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# How We Process Personal Data

Below you will find information on how Personal Data Controlled by Customers of the BM Group are Processed in the context of the BuildingMinds Platform Services and Professional Services (collectively “**Service(s)**”) which are provided by a BM Group entity as a Contractor:

## Definitions

In the context of this document all capitalized terms which are defined in the General Data Protection Regulation (EU 2016/679 – “**GDPR**”) shall have the meaning as defined in the GDPR.

The term “**BM Group**” refers to BuildingMinds Technology AG and its corporate affiliates, the term “**Customer**” shall mean the customer Controlling the Personal Data, the term “**Contractor**” shall mean the BM Group entity Processing Personal Data Controlled by the Customer and the terms BuildingMinds Platform Services, Professional Services, and Services refer to the products and services defined in the individual contract between the Customer and the Contractor (“**Contract**”).

## Processing of Personal Data

Personal Data are Processed to provide Services under the Contract in accordance with its terms. The respective roles and responsibilities of the members of the BM Group with respect to the provision of the BuildingMinds Platform Services and Professional Services are described below.

## Roles and Responsibilities of the BM Group Entities

The following members of the BM Group are responsible for the following Processing activities:

### BuildingMinds Technology AG

BuildingMinds Technology AG, Seestrasse 55, 6052 Hergiswil (NW), Switzerland is the central contracting hub of the BM Group for international Contracts and for international Master Services Agreements which may provide a framework for individual Contracts, and serves as the Customers’ central point of contact. BuildingMinds Technology AG has contracted the provision of all Services to BuildingMinds GmbH. BuildingMinds GmbH has contracted customer and contract administration to BuildingMinds Technology AG. BuildingMinds Technology AG will therefore have access to Personal Data (whether as a Contractor or not) for contract administration and accounting purposes only.

### BuildingMinds GmbH

BuildingMinds GmbH, Schindler-Platz, 12105 Berlin, Germany is the central technical and operational hub of the BM Group. BuildingMinds GmbH operates the BuildingMinds Platform and provides all Services, whether as a Contractor or as a sub-contractor of other BM Group entities.



BuildingMinds GmbH therefore has access to all Personal Data Processed on behalf of Customers within the BM Group and Processes such Personal Data for the provision of the Services.

### **Subprocessors and Sub-Subprocessors**

The BM Group makes use of the following third-party services to provide its own Services:

#### **Hosting of the BuildingMinds Platform**

The BuildingMinds Platform is hosted in the Microsoft Azure European cloud. The cloud is operated by Microsoft Ireland Operations Limited, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18 D18 P521, Ireland. Microsoft Ireland Operations Limited is a subsidiary of Microsoft Corporation, One Microsoft Way Redmond, WA 98052-6399, USA.

The Microsoft Azure European cloud is ISO 27001 certified. Use of the Microsoft Azure European cloud is subject to standard terms which ensure that the users control all data hosted on their behalf.

For more information on Processing activities, see:

<https://servicetrust.microsoft.com/ViewPage/TrustDocumentsV3>

A current list of sub-processors is available here:

<https://servicetrust.microsoft.com/DocumentPage/aead9e68-1190-4d90-ad93-36418de5c594>

#### **Data Storage Services**

The BuildingMinds Platform makes use of the MongoDB data storage service. The MongoDB data storage service is operated by MongoDB Ltd., Building two, Number One Ballsbridge, Dublin 4, Ireland. MongoDB Ltd. is a subsidiary of MongoDB, Inc., 1633 Broadway 38th Floor, New York NY 10019.

The MongoDB data storage service is ISO 27001 certified. Use of the MongoDB data storage service is subject to standard terms which ensure that users control all data Processed on their behalf.

For more information on Processing activities, see:

<https://www.mongodb.com/technical-and-organizational-security-measures>

A current list of sub-processors is available here:

<https://www.mongodb.com/cloud/trust/compliance/subprocessors>

#### **Mailing Services**

For sending mails in connection with our Services, BM Group makes use of the Mailjet mailing service. The Mailjet mailing service is operated by Mailjet SAS, 13-13 bis, rue de l'Aubrac, 75012



Paris, France. Mailjet SAS is a subsidiary of Mailgun Technologies, Inc., 112 East Pecan Street Suite 1135 San Antonio, TX 78205 USA.

