PerfectView

Sub-Processor Name	Location	Service	Use Cases	Data Categories	Notes
Google Cloud Provider	NL	Cloud provider	Primary cloud infrastructure for PVCRM. Hosts all application servers, the main database (MS SQL), event services , background processing and observability tooling (MS Logging). All customer CRM data at rest and in transit is stored and processed within ClaraNet in NL	All CRM customer data: identity, contact, professional, interaction history, documents	
Flowmailer	NL	Marketing & transactional email delivery	Acts as the SMTP relay for outbound transactional emails generated by PerfectView: password resets, system notifications, and workflow-triggered messages. Messages are routed through Flowmailer infrastructure before delivery to the end recipient.	Recipient email address, email content, sender metadata	
Intercom	USA	In-app support chat	Powers the in-app support chat visible to all TribeCRM 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.	User identity, email address, IP/country, customer data inserted in the chat	Can be disabled Transfer mechanism: EU-US Data Privacy Framework
4CEE	NL	Peppol Access Point / Billing Service Provider	Outbound e-invoice sending for suppliers in NL, BE, LU, DE, DK, NO, SE; automated delivery-status polling (every 5 min); PDF attachment transport	Supplier party (name, address, VAT, phone, IBAN, BIC); buyer/customer party data; invoice line text incl. free-text notes; embedded PDF attachment	Opt-in