

Other Service Providers and Third-Party Services

Provider	Aam Digital GmbH, Berlin, Germany
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This document provides transparency about selected third-party services, controller-side service providers, and tools operated by Aam Digital GmbH. These providers and tools are not necessarily subprocessors under the applicable data processing agreement (the “Applicable DPA”).

For purposes of this overview, “Customer” means the relevant customer or contracting party; “Authorized User” means an individual authorized by Customer to access a hosted Aam Digital service; “Customer Content” means data, content, files, and personal data submitted to a hosted Aam Digital service by or on behalf of Customer or its Authorized Users; and “Standard Subprocessor” means a subprocessor identified in Aam Digital’s current List of Standard Subprocessors.

The authoritative List of Standard Subprocessors under the Applicable DPA is available separately at <https://www.aam-digital.com/legal/subprocessors>. Customer-specific subprocessors used only for processing relating to a particular Customer, where the Applicable DPA provides for them, may be separately authorized under the Applicable DPA and are not included in the public Standard Subprocessor List unless they are also used as Standard Subprocessors.

Providers listed in this document are generally used for Aam Digital’s own business, customer communication, website, newsletter, support administration, or feature-specific processing, unless expressly stated otherwise.

Some providers listed in this document may process personal data outside the EU/EEA or may be operated by companies established outside the EU/EEA. Where personal data is transferred to a third country, Aam Digital applies the transfer mechanism required under Chapter V GDPR. Where an applicable European Commission adequacy decision exists, the transfer may be based on that adequacy decision. Where no applicable adequacy decision exists, Aam Digital uses appropriate safeguards where required, in particular EU Standard Contractual Clauses, supplemented by additional measures where necessary, or another transfer mechanism permitted under applicable data protection law. Further information about the safeguards applicable to a particular transfer, including information on how to obtain a copy where available, can be requested at data-protection@aam-digital.com. Further information on international transfers for Aam Digital’s controller-side processing is provided in our General Privacy Policy.

Feature-Specific Third-Party Services

The following services may be used for specific features. These services are independent third-party recipients/controllers rather than subprocessors under the Applicable DPA. When a user invokes such a feature, the relevant data is transmitted to the third-party service, which processes it under its own terms and privacy information.

OpenStreetMap / Nominatim: OpenStreetMap Foundation, United Kingdom

Feature / purpose	Map and location lookup, including converting address text into geographic coordinates and/or displaying locations on a map.
Data involved	Address text or coordinate information submitted through the location feature and related technical request data. Aam Digital does not intentionally send other Customer Content beyond the address text or coordinate information needed for the lookup.

Aam Digital Controller-Side Service Providers

The following providers are used for Aam Digital's own business, customer communication, marketing, newsletter, support administration, or website-related processing. They are not used to host or process Customer Content stored in hosted Aam Digital environments for those controller-side purposes, unless expressly stated otherwise. A provider may separately act as a Standard Subprocessor for SaaS processing where that distinct role is disclosed in the Standard Subprocessor List.

Chatwoot User Support Platform: Chatwoot, Inc., USA

Service / purpose	Support chat and related customer communication.
Categories of data	Contact details, organization details, support-chat message content, communication metadata, and related technical data provided or generated when a person uses the support chat.
Notes	Chatwoot is currently used in a US-based deployment for support chat. Chatwoot is not used to process Customer Content stored in hosted Aam Digital environments. However, if a customer includes personal data or confidential information in chat messages, that information may be processed in Chatwoot for support purposes. Customers should avoid sending sensitive beneficiary/participant data or unnecessary Customer Content through chat.

HubSpot: HubSpot, Inc., USA

Service / purpose	Customer communication, CRM, support-email tracking, webinar/contact management, and related communication administration.
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Categories of data	Contact details, organization details, email/support communication content, communication metadata, webinar/contact-form details, and related information provided by the person contacting Aam Digital.
Notes	HubSpot is not used to process Customer Content stored in hosted Aam Digital environments. However, if a customer includes personal data or confidential information in emails or support requests sent to Aam Digital, that information may be processed in HubSpot for the purpose of handling the communication. Customers should avoid sending sensitive beneficiary/participant data or unnecessary Customer Content through ordinary email or support channels.

