Apsis One

Sub-Processor Name	Location	Service	Use Cases	Data Categories	Notes
Amazon Web Services (AWS)	APSIS One EU: Ireland (AWS eu-west-1) DR Backups: Germany (AWS eu-central 1) APSIS One APAC: Singapore (AWS ap-southeast-1)	Cloud provider	Primary cloud infrastructure. Hosts all application servers, databases, file storage, background processing and observability tooling. All customer data at rest and in transit is stored and processed within AWS in European regions.	All application data at rest and in transit	
Auth0	Global Europe	Authentication provider	Used as authentication layer for customers to access the portal.	User identity, email address, authentication tokens	
Google Cloud Provider	USA (Google global infrastructure)	Bot & fraud protection for customer-deployed forms	Protects public-facing forms embedded in customer-deployed web pages from automated abuse and bot submissions. When a visitor interacts with a form (e.g. a contact or lead capture form), reCAPTCHA v3 evaluates the interaction in the background and returns a risk score. High-risk submissions can be blocked before processing.	IP address, browser/device metadata	Transfer mechanism: EU-US Data Privacy Framework
Intercom	USA	Support through chat, can be disabled on request	Powers the in-app support chat visible to all end users. When the chat widget is opened, the user identity and account context are shared with Intercom. All support conversations, in-app messages, and product tour interactions are processed through Intercom.	Support issue information, user identity, account context	Can be disabled Transfer mechanism: EU-US Data Privacy Framework
Infobip	Global Europe	SMS sending infrastructure	Allows our clients to be able to send SMS to their customers	Recipient cell number, SMS content	Can be disabled
Fresh Relevance	EU (AWS Sweden)	Website tracking and product recommendations	Allows our clients to add a personalized version of thier product recommendation embeded in the email communications	Behavioural / browsing data, product interaction data	Opt-in
Membrane	EU (AWS Frankfurt)	Integration platform (iPaaS)	Used as integration layer between Apsis One and multiple other enpoints.	Data exchanged via integrations — scope depends on customer configuration per integration and what data to sync. No data is automatically provided, only when integration is installed by customer	Opt-in (depending on which integrations are activated)