



With effect as of April 15, 2023, 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
<b>Amazon Web Services Inc.</b> , Seattle, United States <ul style="list-style-type: none"> <li>● Hosting location for Customers in the United States and Canada: United States or Canada</li> <li>● Hosting location for European Customers: European Union, e.g., Germany</li> <li>● Other optional hosting locations: Australia</li> </ul>	<ul style="list-style-type: none"> <li>● Option for hosting of the EMS Cloud Service</li> </ul>
<b>Microsoft Corporation</b> , Redmond, United States* <ul style="list-style-type: none"> <li>● Hosting location for Customers in the United States and Canada: United States</li> <li>● Hosting location for Customers in Japan: Tokyo, Saitama, Japan</li> <li>● Hosting location for European Customers: European Union, e.g. Germany or Netherlands</li> <li>● Other optional hosting locations: UK</li> </ul>	<ul style="list-style-type: none"> <li>● Option for hosting of the EMS Cloud Service</li> <li>● Hosting of the Online Training Cloud Service (Hosting Location: Germany)</li> </ul>
<b>Thought Industries Inc.</b> , Boston, United States <ul style="list-style-type: none"> <li>● Hosted at Amazon Web Services in Ireland</li> </ul>	<ul style="list-style-type: none"> <li>● Operation of Online Training Cloud Tool (optional use)</li> </ul>
<b>Cloudflare, Inc.</b> , San Francisco, United States <ul style="list-style-type: none"> <li>● Globally</li> <li>● Data of European Customers will only be processed via servers located in the European Union</li> </ul>	<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>
<b>UserLane GmbH</b> , Munich, Germany <ul style="list-style-type: none"> <li>● Hosted at Microsoft Ltd in Ireland</li> </ul>	<ul style="list-style-type: none"> <li>● Operation of Guided Learning Tours within the Online Training Cloud Tool</li> </ul>
<b>Salesforce.com Germany GmbH</b> , Munich, Germany <ul style="list-style-type: none"> <li>● Hosted at Salesforce Data Center in Germany</li> </ul>	<ul style="list-style-type: none"> <li>● Operation of Support Ticketing Tool</li> </ul>
<b>Our applicable Affiliates:</b> <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>● Celoniss.r.o., Czech Republic</li> <li>● Lenses.io Ltd., United Kingdom</li> </ul>	<ul style="list-style-type: none"> <li>● General support of Services through personnel of such Affiliate (contracting Celonis entity)</li> <li>● Customer Support is mainly provided by personnel of the Celonis Affiliates in Germany, Spain, , India, United States and Kosovo</li> </ul>
<b>Rossum Ltd.</b> , England, United Kingdom	Only applicable if the EMS OCR extension is used

\*Where Amazon Web Services Inc. has been chosen as the hosting provider for EMS, Microsoft will only be used as a hosting provider in relation to the Celonis Online Training Cloud Services (Hosting location is Germany). Please note that the scope of the Online Training Cloud was extended by related reporting services.