics Functionality, Live Chat Functionality, Zendesk QA (Klaus), Zendesk Sell	United States
Confluent, Inc. 899 West Evelyn Avenue, Mountain View, CA 94041, USA	SCC, EU-U.S. Data Privacy Framework (DPF)	Provides the infrastructure for Kafka clusters where all tickets and Agent activity data flow through. Applicable services:	United States

		Zendesk WFM (Tymeshift)	
<p>Microsoft Corporation</p> <p>One Microsoft Way, Redmond, WA 98052, USA</p>	<p>SCC, EU-U.S. Data Privacy Framework (DPF)</p>	<p>Hosts large language models used to provide generative artificial intelligence and natural language processing services.</p> <p>Applicable services: Zendesk QA (Klaus), AI agents - Advanced (Ultimate), GenAI Functionality</p>	<p>No hosting of Service Data</p>
<p>Aiven Oy</p> <p>VAT-no: FI26490333</p> <p>Antinkatu 1, 00100 Helsinki, Finland</p>	<p>Standard Contractual Clauses (SCC)</p>	<p>Provides search and data analytics functionality.</p> <p>Applicable services: AI agents - Advanced (Ultimate)</p>	<p>United States, Belgium</p>
<p>Raintank, Inc. (aka Grafana Labs)</p> <p>250 Northern Ave, Boston, MA 02210, USA</p>	<p>SCC, EU-U.S. Data Privacy Framework (DPF)</p>	<p>Provides logging and observability functionality.</p> <p>Applicable services: AI agents - Advanced (Ultimate)</p>	<p>United States, Belgium</p>
<p>APIHub, Inc. (aka Clearbit)</p>	<p>Standard Contractual Clauses (SCC)</p>	<p>Provides the marketing data engine used for the Reach functionality available in Zendesk Sell.</p> <p>Applicable services: Zendesk Sell.</p>	<p>United States</p>
<p>GoodData Corporation</p>	<p>SCC, EU-U.S. Data Privacy Framework (DPF)</p>	<p>Supports analytics functionality in Insights.</p> <p>Applicable services: Insights (Legacy Service)</p>	<p>United States</p>