

Subprocessors of the Arvato Systems Group*

Gütersloh, August 26, 2026

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*) The Arvato Systems Group comprises the companies listed in the section 1 „Affiliated companies of Arvato Systems Group“

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Subprocessors of the Arvato Systems Group

In addition to the subprocessors explicitly listed in your data processing agreement, we list below other subprocessors that are used as subprocessors in standard services of Arvato Systems. Please note that the following lists include all subprocessors of all standard services. However, this does not mean that your data will generally be shared with all subprocessors. The tables show which activity the subprocessor performs in which standard service.

If you would like to receive further information about the subprocessors, e.g. which subprocessors are used for your order, please contact your contract contact.

Subprocessors of the Arvato Systems Group

1 Affiliated companies of Arvato Systems Group

Arvato Systems Group companies affiliated with the contractor according to Articles 15 et seq. of the German Stock Corporation Act (AktG) providing standard services as a subprocessor.

Name of Subprocessor	Location	Address	Standard Service
Arvato Systems GmbH	Germany	Reinhard-Mohn-Straße 18 33333 Gütersloh Germany	Application Management Services Application Services Communication Services Hosting Services Network Services Remote Location Connect Security Services Workplace Services
Arvato Systems Digital GmbH	Germany	Riebeckstraße 62 04317 Leipzig Germany	Application Management Services Application Services Security Services Workplace Services
Arvato Systems IT S.R.L.	Romania	Braşov Business Park Strada Ionescu Crum Nr.1 500446 Braşov Romania	Application Management Services Application Services Hosting Services Network Services Security Services

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Name of Subprocessor	Location	Address	Standard Service
Arvato Systems Malaysia Sdn Bhd	Malaysia	Suite 26-10, Level 26, Gtower 199, Jalan Tun Razak 50400 Kuala Lumpur Malaysia	Application Management Services Application Services Hosting Services Network Services Security Services Workplace Services
Arvato Systems Switzerland AG	Switzerland	Technoparkstrasse 1 8005 Zürich Switzerland	Application Management Services
SIA Arvato Systems Latvia	Latvia	Skanstes iela 25 Riga, LV-1013 Latvia	Application Management Services Application Services Hosting Services Network Services Security Services Workplace Services

Table 1: Affiliated companies of Arvato Systems Group

Subprocessors of the Arvato Systems Group

2 External processors used for Arvato Systems purposes

External processors that Arvato Systems uses for its own processing purposes related to processing for the client - in particular in the environment of communication and documentation tools (e.g. e-mail, issue tracking, documentation or workplace tools).

Standard service of Arvato Systems Group	Service provided by subprocessor	Name of subprocessor	Location	Address
all services	3 rd level manufacturer support operation management systems	Micro Focus Germany GmbH	Germany	Herrenberger Straße 140, 71034 Böblingen, Germany
	Disposal in compliance with data protection regulations	AFB gemeinnützige GmbH	Germany	Willi-Bleicher-Straße 2, 52353 Düren, Germany
		documentus Deutschland GmbH	Germany	Normannenweg 34, 20537 Hamburg, Germany
		HEIKO BICK Aktenvernichtung GmbH & Co. KG	Germany	Hakenbusch 7, 49078 Osnabrück, Germany
		PreZero Service Westfalen GmbH & Co. KG	Germany	An der Pforte 2, 32457 Porta Westfalica, Germany
	SaaS Microsoft 365 and Azure Cloud Services	Microsoft Ireland Operations Ltd.	Ireland	70 Sir John Rogerson's Quay, Dublin 2, Ireland
	SaaS IT Service Management	Atlassian Pty Ltd.	Australia	Level 6, 341 George Street, Sydney NSW 2000, Australia
	Security Services	CODE WHITE GmbH	Germany	Sedelhofgasse 19, 89073 Ulm, Germany
		Fox-IT B.V.	Netherlands	Olof Palmestraat 6, 2616 LM Delft, the Netherlands

Table 2: External processors used for Arvato Systems purposes

Subprocessors of the Arvato Systems Group

3 External subprocessors providing core services for standard services

External subprocessors contracted by Arvato Systems that provide core services in one of the following standard services.