Brevo: Brevo GmbH, Germany

Service / purpose	Newsletter delivery, email communication management, plan sign-up and onboarding communications, registration-related messages, and related informational communications. Brevo is not used for core SaaS authentication emails such as password-reset emails. Transactional and authentication-related SaaS emails are delivered through the email infrastructure provider identified in the Standard Subprocessor List.
Categories of data	Email address, name, organization details, role or contact context where provided, newsletter subscription preferences, consent and unsubscribe records, plan sign-up and onboarding information, registration-related communication data, message delivery and interaction metadata, and related communication-management information. No Customer Content stored in hosted Aam Digital environments is sent to Brevo for this purpose.

ALL-INKL.COM - Neue Medien Münnich, Germany

Service / purpose	Email hosting and email transmission infrastructure for Aam Digital business communications, including general inquiries, contractual and administrative communications, data-protection communications, security reports, support, and other email correspondence.
Categories of data	Email addresses, names and organization details where provided; email message content and attachments; communication, delivery, and related technical metadata; and other information included in email correspondence.

Notes	ALL-INKL provides Aam Digital's email hosting and transmission infrastructure for business communications, including general correspondence, support, privacy/data-protection and security communications. Depending on the communication, this may involve contact details, communication content, attachments, and technical or message metadata. Where ALL-INKL is used for transactional, authentication, or notification emails sent as part of a hosted Aam Digital service on behalf of Customers, that processing is described separately in the List of Standard Subprocessors under the Applicable DPA.
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Sentry: Functional Software, Inc., USA

Service / purpose	Hosted error monitoring, technical diagnostics, and alerting for unexpected software errors. Sentry is used to help Aam Digital detect, analyze, and resolve technical problems in the software.
Categories of data	Filtered technical error information, such as error type, affected code path, stack trace, technical event timestamp, application environment, browser type, operating system, device type, screen resolution, language, and other technical diagnostics needed to understand and resolve software errors. Aam Digital configures Sentry so that usernames, user IDs, pseudonymized user IDs, Customer Content and other application-level personal details are scrubbed and are not intentionally included in error events. The originating IP address may be processed by Sentry's network infrastructure when an error event is transmitted. Aam Digital configures the SDK to instruct Sentry not to infer or add the originating IP address to the stored error event.
Notes	For this narrowly defined error-monitoring processing, Aam Digital acts as controller and relies on its legitimate interests in detecting, diagnosing, and resolving software errors and maintaining the security and reliability of the relevant Aam Digital service (Art. 6(1)(f) GDPR). Sentry acts as processor for Aam Digital in this controller-side context. Where restricted international transfers occur, Sentry's applicable transfer mechanisms, including the EU-U.S. Data Privacy Framework for certified U.S. entities and Standard Contractual Clauses where required, apply.

Tools Operated by Aam Digital

Matomo (locally operated)

Website analytics	Locally operated website usage statistics and live-demo analytics. This website setup is used for the context described in the General Privacy Policy and is separate from SaaS operational monitoring.
SaaS operational monitoring	Locally operated Matomo is also used for limited operational monitoring of hosted Aam Digital customer environments to operate, secure, maintain, and troubleshoot hosted Aam Digital services. Aam Digital User UUIDs, names, and email addresses are not transmitted to Matomo for this purpose. Matomo is configured without a persistent visitor identifier; a temporary technical config_id may be used to group interactions within a limited visit. IP addresses are masked before geolocation and are not retained in full in Matomo for analytics purposes. Aam Digital does not link location information to named users or use Matomo to persistently identify or track Authorized Users across visits. Raw visit-level information is retained only for a limited period reasonably necessary for operational analysis and is then deleted or aggregated in accordance with Aam Digital's retention practices. Matomo is hosted locally by Aam Digital and not used through Matomo Cloud, so Matomo is not a separate subprocessor. The relevant infrastructure provider is listed in the Standard Subprocessor List where applicable. Further details are provided in the SaaS Privacy Policy.