



Fidelo Management Software

General Data Protection Regulation (GDPR)

List of subcontractors

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Fidelo Software GmbH engages subcontractors (processors) to deliver services efficiently and securely. Below is the current list of subcontractors with whom personal data is shared as part of our services. This list is regularly updated.

SUBCONTRACTOR	LOCATION (HEADQUARTERS)	DESCRIPTION OF SERVICE	CATEGORIES OF DATA SHARED	PROCESSING LOCATION / DATA TRANSFER	LEGAL BASIS
HETZNER ONLINE GMBH	Germany	Hosting of servers and IT infrastructure	Server and application data, backup data	Germany, Finland	Art. 28 GDPR (Data Processing Agreement)
IONOS SE	Germany	Hosting services, domain management, email services	Server and application data, backup data	Germany (default), UK (UK clients), USA (Americas clients)	Art. 28 GDPR (Data Processing Agreement)
ZENDESK, INC.	USA	Customer support platform (ticketing, communication)	Contact and communication data (e-mail, support content, metadata)	EU (Frankfurt Data Center, Germany)	Art. 28 GDPR (Data Processing Agreement); SCCs for EU-US transfers (where applicable)

Notes:

Each subcontractor has been assessed for compliance with GDPR requirements regarding data security and privacy standards.

Data Processing Agreements (DPA) are in place with the listed service providers to ensure the security and confidentiality of the data shared.

This list is regularly updated to reflect changes in subcontractors or the services used.