Standard service of Arvato Systems Group	Service provided by subprocessor	Name of subprocessor	Location	Address
Application Services	DB basic administration Informix-DB	Cursor Expert Solutions GmbH	Germany	Friedrich-List-Straße 31, 35398 Gießen, Germany
	SaaS Power BI	Microsoft Ireland Operations Ltd.	Ireland	70 Sir John Rogerson's Quay, Dublin 2, Ireland
Communication Services	Order management and telecommunication expense management for mobile phone contracts	Telekom Deutschland GmbH	Germany	Landgrabenweg 149, 53227 Bonn, Germany
	DMARC Analyzer	Mimecast Germany GmbH	Germany	Kistlerhofstraße 172, 81379 München, Germany
	Sending text messages	Bird B.V.	Netherlands	Keizersgracht 268, 1016 EV Amsterdam, the Netherlands
Hosting Services	AS400 hosting and operation	ADICOM Service GmbH	Germany	Mauerstraße 47, 15749 Mittenwalde, Germany
Network Services	2 nd level support	Bechtle GmbH	Germany	Industriestraße 33, 33689 Bielefeld, Germany
		Computacenter AG & Co. oHG	Germany	Computacenter Park 1, 50170 Kerpen, Germany
	IaaS DDoS protection	Link11 GmbH	Germany	Lindleystraße 12, 60314 Frankfurt am Main, Germany
	IaaS DDoS-Schutz (Backup)	Horizon Telecom B.V.	Netherlands	Horapark 3, 6717 LZ Ede, The Netherlands

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Standard service of Arvato Systems Group	Service provided by subprocessor	Name of subprocessor	Location	Address
	Local network LAN services	Computacenter AG & Co. oHG	Germany	Computacenter Park 1, 50170 Kerpen, Germany
	Network operation	Computacenter AG & Co. oHG	Germany	Computacenter Park 1, 50170 Kerpen, Germany
		Emposo GmbH	Deutschland	Glücksteinallee 67, 68163 Mannheim, Germany
	PaaS Webaccess (Proxy)	Zscaler Inc.	USA	120 Holger Way, San Jose, CA 95134, USA
Security Services	IaaS VAREDY	ORACLE Deutschland B.V. & Co. KG	Germany	Riesstraße 25, 80992 München, Germany
	Managed Network Threat Analytics	DCSO Deutsche Cyber-Sicherheitsorganisation GmbH	Germany	EUREF-Campus 22, 10829 Berlin, Germany
Workplace Services	Creation RSA token	Computacenter AG & Co. oHG	Germany	Computacenter Park 1, 50170 Kerpen, Germany
	IaaS B-Portal	Microsoft Ireland Operations Ltd.	Ireland	70 Sir John Rogerson's Quay, Dublin 2, Ireland
	Management User-Certificates	D-Trust GmbH	Germany	Kommandantenstraße 15, 10969 Berlin, Germany
	Remote Access to End-Devices	AnyDesk Software GmbH	Germany	Türlenstraße 2, 70191 Stuttgart, Germany
	SaaS CallCenter Software Service Desk	Genesys Cloud Services B.V.	Netherlands	Gooimeer 6-02, 1411 DD Naarden, The Netherlands
	SaaS IT Service Management	Atlassian Pty Ltd.	Australia	Level 6, 341 George Street, Sydney NSW 2000, Australia

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Standard service of Arvato Systems Group	Service provided by subprocessor	Name of subprocessor	Location	Address
	SaaS Printing Services	RICOH DEUTSCHLAND GmbH	Germany	Vahrenwalder Str. 315, 30179 Hannover, Germany
	SaaS RealmJoin	glueckkanja AG	Germany	Kaiserstraße 39, 63065 Offenbach am Main, Germany

Table 3: External subprocessors providing core services for standard services

Subprocessors of the Arvato Systems Group

4 External subprocessors providing 3rd level support for standard services

For the processing of support requests from 3rd level support (e.g. to maintain proper IT operations, operating system support, hardware support), Arvato Systems' specialists are assigned, but in individual cases, external service providers or the manufacturers are also called upon via the manufacturer's own 3rd-level support.

As a rule, this is done for the purpose of troubleshooting in core and basic components in order to ensure the core functionalities of the infrastructure and only if Arvato Systems' specialists are unable to carry out the troubleshooting independently.

A commissioning of service providers / manufacturers for the purpose of processing the data available in client's systems as the essence of the order does not take place. For technical reasons, a possibility of taking note of personal data in the context of the implementation the 3rd level support can not be safely excluded in all cases – however, the inspection of such data is in no case the subject or essence of the contractually agreed order.

External subprocessors for 3rd level support in standard services.