The Mailjet mailing service is ISO 27001 certified. Use of the Mailjet mailing service is subject to standard terms which ensure that users control all data processed on their behalf.

For more information on Processing activities and a current list of sub-processors, see:

<https://www.mailgun.com/legal/dpa/>

### **Utility Sync Add-On**

For the optional Utility Sync add-on of the BuildingMinds platform, the BM Group makes use of utility consumption data integration services provided by different sub-processors. We use the following sub-processors for this purpose:

Rhino B.V, Hogehilweg 19, 1101 CB Amsterdam, the Netherlands ("Rhino Service").

Mestro AB, Kungsgatan 10, 11143 Stockholm, Sweden ("Mestro Service").

Arcadia Power Inc, 5600 S Quebec St D320, Greenwood Village, CO 80111 ("Arcadia Service").

Use of all these services are subject to standard terms which ensure that users control all data processed on their behalf.

For more information on Processing activities, please contact [privacy@buildingminds.com](mailto:privacy@buildingminds.com). For general information, please see:

1. Rhino Service: <https://rhino.energy>
2. Mestro Service: <https://mestro.com/en/>
3. Arcadia Service: <https://www.arcadia.com/>

### **User Support**

For user support and communication related to the use of our BuildingMinds Platform, BM Group makes use of the Intercom IO Service. Intercom IO is employed solely within our platform as a sub-processor for facilitating real-time communication, support ticket submission, guided product walkthroughs, tooltips, and surveys. The Intercom Services are operated by Intercom, Inc. 55 2nd St, 4th Floor San Francisco, CA 94105 United States.

The Intercom Service is ISO 27001 certified. Use of the Intercom Service is subject to standard terms which ensure that users control all data processed on their behalf.

For more information on Processing activities, see:

<https://www.intercom.com/legal/data-processing-agreement>

A current list of sub-processors is available here:

<https://www.intercom.com/legal/subprocessors-list>



## **User Usage Analytics**

For user usage analytics in connection with our BuildingMinds Platform, BM Group makes use of the Mixpanel Service. Mixpanel is employed solely within our platform as a sub-processor for in-depth user analytics and usage data collection. It provides insights into user behavior and interaction patterns, enhancing data-driven decision-making. The Mixpanel Service is operated by Mixpanel, Inc., One Front Street, 28th Floor, San Francisco, CA 94111, USA.

The Mixpanel Service is ISO 27001 certified. Use of the Mixpanel Service is subject to standard terms which ensure that users control all data processed on their behalf.

For more information on Processing activities and a current list of sub-processors, see:

<https://mixpanel.com/legal/dpa/>

## **Data Ingestion and Transformation**

The BuildingMinds Platform makes use of the Keboola's Data Platform/Data Ingestion engine services. Keboola is a data platform for data ingestion: data storage, data transformation, and data transfer. The Keboola Services are operated by Keboola Czech s.r.o., Dělnická 191/27, Holešovice, 170 00 Praha 7, Czech Republic.

The Keboola Services are ISO 27001 certified. Use of the Keboola Services are subject to standard terms which ensure that users control all data processed on their behalf.

For more information on Processing activities and a current list of sub-processors, see:

<https://www.keboola.com/dpa>

## **Cloud-based Data Warehouse & Data Analytics**

The BuildingMinds Platform makes use of Snowflake's services and data cloud to unite siloed data, to securely analyse and process data, power data applications, and execute diverse AI/ML and analytic workloads. The Snowflake Service is operated by Snowflake computing Netherlands B.V., FOZ Building, Gustav Mahlerlaan 300-314, 1082 ME Amsterdam, Netherlands.

The Snowflake Services are ISO 27001 certified. Use of the Snowflake Services are subject to standard terms which ensure that users control all data processed on their behalf.

For more information on Processing activities and a current list of sub-processors, see:

<https://www.snowflake.com/legal/data-processing-addendum/>

