E-deal

Sub-Processor Name	Location	Service	Use Cases	Data Categories	Notes
Easyteam	France	Cloud provider	Hosts the E-deal CRM application and customer database. All CRM data created by the customer (contacts, accounts, opportunities, documents, interaction history) is stored on Easyteam's sovereign French infrastructure.	All CRM customer data: identity, contact, professional, interaction history, documents	
Intercom	USA	In-app outbound surveys	Powers the in-app surveys we use to collect product feedback from end users of E-deal (e.g. NPS, feature satisfaction). When a survey is shown inside the application, the end user's identifier and survey responses are sent to Intercom. Not used for customer-business data — only for product-feedback signals.	User identity, email address, IP/country	Can be disabled Transfer mechanism: EU-US Data Privacy Framework (primary) + EU SCCs (fallback)
Mailjet	EU — GCP Frankfurt (DE) and Saint-Ghislain (BE)	Marketing sending	Delivers emails sent from the CRM — both marketing campaigns and transactional notifications. When a customer sends a campaign or the system triggers a notification, recipient addresses and message content pass through Mailjet for routing and deliverability tracking.	User identity, email address, IP/country	Opt-in
LinkMobility	EU	SMS sending	Delivers SMS messages triggered from the CRM — typically marketing SMS campaigns. Recipient phone numbers and message content pass through LINK Mobility's European messaging network for routing to mobile carriers.	Recipient cell number, SMS content	Opt-in
Universign	France	Electronic signature provider (eIDAS Trust Service Provider)	When a user in the CRM triggers a signature request on a document (contract, quote, proposal), the document and signer information are sent to Universign. Universign manages the signing ceremony — signer authentication, signature application, and audit trail generation — and returns the signed document and proof of signature to the CRM. Supports eIDAS-compliant signature levels including Qualified Electronic Signature (Level 4), required for French public-sector tenders.	Signer identity (name, email, phone for SMS OTP), document content (may contain personal data of third parties), IP, timestamp, authentication metadata, signed-document audit trail. For Advanced/Qualified levels: ID verification data.	Opt-in

Google Cloud Platform / Vertex AI	GCP europe-west4 (NL)	AI Assistant / LLM services	Provides the LLM that powers Ask efficy and other in-app GenAI-powered features). When a user asks the assistant a question, the prompt — which may include excerpts of CRM data the user is working on — is sent to Vertex AI in a European region, processed, and the response returned. Prompts are not used to train Google's models.	Prompts (may contain CRM data: customer/contact info, interaction content), output, usage metadata	Opt-in
Illuin	France	Agentic Hub / AI assistant	Provides the orchestration layer (nAIxt platform) for efficy's agentic AI features — routing user requests to the right model, managing tools and context, executing multi-step agent workflows. Handles prompts, conversation state, and CRM data passed for the agent to act on.	Prompts (may contain CRM data: customer/contact info, interaction content), output, usage metadata	Opt-in
Mistral	EU (France & Sweden)	AI / LLM services	Alternative European LLM available alongside Vertex AI. Used in the same way as Vertex AI: prompts (which may contain CRM data) are sent to Mistral's API, processed, and the response returned. API inputs are not used for model training.	Prompts (may contain CRM data: customer/contact info, interaction content), output, usage metadata	Opt-in
Sinch	Ireland	WhatsApp Business messaging	Enables customers to exchange WhatsApp messages with their own contacts from within E-deal. When a user sends or receives a WhatsApp message, the recipient's phone number, message content and delivery status pass through Sinch's Conversation API for routing to the WhatsApp Business Platform. Each customer uses its own WhatsApp Business Account and phone number, held directly in the customer's own Meta business portfolio.	Recipient phone number, message content including any attachments, sender identity (E-deal user), delivery status and timestamps, conversation history	Opt-in