PTV LOGISTICS

Subprocessors

Shorttitle	Subprocessors PTV
Template history	V2.8.0 dated 2026-08-24

1. Subprocessors used for all PTV Services

For all PTV Services, PTV Logistics GmbH and Conundra BV each act as subprocessors where they are not the contracting partner, and perform the services set out below:

Subprocessor	**Adress/Country**	**Service**
PTV Logistics GmbH	Stumpfstraße 1, 76131 Karlsruhe, Germany	Operation and Support
Conundra BV	Voordries 41, 9860 Oosterzele, Belgium	Operation and support
Zendesk Inc.	700 7th Ave, San Francisco, California, United States	Customer Support
PandaDoc, Inc.	548 Market St, PMB 185308, San Francisco, California, United States	Document generation and e-signature platform
Rocketlane Corp.	3524 Silverside Road, Suite 35B, Wilmington, United States	Professional Services Automation tool for project, resource, integration, migration and service processes

For all products, support enquiries may be handled by employees of companies within the PTV Logistics Group, meaning that these group companies may act as subprocessors for all products. List of affiliated companies is available under https://legaldocs.myptv.com/en/list_of_ptv_s_affiliated_companies?inline.

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2. Product-specific subprocessors

PTV Product	Subprocessors	Adress/Country	Service
PTV Drive&Arrive	Microsoft Ireland Operations Ltd.	Carmenhall Road, Sandyford, Dublin 18, Irland	Hosting in the Azure-Cloud
PTV Map&Guide; PTV Map&Guide Internet; TLNplanner Internet; TLNplanner Next Generation	Microsoft Ireland Operations Ltd.	Carmenhall Road, Sandyford, Dublin 18, Irland	Hosting in the Azure-Cloud
	colpari GmbH	Waldstraße 5, 04105 Leipzig, Germany	1st -Level Support
	Intercom R&D Unlimited Company	2nd Floor, Stephen Court, 18-21 Saint Stephen's Green, Dublin 2, Ireland	Customer Engagement
	Functional Software, Inc. (Sentry.io)	Functional Software, Inc., 45 Fremont Street, 8th Floor, San Francisco, CA 94105, USA	Used for easier analysis of production logs and troubleshooting
PTV Map&Market	colpari GmbH	Waldstraße 5, 04105 Leipzig, Germany	1st -Level Support
PTV Route Optimizer	Microsoft Ireland Operations Ltd.	Carmenhall Road, Sandyford, Dublin 18, Ireland	Hosting of the PTV Cloud Service in the Azure Cloud
	Intercom R&D Unlimited Company	2nd Floor, Stephen Court, 18-21 Saint Stephen's Green, Dublin 2, Ireland	Customer Engagement

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PTV Product	Subprocessors	Adress/Country	Service
PTV Route Optimiser CL	Amazon Web Services EMEA Sarl	Burlington Rd, Dublin 4, D04 HH21, Ireland	Cloud Hosting in AWS data centers
PTV Route Optimiser ST	-	-	-
PTV Route Optimiser ST, hosted Version	Makro Factory GmbH & Co. KG	An der RaumFabrik 30, 76227 Karlsruhe	Hosting
PTV Route Optimiser ST, hosted Version (Variant Anton)	OVH S.R.L	Via Carlo Imbonati, 18 20159 Milano, Italy	Hosting
PTV Route Optimiser ST, hosted Version (Variant Berta)	Hosted.nl B.V.	Ringbaan Zuid 10, 6905 DB Zevenaar, Netherlands	Hosting
PTV xServer 1 hosted	-	-	-
PTV xServer 1 internet	Microsoft Ireland Operations Ltd.	Carmenhall Road, Sandyford, Dublin 18, Irland	Hosting in the Azure-Cloud
PTV xServer 2 hosted	Amazon Web Services EMEA Sarl	Burlington Rd, Dublin 4, D04 HH21, Ireland	Cloud Hosting in AWS data centers
	Microsoft Ireland Operations Ltd.	Carmenhall Road, Sandyford, Dublin 18, Irland	Identification and verification of the Token-ID in the Azure Cloud
	TelemaxX Telekommunikation GmbH	Amalienbadstraße 41, Bau 61 76227 Karlsruhe Deutschland	Hosting

