

Subprocessor list

Status	Active
Version	v1.2
Owner	Privacy Team
Reviewed by	DPO
Date of creation	2018-09-03
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Date of last update	2022-12-15
Classification	Public

Overview

The data we collect is for specified, explicit, and legitimate purposes and not further processed in a manner that is incompatible with those purposes.

Platform.sh (PSH) acts both as a controller and as a processor. More information can be found [here](#).

For all vendors that are personal data importers, we have implemented GDPR SCCs, or an equivalent DPA. Additionally, if the vendor is outside of the EU we have performed a supplementary measures assessment on that vendor.

Processor

When acting as a processor PSH is obliged to inform the controller of any intended changes concerning the addition or replacement of subprocessors.

Below is the list of subprocessors when PSH acts as a processor.

Notes

- + Backend hosting providers are selected by the customer when they select a hosting region (e.g. EU, US, AP) on a per-project basis
- + Email delivery is optional, determined by the customer
- + Fastly CDN is optional, determined by the customer
- + The duration of the processing is for the life of a customer's project.
- + The address below the Subprocessor name indicates the contract location

Subprocessor name	Purpose of processing	Types of personal data	Data locations	Security certifications
AWS 38 avenue John F. Kennedy L-1855 Luxembourg	Backend hosting	Customer data (e.g., customer project and application data)	EU, UK, US, CA, AU	ISO 27001, ISO 9001, ISO 27017, ISO 27018, PCI DSS, SOC 1, SOC 2, SOC 3, FedRAMP, HIPAA, FISMA, NIST, CSA, HDS
Azure 37/45 Quai du President Roosevelt Issy-les-Moulineaux, 92130 France	Backend hosting	Customer data (e.g., customer project and application data)	EU	SOC 1, SOC 2, SOC 3, PCI DSS, ISO 27001, ISO 27018, ISO 9001, ISO 20000, ISO 22301, ISO 27017, ISO 27701, HIPAA, NIST 800-171, HDS, FedRAMP
Fastly 475 Brannan St. #300 San Francisco, CA 94107, US	CDN	Name, email, IP Address	US	PCI DSS Level 1, HIPAA
Google Cloud Platform 8 Rue de Londres, 75009 Paris, France	Backend hosting	Customer data (e.g., customer project and application data)	EU, UK, US	PCI DSS, SOC 1 Type 2, SOC 2 Type 2, SOC 3, ISO 27001, ISO 27017, ISO 27018, ISO 27701, FedRAMP, HIPAA, HDS, NIST 800-53, NIST 800-171
Orange Cloud 78 Rue Olivier de Serres, 75015 Paris	Backend hosting	Customer data (e.g., customer project and application data)	EU	ISAE3402 SOC-1 type II, ISO27001, ISO27017, ISO27018, ISO 9001, ISO 20000-1
OVH Cloud 2 Rue Kellermann 59100 Roubaix, France	Backend hosting	Customer data (e.g., customer project and application data)	EU	GDPR, ISO 27001, ISO 27017, ISO 27018, ISO 27701, SecNumCloud (private cloud), HDS

SendGrid 1801 California Street, Denver, CO 80202, US	Email delivery service	Email addresses as defined by the application owner	US	SOC 2 Type 2
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Controller

When PSH acts as a controller there is no obligation to notify the customers regarding the appointment of a new processor.

Below is the list of processors that PSH engages when acting as a controller.

Processor name	Purpose of processing	Types of personal data	Data locations	Security certifications
6Sense 450 Mission St. San Francisco, CA 94105, US	Marketing	Name, email, IP Address	US	GDPR, CCPA, SOC 2
Drift 222 Berkeley St Floor 7 Boston, MA 02116, US	Lead generation	Name, email, address (all opt-in) of application owner and/or account owner	US	SOC 2 Type 2
Fivetran Charlemont Exchange, Charlemont St, Dublin 2, D02VN88, Ireland	Backend processing	Business information	EU	SOC 2 Type 2
Jira 363 George Street, Level 29 Sydney, NSW 2000, Australia	Ticket management system	Name, email	US	SOC 2, ISO 27001, ISO 27018, GDPR, PCI DSS, FedRAMP, CCPA

Marketo 901 Mariners Island Blvd #500, San Mateo, CA, US	Marketing	Name and Email as defined by the account owner and/or sub-users	US	SOC 2
Narrator 245 8th Ave #1010 New York, NY 10011, US	Data analysis	Name, email, company name	US	SOC 2 Type 2

Processor name	Purpose of processing	Types of personal data	Data locations	Security certifications
Netsuite 500 Oracle Parkway Redwood Shores, CA 94065, US	Financial EP	Name, Address, Financial/Bank Info, Email Address, Phone Number	US	SOC 2 Type 2, PCI DSS, ISO 27001
Salesforce 415 Mission Street 3rd Floor San Francisco, CA 94105, US	Account management and marketing	Name, address, phone, email, financial information as defined by the account owner	EU	SOC 1, SOC 2, SOC 3, PCI DSS, ISO 27001, ISO 27017, ISO 27018, HIPAA, FedRAMP, NIST SP 800-171
Sentry Functional Software, Inc. dba Sentry, 132 Hawthorne Street San Francisco, CA 94107, US	Error reporting	IP and Log files from the infrastructure. No PII is intentionally transferred.	US	SOC 2 Type 1, SOC2 Type II, HIPAA Attestation
Stripe 510 Townsend Street San Francisco, CA 94103, US	Payment processing	Name, address, telephone, and credit card as defined by the account owner	EU, US	PCI
Totango 1 Twin Dolphin Dr. Redwood City, CA	Customer success software	Name, email, phone number	EU	ISO 27001 and SOC 2

94065, US				
Zapier 548 Market St. #62411. San Francisco, CA 94104, US	Marketing automation	Mix of email, name, address, and phone of account and/or application owner	EU, US	GDPR
Zendesk 1019 Market St. San Francisco, CA 94103, US	Support	Email addresses and names as defined by the application owner	EU	SOC 2 Type II, ISO 27001:2013, ISO 27018:2014, FedRAMP, PCI DSS, HIPAA

Hosting location specifics

AWS

- + AWS EU locations: Stockholm, Paris, London, Ireland, Frankfurt
- + AWS US locations: Northern Virginia, Ohio, Oregon, Northern California
- + AWS AU locations: Sydney
- + AWS CA locations: Canada Central
- + AWS Global Infrastructure

Azure

- + AZURE US location: Washington
- + AZURE APAC locations: New South Wales, Hong Kong, Beijing

Azure EU location

- + West Europe (Netherlands)
- + North Switzerland (Zürich)

- + France Central (Paris)
- + North Europe (Ireland)
- + Germany West Central (Frankfurt)
- + Data Residency in Azure

Google Cloud Platform EU location

- + Frankfurt, Germany
- + London, England, UK
- + St. Ghislain, Belgium

Orange Cloud EU location

- + Paris, France

OVH Cloud

- + Gravelines, France