

Orderlion Subprocessor List

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This page lists the subprocessors Orderlion engages to process personal data on behalf of its customers under the [Data Processing Agreement](#). It corresponds to Annex 2 of that agreement.

Vendors used solely for Orderlion's own internal operations are not subprocessors under the Data Processing Agreement and are not listed here.

Where an integration middleware or EDI provider is contracted by the customer rather than by Orderlion, that provider is the customer's own processor and does not appear on this list. Where Orderlion contracts one, it is listed and marked as applying only to those accounts whose integration uses it.

We inform customers of any intended addition or replacement of a subprocessor at least 30 days before it is engaged, by email to the customer's designated contact and by updating this page. Section 6 of the Data Processing Agreement sets out the notice and objection procedure.

Current subprocessors

Subprocessor	Legal entity and registered address	Role and purpose	Processing location	Transfer mechanism	Retention at the subprocessor
Amazon Web Services	Amazon Web Services EMEA SARL, 38 Avenue John F. Kennedy, L-1855 Luxembourg	Hosting of all production systems; inbound and outbound email via AWS SES; EU-hosted AI model serving via AWS Bedrock	EU (Frankfurt, eu-central-1)	EU-US Data Privacy Framework, SCCs as fallback	Controlled by Orderlion; data persists until deleted on instruction, no independent retention of content
MongoDB Atlas	MongoDB Limited, Building 2, Number One Ballsbridge, Shelbourne Road, Ballsbridge, Dublin 4, Ireland	Operation of the application database	EU (AWS Frankfurt); backup snapshots held on Google Cloud within the EU	EU-US Data Privacy Framework, SCCs as fallback	Controlled by Orderlion; backup snapshots retained 7 days
Anthropic	Anthropic PBC, 548 Market Street, PMB 90375, San Francisco, CA 94104, USA	Large language model provider for Inbox order extraction and AI assistant features	United States by default. Where the customer activates the EU-only option, processing takes place exclusively via AWS Bedrock in the EU (Frankfurt) and no transfer occurs.	EU-US Data Privacy Framework, SCCs as fallback. Not applicable where the EU-only option is active.	API inputs and outputs deleted within 30 days. Content flagged by automated abuse systems retained up to 2 years, classification scores up to 7 years. Under the EU option, retention follows the Bedrock configuration.

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OpenAI	OpenAI Ireland Ltd, company registration 737350, 1st Floor, The Liffey Trust Centre, 117-126 Sheriff Street Upper, Dublin 1, D01 YC43, Ireland	Large language model provider for Inbox order extraction and AI assistant features. Not used for accounts on the EU-only option.	United States	EU-US Data Privacy Framework, SCCs as fallback	API inputs and outputs retained up to 30 days for abuse monitoring, then deleted
Microsoft Azure	Microsoft Ireland Operations Limited, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland	Azure OpenAI Whisper speech-to-text, transcribing Inbox voice messages before extraction	EU	EU entity, no third-country transfer	Abuse monitoring is enabled by default and cannot be disabled on Orderlion's plan. A sample of audio data and the corresponding transcriptions is retained for up to 30 days in an isolated store accessible only to authorised Microsoft reviewers, and is then deleted.
Mailgun	Mailgun Technologies, Inc. (Sinch group), 112 E Pecan St, Suite 1135, San Antonio, TX 78205, USA	Receipt of inbound order emails and dispatch of outbound transactional email	US by default; EU on request	EU-US Data Privacy Framework, SCCs as fallback. Processing on Mailgun's EU infrastructure is available on request; by default sending and receiving is on Mailgun's US infrastructure. Even on the EU infrastructure the contracting entity is a US company, so the mechanism is retained rather than reading "no transfer".	Message bodies up to 30 days; event and log data up to 30 days
Google Firebase	Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland	Mobile push notifications for the Orderlion app and white-label apps	Global, with EU and US processing depending on Google's routing	EU-US Data Privacy Framework, SCCs as fallback	Undelivered push messages expire after a maximum time-to-live of 4 weeks; delivered messages are not retained
ONLINECITY.IO (GatewayAPI)	ONLINECITY.IO ApS, Buchwaldsgade 50, 5000 Odense C, Denmark	Dispatch of SMS messages: buyer user invitations triggered by the customer, containing the invitation link, the invitation code and the customer's name	EU (Denmark)	EU entity, no third-country transfer	Recipient and sender numbers, message payload and delivery metadata retained a maximum of 30 days, then purged or irreversibly anonymised automatically

Subprocessor	Legal entity and registered address	Role and purpose	Processing location	Transfer mechanism	Retention at the subprocessor
Stripe	Stripe Payments Europe, Limited, 1 Grand Canal Street Lower, Grand Canal Dock, Dublin 2, D02 H210, Ireland	Processing of in-platform order payments. Stripe acts partly as Orderlion's processor and partly as an independent controller for fraud prevention and financial-services regulation.	Outside the EU (US)	EU-US Data Privacy Framework, SCCs as fallback	Transaction records retained for the periods prescribed by financial-services, anti-money-laundering and counter-terrorism regulation
Zendesk	Zendesk, Inc., 989 Market Street, San Francisco, CA 94103, USA	Ticketing platform for support requests, which may contain customer personal data	EU, under the Data Center Location Add-On	EU-US Data Privacy Framework, with Zendesk's Irish DPC-approved Binding Corporate Rules and SCCs 2021/914 Module 2 as fallback. The data is hosted in the EU, but the contracting entity is a US company, so the mechanism is retained rather than reading "no transfer"	Tickets archived 120 days after closure; permanent deletion 3 years after closure
Aircall	Aircall SAS, 11-15 rue Saint Georges, 75009 Paris, France	Telephony platform for support and sales calls and for SMS	EU	EU entity, no third-country transfer	Content deleted by scheduled quarterly purge at a 90-day threshold, giving a maximum age just under 6 months. Aircall retains data for a maximum of 30 days after account termination.
Datadog	Datadog, Inc., 620 8th Avenue, 45th Floor, New York, NY 10018, USA	Infrastructure, application and client-side error monitoring, performance monitoring and alerting	EU (datadoghq.eu site)	EU-US Data Privacy Framework, SCCs as fallback	Logs retained 14 days as configured by Orderlion
Mixpanel	Mixpanel, Inc., One Front Street, 28th Floor, San Francisco, CA 94111, USA	Product analytics on pseudonymised platform usage events. A pseudonymous user identifier, feature usage and device information only; no names, contact details or order content are transmitted.	Outside the EU (US)	EU-US Data Privacy Framework, SCCs as fallback	Event data retention configured at 2 years, after which data is deleted or anonymised

Change history

20 August 2026. Sentry (client-side error tracking, US) removed: no longer used, account closed and data deleted. Error tracking consolidated on Datadog, which processes on its EU site, so this removes a third-country transfer. No

new subprocessor was added.

Additions and removals are recorded here with their dates.

Questions about this list: privacy@orderlion.com