WebCRM

Sub-Processor Name	Location	Service	Use Cases	Data Categories	Notes
Microsoft	Ireland	Cloud provider	Primary cloud infrastructure for WebCRM. Hosts all application servers, the main database , file storage, event streaming , background processing and observability tooling .All customer CRM data at rest and in transit is stored and processed within Azure.	All CRM customer data: identity, contact, professional, interaction history, documents, files	
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. Can be disabled per customer on request.	User identity, email address, IP/country, customer data inserted in the chat	Can be hidden Transfer mechanism: EU-US Data Privacy Framework