

Subprocessors

Overview of external subprocessors that TimeChimp uses to deliver its services. These parties process personal data on behalf of TimeChimp, in accordance with our data processing agreement and applicable privacy law. We inform customers at least one calendar month in advance about new or changed subprocessors by email and via this page.

Subprocessor	Category	Purpose	Data	Location	Transfer
Microsoft Azure	Infrastructure & cloud	Cloud infrastructure, storage, hosting and monitoring	Application data, logs, telemetry, file storage	Europe (West Europe)	EU-based processing
Amazon Web Services (AWS) Cognito	Infrastructure & cloud	Authentication and user management	Authentication data, user profiles	Europe (EU Central 1)	EU-based processing
Redis	Infrastructure & cloud	Caching and session management	Cached application data, session information	Europe	EU-based processing
SQL Server / Database Services (Azure SQL Database)	Infrastructure & cloud	Primary database storage	All application data incl. user, time, project and invoice data	Europe (West Europe, Azure)	EU-based processing
Orca Security Ltd.	Infrastructure & cloud	CSPM, DSPM and vulnerability scanning	Cloud metadata, scan results, configuration data	EU (Frankfurt/Ireland)	Standard Contractual Clauses (SCCs)
Atlassian (Jira)	Infrastructure & cloud services	Project management & issue tracking	User account info, project and task data & customer data shared in the context of technical support	EU (Frankfurt, Dublin)	Standard Contractual Clauses (SCCs) / EU-U.S. Data Privacy Framework
Stripe	Payment processing	Payment and subscription management	Payment information, billing, subscription data	EU (Ireland)	Standard Contractual Clauses (SCCs)
SendGrid (Twilio)	Email services	Transactional email	Email addresses, content, delivery status	Europe (primary)	Standard Contractual Clauses (SCCs) for transfers to

					the United States
Sentry	Analytics & monitoring	Error tracking and performance monitoring	Error logs, performance metrics (anonymized where possible)	United States / Europe	Standard Contractual Clauses (SCCs)
Google Analytics	Analytics & monitoring	Website and application analytics	Usage data, page views (anonymized)	United States / Europe	Standard Contractual Clauses (SCCs)
Segment	Analytics & monitoring	Customer data platform	User events, behavioral data	Europe	Standard Contractual Clauses (SCCs)
Microsoft Application Insights	Analytics & monitoring	APM and telemetry	Application telemetry, performance metrics, error logs	Europe	EU-based processing
Intercom	Customer support	Support chat and messaging	Contact details, support conversations, account info	Europe	EU-based processing
Survicate	Feedback & features	Satisfaction surveys	Feedback, survey responses	Europe	Standard Contractual Clauses (SCCs)
Featurebase	Feedback & features	Feature requests and feedback	Feedback, feature requests, account info	Netherlands / Germany	Standard Contractual Clauses (SCCs)
ChartMogul	Business intelligence	Subscription and revenue analytics	Subscription and revenue data	United States / Europe	Standard Contractual Clauses (SCCs)
Cello	Integrations	Referral management	Invoice and customer data (when connected)	Europe	EU-based processing
Maventa	Integrations	E-invoicing and validation	Invoice data, validation results	Finland	EU-based processing
HubSpot	Business intelligence	Internal CRM	Customer data, deals, contact data	Europe	EU-based processing

ApiDeck	Integrations	Unified API integration platform	Integration data, API requests and responses	Europe (primary)	Standard Contractual Clauses (SCCs) for transfers outside the EEA
Firebase (Google)	Mobile apps	Mobile analytics and crash reporting	App usage, crash reports (anonymized)	United States / Europe	Standard Contractual Clauses (SCCs)
AWS Amplify	Mobile apps	Mobile authentication	Authentication data	Europe	EU-based processing
IPStack	Other services	IP geolocation	IP addresses (anonymized)	Germany	Standard Contractual Clauses (SCCs)
Google Maps	Other services	Location and mapping services	Location data (when used)	United States	Standard Contractual Clauses (SCCs)
Vercel	Hosting & deployment	Frontend hosting	Application data, user interactions	Europe	EU-based processing
Netlify	Hosting & deployment	Frontend hosting and deployment	Application data, build artifacts	Europe (primary)	Standard Contractual Clauses (SCCs) for transfers outside the EEA
Leexi (Leexi SRL)	Recording & transcription	Conversation optimization and administrative automation	Audio/video, transcriptions, contact and meeting metadata	France (EU)	EU-based processing
CloudTalk (CloudTalk s.r.o.)	Customer support	Telephony and communication	Contact data, call logs, audio recordings	Germany (EU)	SCCs & EU-U.S. Data Privacy Framework
Leadinfo B.V.	Analytics & monitoring	Website visitor recognition and lead generation	IP addresses, company info, contact data (via CRM)	Netherlands (EU)	EU-based processing
Meetergo	Scheduling & Booking	Meeting and demo scheduling	Booking data (contact details, time slot, form)	EU	Standard Contractual Clauses

			responses), technical logs and opt-in logs		(SCCs) / EU- U.S. Data Privacy Framework
Payt	Accounts receivable management	Automatically sending out payment reminders	Contact details, billing	Europe	EU-based processing
Denovit	Payment reconciliation	Automatic accounting reconciliation of payments	Contact details, billing	Europe	EU-based processing
Exact Online	Accounting	Accounting	Contact details, billing, company data	Europe	EU-based processing