

Subprocessors PTV Cloud Services

Shorttitle	Subprocessors PTV Cloud Services
Template history	V2.4.0 dated 2025-12-01

1. Subprocessors used for all PTV Cloud Services

The subprocessors listed below are used for all PTV Cloud Services.

Subprocessor	Adress/Country	Service
Microsoft Ireland Operations Ltd.	Carmenhall Road, Sandyford, Dublin 18, Ireland	Hosting of the PTV Cloud Service in the Azure Cloud
PTV Logistics GmbH *	Stumpfstraße 1, 76131 Karlsruhe, Germany	Operation of the product, Support
Zendesk Inc.	700 7th Ave, San Francisco, California, United States	Customer Support

* applies as a subprocessor for all customers whose contractual partner is an affiliated company of PTV Logistics GmbH.

2. PTV Developer

No other subprocessors are currently used for this PTV Cloud Service.

3. PTV Map&Guide and TLNplanner

The following subprocessors are used for the PTV Cloud Services "PTV Map&Guide", "PTV Map&Guide Internet", "TLNplanner Internet" and "TLNplanner Next Generation":

Subprocessor	Adress/Country	Service
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

4. PTV Route Optimizer

The following subprocessors are used for the PTV Cloud Service "PTV Route Optimizer":

Subprocessor	Adress/Country	Service
Intercom R&D Unlimited Company	2nd Floor, Stephen Court, 18-21 Saint Stephen's Green, Dublin 2, Ireland	Customer Engagement

5. PTV Navigator G2

The following subprocessors are used for the PTV Cloud Service "**PTV Navigator G2**":

Subprocessor	Address/Country	Service
TomTom Global Content B.V.	De Ruijterkade 154, 1011 AC, Amsterdam, Netherlands	Navigation with real-time information
Google Ireland Ltd	Gordon House, Barrow Street, Dublin 4, Ireland	QR-Code-Scanner Firebase Crashlytics (crash reporter)