APPFOLLOW

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# AppFollow Subprocessors and Service Providers

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This page identifies the third parties engaged by AppFollow in connection with the provision of the Services. It has two parts: Part 1 lists subprocessors that process Customer Personal Data on AppFollow's behalf as processor; Part 2 lists other service providers engaged by AppFollow in its capacity as an independent controller.

Where Customer Personal Data is transferred outside the EEA, AppFollow implements appropriate safeguards in accordance with Chapter V GDPR, including Standard Contractual Clauses (SCCs), the EU–U.S. Data Privacy Framework (where applicable), or other valid transfer mechanisms. Transfer Impact Assessments (TIAs) relating to applicable international transfers are available upon reasonable written request, subject to appropriate confidentiality obligations.

## Part 1 — Subprocessors (AppFollow as processor)

AppFollow uses the following subprocessors to store and process Customer Personal Data necessary to provide the Service or Consultancy Service. Besides storage (and, where indicated, optional AI processing), no other processing of Customer Personal Data has been outsourced to subprocessors.

| Subprocessor | Purpose of processing | Categories of Personal Data | Processing location | Transfer safeguard |
|---|---|---|---|---|
| Amazon Web Services EMEA SARL (38 Avenue John F. Kennedy, L-1855, Luxembourg) | Cloud infrastructure and hosting of the Service | Customer Personal Data processed within the Service | Germany (Frankfurt), EU | Not applicable — data stored in the EU |
| Hetzner Online GmbH (Industriestr. 25, 91710 Gunzenhausen, Germany) | Cloud infrastructure and hosting of the Service | Customer Personal Data processed within the Service | Germany, EU | Not applicable — data stored in the EU |
| Hetzner Finland Oy (Huurrekuja 10, 04360 Tuusula, Finland) | Cloud infrastructure and hosting of the Service | Customer Personal Data processed within the Service | Finland, EU | Not applicable — data stored in the EU |
| AppFollow group entity (AppFollow.fi Oy, Finland; AppFollow, Inc., US) that is not a party to | Internal support, administration and provision of the Services | Customer Personal Data processed within the Service | Finland; United States | SCCs / intra-group safeguards |

| Subprocessor | Purpose of processing | Categories of Personal Data | Processing location | Transfer safeguard |
|---|---|---|---|---|
| the Agreement or DPA | | | | |
| OpenAI, L.L.C. | Optional AI-powered functionality: review summarisation, text analysis and reply generation | Publicly available app store review titles, review content and customer-created review tags only. Customer employee data, account administration data and Customer representative contact information are not submitted to OpenAI | United States (depending on configured processing location) | SCCs; zero data retention where supported |

Contact for data protection matters: Hetzner — data-protection@hetzner.com; AWS — account manager; OpenAI — privacy@openai.com; AppFollow — legal@appfollow.io.

## Additional information regarding AI processing

OpenAI is used exclusively in connection with optional AI functionality that Customers may choose to enable within the Service.

AI processing is limited to review titles, publicly available app store review content and customer-created review tags. In the vast majority of cases this content does not contain personal data. However, app store reviewers may voluntarily include identifiers, such as names or nicknames, within their publicly available reviews; such personal data is processed only incidentally and solely for the purpose of providing the requested AI functionality.

AppFollow does not submit Customer employee data, account administration data, business contact information, or other Customer Personal Data to OpenAI for AI processing.

Customer Content processed through OpenAI is not used by AppFollow to train its own AI models. AppFollow uses OpenAI business services under which Customer Content is not used by OpenAI to train its foundation models unless the Customer or AppFollow explicitly opts in, and zero data retention is applied where supported.

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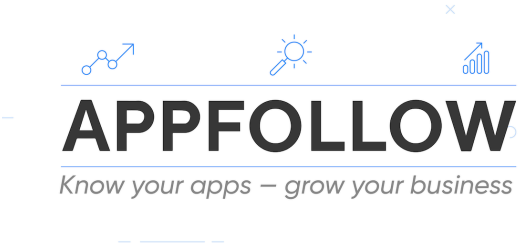
## Part 2 — Service Providers (AppFollow as independent controller)

The following service providers are engaged by AppFollow in its capacity as **an independent controller, not as a processor of Customer service data.** They process limited business contact data of the Customer's representatives (for example, the name and business email of a customer's point of contact) for AppFollow's own purposes such as customer relationship management, contract administration, communication and business operations. This processing is governed by the AppFollow Privacy Policy and falls outside the scope of the AppFollow DPA. These providers are listed here for transparency.

| Service provider | Purpose / activity | Data processed | Transfer safeguard |
|---|---|---|---|
| Salesforce, Inc. (Salesforce group) | Customer relationship management, sales and account administration (CRM) | Names and business email addresses of Customer representatives and prospects | BCR, EU–US DPF (participant ID 5959) and/or SCCs |
| Slack Technologies, LLC (Salesforce group) | Internal team communication and collaboration; coordination of customer-support communications | Business contact details of Customer representatives; customer personal data may appear incidentally in support communications | BCR, EU–US DPF (participant ID 5959) and/or SCCs |
| Google LLC / Google Ireland Ltd. (Google Workspace) | Internal productivity, email, document storage and collaboration | AppFollow operational and business contact data; customer personal data may appear incidentally in emails or documents | SCCs |
| DocuSign, Inc. | Electronic signature and execution of agreements | Business contact and signatory details of Customer representatives | SCCs |
| Concord Worldwide, Inc. | Contract lifecycle management: drafting, negotiation, execution and storage of agreements | Business contact details of Customer representatives and contract metadata | SCCs |

## Changes to This List

AppFollow may update this list from time to time. Where required under applicable law or the applicable Data Processing Agreement, Customers will be notified in advance of any intended changes involving new subprocessors and will have the opportunity to object in accordance with the DPA. The authoritative, up-to-date version of this list is maintained at the AppFollow Trust Center.




## Contact

For any questions regarding this list or data protection matters, please contact our legal team at legal@appfollow.io.