



With effect as of September 11, 2024, the list(s) of sub-processors contained in the customer agreement(s) shall be replaced to the following:

Name	Activity	Hosting Location
<b>Amazon Web Services Inc.</b> , Seattle, United States	<ul style="list-style-type: none"> <li>Option for hosting of the Celonis Platform Cloud Service</li> </ul>	<ul style="list-style-type: none"> <li>United States</li> <li>European Union</li> <li>Other hosting locations upon agreement</li> </ul>
	<ul style="list-style-type: none"> <li>Option for provisioning of Artificial Intelligences Services</li> </ul>	<ul style="list-style-type: none"> <li>United States</li> <li>European Union</li> </ul>
<b>Microsoft Corporation</b> , Redmond, United States*	<ul style="list-style-type: none"> <li>Option for hosting of the Celonis Platform Cloud Service</li> </ul>	<ul style="list-style-type: none"> <li>United States</li> <li>European Union</li> <li>Other hosting locations upon agreement</li> </ul>
	<ul style="list-style-type: none"> <li>Option for provisioning of Artificial Intelligences Services</li> </ul>	<ul style="list-style-type: none"> <li>United States</li> <li>European Union</li> <li>Celonis Process Copilots are hosted exclusively in the European Union</li> </ul>
	<ul style="list-style-type: none"> <li>Hosting of the Celonis Business Process Management Feature</li> </ul>	<ul style="list-style-type: none"> <li>United States</li> <li>European Union</li> </ul>
	<ul style="list-style-type: none"> <li>Hosting of the Online Training Cloud Service</li> </ul>	<ul style="list-style-type: none"> <li>European Union</li> </ul>
<b>Cloudflare, Inc.</b> , San Francisco, United States	<ul style="list-style-type: none"> <li>Global CDN (Content Delivery Network) to enhance application performance and mitigate DDoS attacks, service abuse &amp; other cybersecurity risks</li> </ul>	<ul style="list-style-type: none"> <li>Globally</li> <li>Data of European Customers is only processed via servers located in Europe</li> </ul>
<b>Thought Industries Inc.</b> , Boston, United States	<ul style="list-style-type: none"> <li>Operation of Online Training Cloud Tool (optional use)</li> </ul>	<ul style="list-style-type: none"> <li>European Union</li> </ul>
<b>UserLane GmbH</b> , Munich, Germany	<ul style="list-style-type: none"> <li>Operation of Guided Learning Tours within the Online Training Cloud Tool</li> </ul>	<ul style="list-style-type: none"> <li>European Union</li> </ul>
<b>Salesforce.com Germany GmbH</b> , Munich, Germany	<ul style="list-style-type: none"> <li>Operation of Support Ticketing Tool</li> </ul>	<ul style="list-style-type: none"> <li>European Union</li> </ul>
<b>Zendesk Inc.</b> , San Francisco, United States	<ul style="list-style-type: none"> <li>For tickets related to Celonis Business Process Management only: operation of Support Ticketing Tool</li> </ul>	<ul style="list-style-type: none"> <li>European Union</li> </ul>
<b>IBM Corporation</b> , NYC, United States	<ul style="list-style-type: none"> <li>Option for provisioning of Artificial Intelligence Services</li> </ul>	<ul style="list-style-type: none"> <li>United States</li> <li>European Union</li> </ul>



<p><b>Our applicable Affiliates:</b></p> <ul style="list-style-type: none"><li>• Celonis SE, Germany</li><li>• Celonis Deutschland GmbH, Germany</li><li>• Celonis Labs GmbH, Germany</li><li>• Celonis, Inc., United States</li><li>• Celonis Labs LLC, United States</li><li>• Celonis AB, Sweden</li><li>• Celonis ApS, Denmark</li><li>• Celonis B.V., The Netherlands</li><li>• Celonis Canada Ltd., Canada</li><li>• Celonis K.K., Japan</li><li>• Celonis L.L.C., Kosovo</li><li>• Celonis Ltd., United Kingdom</li><li>• Celonis SAS, France</li><li>• Celonis Schweiz GmbH, Switzerland</li><li>• Celonis S.L., Spain</li><li>• Celonis Srl, Italy</li><li>• Celonis India Private Ltd., India</li><li>• Celonis s.r.o., Czech Republic</li><li>• Lenses.io Ltd., United Kingdom</li></ul>	<ul style="list-style-type: none"><li>• General support of Services</li><li>• Customer Support</li></ul>	<ul style="list-style-type: none"><li>• Mainly provided by personnel of the contracting Celonis Entity as well as of Celonis Affiliates in Germany, Spain, India, United States and Kosovo</li></ul>
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