

PIX4D sub-processors

As mentioned in our Data Processing Agreement we have added on this page the list of the sub-processors currently engaged by Pix4D. Some of these are not located in Switzerland. Your data may therefore be processed in locations outside Europe for specific purposes, as listed in the Pix4D sub-processor list. If a sub-processor is located in a country without adequate statutory data protection, we require the sub-processor to undertake to comply with data protection (for this purpose, we use the [European Commission's standard contractual clauses](#), which can be accessed [here](#) and [here](#)).

Subcontractor	Location of data centers	Description of Processing
Amazon Web Services (AWS)	Cloud Project Data and Cloud Summary Data can be stored in AWS regions where we provide storage and processing infrastructure based on the customer setting. The Customer Contact metadata and the Project Metadata are stored in AWS US East 1	Cloud Data, Cloud Summary Data, Cloud Metadata: Store and process customer data uploaded to PIX4Dcloud, PIX4Dcloud Advanced, PIX4Dinspect or PIX4Dengine Cloud Customer Contact Metadata: Providing Pix4D services to clients, including license management, billing, mailing
Mixpanel	Google Cloud Platform (GCP) US,	Product analytics
Google Application Suite	Google Cloud Platform (GCP) US	Cloud based Email, collaboration Services & transcription, customer support
Zendesk	EU or US AWS locations according to the following scheme https://support.zendesk.com/hc/en-us/articles/360022185194	Support Service, Training content and student management
Braintree (Paypal)	US and others countries in the world	E-commerce transaction
Sentry	Logs are stored in the Digital Ocean data center in Iowa, US. They can be processed in the United States, Canada, and Europe.	Cloud system logs
Hubspot	AWS and Google in the US and Germany for primary data hosting and processing infrastructure. Sub-processors for selected subprocessing purposes may be in countries listed here.	Marketing email platform
Mailjet	Google Cloud Platform in Frankfurt	Email Delivery Service

	(Germany) and Saint-Ghislain (Belgium).	
2Checkout	Primary datacenter is in the Netherlands and the secondary datacenter is in the US.	E-commerce transaction
Stripe	The primary entity responsible for the processing of personal data is located in Ireland and the United Kingdom as defined here . Certain sub-processors may be involved as defined here .	Provision of certain authorized payment services
Airwallex	Primarily hosts personal data in Singapore, Hong Kong, Belgium, the Netherlands, Japan, Australia, Malaysia, and the United States. Third party processors and sub-processors may be involved.	Provisions of certain financial services including payments, treasury, spend management and embedded finance
Eligere	Eligere Technologies Inc. uses OpenAI-API, session IDs, queries and responses will be stored for 5 years on a server from DigitalOcean (DigitalOcean Cloud Infrastructure for Developers) in the US. Digital Ocean is certified under the EU-/UK-/Swiss-U.S. Data Privacy Framework.	Provision of chatbot software product for customers' technical support

Definitions

Customer Contact metadata: Commercial information such as customer billing information and designated contacts

Summary Data: processing summaries, meta-data, server logs including server access logs and server activity lists

Project Metadata: The geodetic bounding box of the images in Project Data, and user annotations made on Project Data

Project Data: Drone imagery with EXIF encoded GPS positions and orientations

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