

Sub-processors List

This document lists the sub-processors engaged by Shiftic AB in connection with the delivery of the Shiftic platform. It forms part of the Data Processing Agreement between Shiftic and the Customer. Changes to this list are governed by the DPA.

For questions about this list, contact Shiftic at privacy@shiftic.com or Shiftic AB, Plantagegatan 19, 216 16 Limhamn, Sweden.

Current version published at shiftic.com/legal/sub-processors

Sub-Processor	Legal Entity / Address	Owner / Country	Processing Location	Purpose	Personal Data Processed	Transfer Mechanism / DPA
Microsoft Azure	Microsoft Ireland Operations Ltd One Microsoft Place, Leopardstown Dublin 18, D18 P521, Ireland	Microsoft Corporation, USA	Ireland (EU) / EEA	Cloud hosting, infrastructure, storage, compute and AI language model inference	All personal data processed post-authentication: user account and profile data, organisational data, user-generated content (chat messages, form responses, survey responses, documents), AI interaction logs, application and access logs, and backup data. Hosts the entire platform infrastructure including compute, database, storage, networking, key management, observability, and AI services.	SCCs; EU-U.S. Data Privacy Framework (DPF); Microsoft Data Protection Addendum
Mixpanel	Mixpanel, Inc. Pier 1, Bay 2, The Embarcadero San Francisco, CA 94105, USA	Mixpanel, Inc., USA	Netherlands (EU)	Product analytics: user behaviour and feature usage analysis	Pseudonymised user identifiers, in-product interaction events, and device/session metadata	Mixpanel Data Processing Agreement; EU Data Residency (Netherlands). Data minimisation and pseudonymisation applied.
Featurebase	Cordnet ÖU (t/a Featurebase) Kaluri tee 4-32, Haabneeme Viimsi vald, 74001, Estonia	Cordnet ÖU, Estonia (EU)	Estonia (EU)	Customer support, feedback collection, feature voting, and product roadmap communication	User email address, name, submitted feedback content	GDPR-compliant (EU-based); Featurebase Data Processing Agreement

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Clerk	Clerk, Inc. 548 Market Street PMB 72878 San Francisco, CA 94104, USA	Clerk, Inc., USA	USA	User authentication, identity management, and session handling. Supports social sign-in via Google (Google OAuth) and Microsoft (Microsoft Entra ID), through which limited identity data (name, email, profile token) is exchanged with the respective identity provider during the authentication flow.	Authentication credentials, identity tokens, session metadata, and SSO federation data (Microsoft Entra ID, Google OAuth, SAML assertions). Does not process application content.	SCCs; EU-U.S. Data Privacy Framework; Clerk Data Processing Agreement
Mailchimp	Intuit Inc. 2700 Coast Avenue Mountain View, CA 94043, USA	Intuit Inc., USA	USA	Email newsletter distribution	Email address, name, and engagement data of product newsletter subscribers	SCCs; EU-U.S. Data Privacy Framework; Mailchimp Data Processing Addendum
Mandrill	Intuit Inc. 2700 Coast Avenue Mountain View, CA 94043, USA	Intuit Inc., USA	USA	Transactional email delivery (e.g. notifications, onboarding emails sent by the platform)	Recipient email address, name, and email content metadata	SCCs; EU-U.S. Data Privacy Framework; Mailchimp/Mandrill Data Processing Addendum
OpenAI	OpenAI Ireland Ltd 1st Floor, The Liffey Trust Centre 117-126 Sheriff Street Upper Dublin 1, D01 YC43, Ireland	OpenAI, L.L.C., USA	USA	AI language model inference used as an alternative LLM provider in specific configurations, where Azure OpenAI is not used on self-serve plans. Clients on Enterprise Plans can choose between Azure OpenAI and OpenAI.	User-submitted content and prompts processed through AI features	SCCs; OpenAI Data Processing Addendum. Zero data retention API tier used where available.
HubSpot	HubSpot Ireland Limited HubSpot House, 1 Sir John Rogerson's Quay Dublin 2, D02 CR67, Ireland	HubSpot, Inc., USA	Germany (EU)	CRM: customer contact management, usage data, and contract data for Shiftic's commercial and customer success operations	Customer contact data (name, email, company, role), subscription and contract data, platform usage data	SCCs; EU-U.S. Data Privacy Framework (DPF); HubSpot Data Processing Agreement; EU data residency (Frankfurt, Germany)
Polar	Polar Software, Inc. 548 Market Street PMB 61301 San Francisco, CA 94104, USA	Polar Software, Inc., USA	USA	Payment processing and billing infrastructure for self-serve subscription plans. Acts as Merchant of Record.	Name, email, billing address, payment card metadata, purchase history	SCCs; Polar Data Processing Addendum