Standard service of Arvato Systems Group	Service provided by subprocessor	Name of subprocessor	Location	Address
Application Services	3 rd level manufacturer support	Microsoft Ireland Operations Ltd.	Ireland	70 Sir John Rogerson's Quay, Dublin 2, Ireland
		USU GmbH	Germany	Spitalhof 1, D-71696 Möglingen, Germany
	3 rd level support	Softwareone Deutschland GmbH	Germany	Blochstraße 1, 04329 Leipzig, Germany
Hosting Services	3 rd level manufacturer support	Ceyoniq Technology GmbH	Germany	Boulevard 9, 33613 Bielefeld, Germany
		Cisco International Ltd.	United Kingdom	9-11 New Square Park, Bedfont Lakes, Feltham, England TW14 8HA, United Kingdom
		Hewlett-Packard GmbH	Germany	Herrenberger Straße 140, 71034 Böblingen, Germany
		Microsoft Ireland Operations Ltd.	Ireland	70 Sir John Rogerson's Quay, Dublin 2, Ireland

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Standard service of Arvato Systems Group	Service provided by subprocessor	Name of subprocessor	Location	Address
	3 rd level support	One Identity Software International DAC	Ireland	City Gate Park, Mahon, Cork, Ireland
		Veeam Software GmbH	Germany	Terminalstr. Mitte 18, D-85356 München-Flughafen, Germany
		Bechtle GmbH	Germany	Industriestraße 33, 33689 Bielefeld, Germany
		Computacenter AG & Co. oHG	Germany	Computacenter Park 1, 50170 Kerpen, Germany
		Softwareone Deutschland GmbH	Germany	Blochstraße 1, 04329 Leipzig, Germany
Network Services	3 rd level manufacturer support	Cisco International Ltd.	United Kingdom	9-11 New Square Park, Bedfont Lakes, Feltham, England TW14 8HA, United Kingdom
		Musarubra Ireland Limited	Ireland	70 Sir John Rogerson's Quay, Dublin D02 C803, Ireland
	3 rd level support	Bechtle GmbH	Germany	Industriestraße 33, 33689 Bielefeld, Germany
		Computacenter AG & Co. oHG	Germany	Computacenter Park 1, 50170 Kerpen, Germany
		NTT Germany AG & Co. KG	Germany	Horexstraße 7, 61352 Bad Homburg, Germany
		TELONIC GmbH	Germany	Pfingstweide 51, 61169 Friedberg, Germany
Security Services	3 rd level manufacturer support	Microsoft Ireland Operations Ltd.	Ireland	70 Sir John Rogerson's Quay, Dublin 2, Ireland

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Standard service of Arvato Systems Group	Service provided by subprocessor	Name of subprocessor	Location	Address
		Rapid 7 LLC	USA	120 Causeway Street, Ste 400, Boston, MA 02114, USA
Workplace Services	3 rd level manufacturer support	Cloud SG UK Ltd.	United Kingdom	Paddington, 20 Eastbourne Terrace, London W2 6LG, United Kingdom
		Microsoft Ireland Operations Ltd.	Ireland	70 Sir John Rogerson's Quay, Dublin 2, Ireland
		Quest Software International Limited	Ireland	City Gate Park, Mahon Point, Cork, Ireland
		Raynet GmbH	Germany	Technologiepark 22, 33100 Paderborn, Germany
		RICOH DEUTSCHLAND GmbH	Germany	Vahrenwalder Str. 315, 30179 Hannover, Germany
	3 rd level support	Softwareone Deutschland GmbH	Germany	Blochstraße 1, 04329 Leipzig, Germany

Table 4: External subprocessors providing 3rd level support for standard services

Document History

Document Attribute	Value
Classification	PUBLIC
Status	Released
Document owner	Einkauf
Author	anonymized
Release date	30.06.2022

Version	Date	Responsible	Changes/Notes
2.0	30.06.2022	Einkauf	Change in format
2.1	11.01.2023	Einkauf	- "Arbor Networks, Inc., US" deleted from 3rd level manufacturer support - Contract partner for Cisco-3rd level manufacturer support changed from "Cisco Systems GmbH, DE" to "Cisco International Limited, UK" - "ORACLE Deutschland B.V. & Co. KG, DE" added to Security Services/laaS VAREDY - Contract partner for McAfee 3rd level manufacturer support changed from "McAfee LLC, US" to "Musarubra Ireland Limited, IR"
2.2	21.03.2023	Einkauf	- "Arvato Systems UK & Ireland Ltd., UK" deleted from affiliated companies - "Google Cloud EMEA Limited, IR" added to Security Services/SaaS Chronicle SOAR - "DCSO Deutsche Cyber-Sicherheitsorganisation GmbH, DE" added to Security Services/Managed Network Threat Analytics - "Veeam Software GmbH, DE" added to Hosting Service/O365 Backup & Restore 3rd level manufacturer support
2.3	15.06.2023	Einkauf	- „Mimecast Germany GmbH“ added to section 3 Communication Services/DMARC Analyzer - "Cisco International Limited" deleted from section 3 Network Services / 2nd level support - "BT (Germany) GmbH & Co. oHG" deleted from section 3 Network Services / laaS DDoS protection - „IBM Deutschland GmbH“ and „ORACLE Deutschland B.V. & Co. KG“ deleted from section 3 Application

