

List of Subprocessors

Trace One acting as Data Controller:

Company Name	Scope	Purpose	Data Location
Oracle - Netsuite	All customers	Billing	EU
GoTo	All customers that are intended a training	Online Training Services	EU
Zendesk	All customers	Support tool	EU
Hubspot	All customers	Marketing & Communication / CRM tool	USA
Aircall	All customers	Support telephone service provider	Germany
Cloudiasys	All customers	External support service provider when needed	Tunisia (signature of the European Commission SCCs)

Trace One acting as Subprocessor on behalf of its customers:

Company Name	Scope	Purpose	Data Location
Caspio	All customers	Billing (when applicable) & Onboarding of customers into Trace One solutions	USA Signature of European Commission SCCs
Google Cloud	All Trace One Solutions	Trace One Solutions Storage	EU
GoCardless	Trace One Network	Payment Gateway on Trace One Network when a customer wishes to buy some functionalities	EU
Heap	All Trace One Solutions	Functional testing/ Analytics submitted to cookie consent	USA Signature of the European Commission SCCs
Intercom	All Trace One Solutions	Support & Communication (chatbot tool) submitted to cookie consent	USA Signature of the European Commission SCCs
Openli by Legal Monster	All Trace One Solutions	Cookie consent management tool	Ireland
Looker	Trace One Insight	Insight solution	Netherlands
FoodChainID	French or Belgium customers	Training Services	Belgium
Normec Training & Education BV	Some customers located on the Netherlands	Training Services	Netherlands
Moultipass	Some customers for specific packaging trainings	Training Services	France

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