



With effect as of 7th April 2021, the list(s) of sub-processors contained in the customer agreement(s) shall be replaced with the following legal entities:

Sub-processor name and processing location	Description of processing
Amazon Web Services Inc., Seattle, United States <ul style="list-style-type: none"> • Hosting location for Customers in the United States and Canada: North Virginia, United States • Hosting location for all other Customers: Frankfurt, Germany 	Hosting of EMS Cloud Service
Microsoft Ireland Operations Ltd., Dublin, Republic of Ireland* <ul style="list-style-type: none"> • Hosting location for Customers in the United States and Canada: Washington, United States • Hosting location for Customers in Japan: Tokyo, Saitama, Japan • Hosting location for all other Customers: Frankfurt, Germany 	Hosting of EMS and/or Online Training Cloud Service
Dataline LLC, Moscow, Russia <ul style="list-style-type: none"> • Hosting location for Customers in Russia: Moscow, Russia 	Hosting of EMS Cloud Service
AbsorbLMS Technology Ltd., Dublin, Republic of Ireland	Operation of Online Training Cloud Tool
UserLane GmbH, Munich, Germany	Operation of Guided Learning Tours within the Online Training Cloud Tool
HappyFox Inc., Frankfurt, Germany	Operation of Support Ticketing Tool (phase out planned in April/May 2021)
Salesforce.com Germany GmbH, Munich, Germany	Operation of Support Ticketing Tool (commencing in April 2021)
Our applicable Affiliates: Celonis SE, Germany Celonis, Inc., United States Celonis AB, Sweden Celonis ApS, Denmark Celonis B.V., The Netherlands Celonis Canada Ltd., Canada Celonis K.K., Japan Celonis L.L.C., Kosovo Celonis Ltd., United Kingdom Celonis SAS, France Celonis Schweiz GmbH, Switzerland Celonis S.L., Spain Celonis Srl, Italy Integromat s.r.o.	Support of Services through personnel of such Affiliate

**Where Amazon Web Services Inc. has been chosen as the hosting provider for EMS, Microsoft Ireland Operations Ltd. will only be used as a hosting provider in relation to the Celonis Online Training Cloud Services.*