

## THE LIST OF SOFTWARE SUB-PROCESSORS

Effective date: May 26, 2026

| Sub-processor                  | Address and Contact  | Subject Matter          | Product / Solution  | Nature of Processing   |
|--------------------------------|--|-------------------------|---|--|
| Microsoft Azure, USA           | <p>Address: One Microsoft Way<br/>Redmond, WA 98052-6399,<br/>USA</p> <p>Contact: Data Protection Officer, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, Ireland +353 1 706 3117</p> <p>Country of the data centre can be chosen by customer</p> | Cloud platform provider | <ul style="list-style-type: none"> <li>- Software Cloud Designer</li> <li>- Software Cloud Essentials</li> <li>- Software Cloud Business,</li> <li>- Software Cloud Compliance,</li> <li>- Software Cloud Enterprise</li> </ul>   | User authorisation, storing data, security provisioning, web apps., databases, workflow services IT system resources provisioning, etc.  |
| Amazon Web Services - Aws, USA | <p>Address: 410 Terry Avenue North, Seattle, WA 98109-5210, U.S.A.</p> <p>Contact: privacy@amazon.com</p> <p>Country of the data centre can be chosen by customer</p>  | Cloud platform provider | <ul style="list-style-type: none"> <li>- Software Cloud Enterprise SP</li> <li>- Software Smartflow</li> <li>- Software Cloud Clinical Trials</li> <li>- Software Cloud Connect</li> <li>- Software Cloud Designer</li> <li>- Software Cloud Essentials</li> <li>- Software Cloud Business,</li> <li>- Software Cloud Compliance,</li> <li>- Software Cloud Enterprise</li> <li>- Software Connected Packaging</li> </ul> | User authorisation, storing data, security provisioning, web apps., databases, workflow services IT system resources provisioning, etc.  |
| Validated Cloud, USA           | <p>Address: 330 Bear Hill Road, Suite 205 Waltham, MA 02451, USA</p> <p>Contact: legal@validatedcloud.com</p> <p>Country of the data centre can be chosen by customer</p>  | Cloud platform provider | Software Cloud Clinical Trials  | GxP managed Platform as a Service for hosting PRISYM 360 in their data-centre in the US (Waltham, MA and San Francisco). They provision, patch, backup and monitor everything up to and including the OS and DB. |
| SMTP2Go, New Zealand           | <p>Address: 96-106 Manchester Street, Christchurch 8011, New Zealand</p> <p>Contact: SMPT2Go Data Privacy Team ticket@smtp2go.com</p>  | Mailing cloud service   | Software Smartflow  | Smartflow application uses SMTP2Go cloud service for sending e-mails to their employees or customers/suppliers.  |



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|---|--|---|--|---|
| Auth0, USA  | Address: 100 First Street, Floor 6 San Francisco, CA 94105 USA<br>Contact: Data Privacy Officer privacy@okta.com   | SAML SSO Identity Provider                          | Software Connected Packaging (Blink)   | Authentication, SAML  |
| New Relic, USA  | Address: H188 Spear Street #1000 San Francisco, CA 94105 USA<br>Contact: New Relic Data Protection Team privacy@newrelic.com                               | Network monitoring                                  | Software Connected Packaging   | Observability and Service Level Management  |
| Pendo, USA  | Address: Pendo.io, Inc. 301 Hillsborough St, Suite 1900 Raleigh, NC 27603 United States<br>Contact: pendo@gdpr-rep.com                                     | Product experience tool                             | - Software Cloud Designer<br>- Software Cloud Essentials<br>- Software Cloud Business,<br>- Software Cloud Compliance<br>- Software Cloud Enterprise<br>- Software Connect<br>- Software Smartflow | Collecting usage analytics for improving user experience and product performance.   |
| Product Fruits, Czech Republic  | Address: Rozdělovská 1999/7, Břevnov, 169 00 Praha 6, Czech Republic<br>Contact: privacy@productfruits.com   | in-application product onboarding and adoption tool | - Software Cloud Designer<br>- Software Cloud Essentials<br>- Software Cloud Business,<br>- Software Cloud Compliance<br>- Software Cloud Enterprise   | In-application user onboarding and adoption services, including delivery of contextual guidance, tutorials, in-app messages, and collection of limited user feedback to support product usability and adoption. |
| Aum Barcode Services PVT LTD, India (ex. Nice Packaging and Labeling Products), India | Address: FN 502, Vheronica Aprt. Suma Realty, Mukund Nagar, T.V. Nagar, Pune, Maharashtra 41 1037, India<br>Contact: Mandar Damle, mandar@labelingonus.com | Technical support                                   | The entire range of Software products  | Solve client problems with the Data Importer solution   |