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PTV Product	Subprocessors	Adress/Country	Service
PTV xServer Internet	Amazon Web Services EMEA Sarl	Burlington Rd, Dublin 4, D04 HH21, Ireland	Cloud Hosting in AWS data centers
PTV Developer	Microsoft Ireland Operations Ltd.	Carmenhall Road, Sandyford, Dublin 18, Irland	Hosting in the Azure-Cloud
PTV Navigator G2	Amazon Web Services EMEA Sarl	Burlington Rd, Dublin 4, D04 HH21, Ireland	Cloud Hosting in AWS data centers
	Microsoft Ireland Operations Ltd.	Carmenhall Road, Sandyford, Dublin 18, Ireland	Hosting of the PTV Cloud Service in the Azure Cloud
	Google Ireland Ltd	Gordon House, Barrow Street, Dublin 4, Ireland	QR-Code-Scanner; Firebase Crashlytics (crash reporter)
	TomTom Global Content B.V.	De Ruijterkade 154, 1011 AC, Amsterdam, Netherlands	Navigation with real-time information
PTV Axylog	Microsoft Ireland Operations Ltd.	Carmenhall Road, Sandyford, Dublin 18, Irland	Cloud Hosting in the Azure-Cloud
	Google Ireland Limited	Gordon House Barrow Street Dublin 4 Ireland	Firebase Cloud Messaging Google Maps Platform – Geocoding API
	Twilio Ireland Limited	70 Sir John Rogerson's Quay Dublin 2, D02 R296 Ireland	Twilio Verify - MFA

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PTV Product	Subprocessors	Adress/Country	Service
	Amazon Web Services EMEA Sarl	Burlington Rd, Dublin 4, D04 HH21, Ireland	Cloud Hosting in AWS data centers
	Elasticsearch B.V. (Elastic.co)	Keizersgracht 281, 1016 ED Amsterdam, The Nederlands	Hosted solution for logs/metrics/ tracing/data projection
PTV Mira	Amazon Web Services EMEA SARL (including affiliated AWS companies) – Service: Amazon Bedrock	38 Avenue John F. Kennedy, L-1855 Luxembourg	Provision of foundation model inference and associated managed services (Amazon Bedrock)
	Anthropic PBC / Anthropic, Inc.	548 Market St, San Francisco, CA 94104, USA	Provision of AI model inference (Claude) via API or enterprise products
	MongoDB Atlas, Inc.	New York, Paramount Plaza, 1633 Broadway, 38th Floor, USA	Hosted Database as a service used for several parts of our applications.
PTV OptiFlow (if your contractual partner is PTV Logistics GmbH)	Conundra BV	Voordries 41, 9860 Oosterzele, Belgium	Operation and support
PTV OptiFlow (If your contractual	PTV Logistics GmbH	Stumpfstraße 1, 76131 Karlsruhe, Germany	Shared use of existing IT (software & hardware) in the

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PTV Product	Subprocessors	Adress/Country	Service
partner is Conundra BV)			group of companies
	Amazon Web Services EMEA Sarl	Burlington Rd, Dublin 4, D04 HH21, Ireland	Cloud Hosting in AWS data centers
	Atlassian Pty Ltd. (OpsGenie)	Level 6, 341 George Street, Sydney NSW 2000, Australia	OpsGenie: On-call management system used for support services Jira Service Management: Service Management platform used for support services
	Cloud-IAM Société par Actions Simplifiée (simplified limited liability company)	37 Boulevard Solférino Immeuble Eurosquare 35000, Rennes, France	Identity and access management solution used for our applications access management
	Elasticsearch B.V. (Elastic.co)	Keizersgracht 281, 1016 ED Amsterdam, The Nederlands	Hosted solution for logs/metrics/ tracing/data projection
	Functional Software, Inc. (Sentry.io)	45 Fremont Street, 8th Floor, San Francisco, CA 94105, USA	Used for easier analysis of production logs and troubleshooting
	Google Ireland Ltd. (Google Geocoding)	Gordon House Barrow St Dublin 4, Irland	Used for geocoding addresses

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PTV Product	Subprocessors	Adress/Country	Service
			(Conversion of addresses into coordinates and vice versa)
	Mapbox, Inc.	f 1133 15th St NW, Suite 825, Washington DC 20005, USA	Hosted service that serves map tiles in our offering
	Microsoft Ireland Operations, Ltd. (Microsoft Bing Geocoding services)	One Microsoft Place South County Business Park Leopardstown Dublin 18, D18 P521, Ireland	Geocoding Services
	MongoDB Atlas, Inc.	New York, Paramount Plaza, 1633 Broadway, 38th Floor, USA	Hosted Database as a service used for several parts of our applications.
	Salesforce, Inc. (Slack)	Salesforce 415 Mission St FL 3 San Francisco, CA 94105, USA	Internal communication and automated alerting
	Keycloak.org	OSS https://www.keycloak.org/	Access Management SSO

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