



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



<p>Our applicable Affiliates:</p> <ul style="list-style-type: none">• Celonis SE, Germany• Celonis Deutschland GmbH, Germany• Celonis Labs GmbH, Germany• Celonis, Inc., United States• Celonis Labs LLC, 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• Celonis India Private Ltd., India• Celonis s.r.o., Czech Republic• Lenses.io Ltd., United Kingdom	<ul style="list-style-type: none">• General support of Services• Customer Support	<ul style="list-style-type: none">• Mainly provided by personnel of the contracting Celonis Entity as well as of Celonis Affiliates in Germany, Spain, India, United States and Kosovo
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