Tribe

Sub-Processor Name	Location	Service	Use Cases	Data Categories	Notes
Google Cloud Platform / Vertex AI	NL/BE	Cloud infrastructure provider	Primary cloud infrastructure for TribeCRM. Hosts all application servers, the main database (MySQL), connector broker, file storage (Cloud Storage), event streaming (Pub/Sub), background processing (Cloud Functions), and observability tooling (Cloud Logging, Cloud Trace). All customer CRM data at rest and in transit is stored and processed within GCP in European regions (NL/BE).	All CRM customer data: identity, contact, professional, interaction history, documents, files	
Mailjet	FR	Marketing & transactional email delivery	Delivers transactional and marketing emails on behalf of TribeCRM customers. When a user triggers an email (e.g. a campaign, automated workflow, or notification), the recipient list and message content are passed to Mailjet for delivery. Mailjet also handles bounce management and open/click tracking.	Recipient identity, email address, email content, engagement metadata (opens/clicks)	
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
Anthropic	USA	AI chatbot / LLM service	Powers the TribeCRM AI assistant feature. When a user sends a message to the in-app chatbot, the conversation including relevant CRM context such as contact and account data is sent to Anthropic Claude API for processing. The response is returned and displayed to the user. Conversation content may include customer personal data.	User prompts (may contain CRM data: contact/account info, interaction history), conversation history, AI-generated responses	Can be disabled Transfer mechanism: EU Standard Contractual Clauses
Cloudflare	USA	Bot protection (invisible CAPTCHA)	Protects the public Tribe web forms against automated and spam submissions. The form is served from app.tribecrm.nl and embedded via iframe on the customer's own website; when a visitor opens it, the Cloudflare Turnstile widget loads in the browser and runs background checks to confirm the visitor is human. Form content (name, email, phone, message) is never sent to Cloudflare. Server-side verification transmits only the one-time token, so the visitor's IP address is not forwarded. No cookies are set.	IP address, User-Agent, TLS fingerprint, browser characteristics and timing signals, site key and origin. No form content.	Opt-in Transfer mechanism: EU-US Data Privacy Framework