Version	Date	Responsible	Changes/Notes
			Services / 3rd level manufacturer support - „Red Hat Limited“ deleted from section 3 Hosting Services / 3rd level manufacturer support
2.4	06.09.2023	Einkauf	- „Silver Monkey GmbH“ deleted from section 4 Workplace Services / 3rd level manufacturer support - „Fortinet Deutschland GmbH“ deleted from section 4 Network Services / 3rd level manufacturer support - „Juniper Networks Inc.“ deleted from section 4 Network Services / 3rd level manufacturer support - „Raynet GmbH“ added to section 4 Workplace Services / 3rd level manufacturer support - Change of address for „Microsoft Ireland Operations Ltd“ - Change of address for „Arvato Systems Digital GmbH“
2.5	22.11.2023	Einkauf	- Change of address for „SIA Arvato Systems Latvia“ - Change of address for „SUSE Software Solutions Ireland Ltd“ - Change of address for „Atlassian Pty Ltd.“ - Contract partner for Security Services/PaaS Carbon Black Threat Hunter changed from „VMware International Ltd, IE“ to „VMware International Unlimited Company, IE“ - „Softwareone Deutschland GmbH, Germany“ added to section 4 Application Services, Hosting Services, Workplace Services / 3rd level support
2.6	23.05.2024	Einkauf	- „SUSE Software Solutions Ireland Ltd, IR“ deleted from section 4 Hosting Services / 3rd level manufacturer support - Google Cloud EMEA Limited, IR“ deleted from section 3 Security Services/SaaS Chronicle SOAR
2.7	01.11.2024	Einkauf	- Logo update
2.8	25.04.2025	Einkauf	- „Arvato Systems IT S.R.L.“ added to section 1 Hosting Services, Network Services, Security Services - „Arvato Systems IT S.R.L.“ in section 1 location „Estonia“ deleted - „Arvato Systems Malaysia Sdn Bhd“ added to section 1 Hosting Services, Network Services

Version	Date	Responsible	Changes/Notes
			- "SIA Arvato Systems Latvia" added to section 1 Hosting Services, Network Services - „Arvato Systems North America. Inc.“ from section 1 Security Services deleted - "Vidispine AB" from section 1 as an affiliated company deleted - „VMware International Unlimited Company“ from section 3 Security Services / PaaS Carbon Black Threat Hunter deleted
2.9	02.09.2025	Einkauf	- "Bechtle IT-Systemshaus GmbH" merged with "Bechtle GmbH" - "USU Technologies GmbH" renamed to "USU GmbH" - "glueckkanja-gab AG" renamed to "glueckkanja AG" - "Hays Technology Solutions GmbH" renamed to "Emposo GmbH" - "MessageBird B.V." renamed to "Bird B.V." - "Citrix Systems UK Ltd." renamed to "Cloud SG UK Ltd." - "DATANET GmbH" deleted from section 3 Communication Services - "Horizon Telecom B.V." added to section 3 Network Services - "D-Trust GmbH" added to section 3 Workplace Services - "Sophos Ltd" deleted from section 4 Hosting Services
3.0	09.02.2026	Einkauf	- „Arvato Systems North America. Inc.“ deleted from section 1 - "CURSOR Software AG" from section 3 Application Services replaced by "Cursor Expert Solutions GmbH" - „Genesys Cloud Services B.V.“ added to section 3 Workplace Services - „RICOH DEUTSCHLAND GmbH“ added to section 3 Workplace Services - „CA Europe Sarl“ deleted from section 4 Network Services
3.1	26.08.2026	Einkauf	- "WS IT-Technology GmbH" deleted from section 2 all services and section 3 Application Services - "AnyDesk Software GmbH" added to section 3 Workplace Services - "Atlassian Pty Ltd." added to section 3 Workplace Services - "Bechtle GmbH" deleted from section 3 Workplace Services - „Radware GmbH“ deleted from section 4 Network Services