Enterprise

Sub-Processor Name	Location	Service	Use Cases	Data Categories	Notes
Easyteam	France	Cloud provider	Hosts the Enterprise CRM application and customer database for customers requiring French hosting. All CRM data (contacts, accounts, opportunities, documents, interaction history) is stored on Easyteam's sovereign French infrastructure. Required for French public-sector tenders.	All CRM customer data: identity, contact, professional, interaction history, documents	
Scaleway	France	Cloud provider	Hosts the Enterprise CRM application and customer database for customers requiring French hosting.	All CRM customer data: identity, contact, professional, interaction history, documents	Migration starting from November 2026. Notification will be sent out to those to which it applies.
Cloudbizz	Belgium	Hosting (legacy Enterprise CRM versions)	Hosts legacy Enterprise CRM instances for customers on older versions not yet migrated to current infrastructure. Stores the full CRM database and application files for those instances.	All CRM customer data: identity, contact, professional, interaction history, documents	
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	
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 Trasnfer mechanism: EU-US Data Privacy Framework (primary) + EU SCCs (fallback)
Flexmail	Belgium	Marketing sending	Delivers emails for marketing campaigns sent from the CRM. When a customer sends a campaign or the system triggers a notification, recipient addresses and message content pass through Flexmail for routing and deliverability tracking.	User identity, email address, IP/country	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
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