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Memo on possible change of Cloud Service providers

From

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Regarding:

Possible change of
Cloud Service provider

Background:

Preely is currently using two sub providers for processing and storage of data;

- AWS (Amazon) for storing and processing user tests, test results and information on panelists in the user panel
- MailJet for executing mail deliveries related to invitations to participate in user tests

The subprocessors have been chosen for their high level services, security levels and pricing. Our experiences with the services have been flawless.

Our contracts with both companies are EU domiciled and based on Standard Contractual Clauses, which do not allow export of data to third countries. However, both companies are part of Groups incorporated in the US.

GDPR triggered changes:

In the light of the Schrems II verdict and the subsequent recommendations regarding additional measurements to ensure that customer data are protected at EU standard, we are considering changing our use of sub providers as follows:

Hosting & Processing of Data	Today	Post Change
Graphical material used in tests (no personal data)	AWS Ireland (Amazon)	AWS Ireland (Amazon)
Personal data (name/e-mail, demographics, test results, and answers to recruitment questions) for test participants, user panel panelists, and name and email of employees	AWS Ireland (Amazon)	Hetzner Online GmbH, Germany VAT Reg. No. DE 812871812
E-mail addresses for sending invitations	MailJet, France	MailJet, France

Hetzner Online GmbH, Germany:

Hetzner is a data center provider, founded in Germany in 1997. It currently operates two data centers in Germany, Finland and a data center in Virginia, USA. The company has an ISO 27001 certification and has a strong reputation for delivering high quality and secure Cloud solutions.

A potential service contract will be made directly with Hetzner Online GmbH in Germany, based on a DPA made in full accordance with GDPR rules, ensuring that all personal data from Preely's platform will be processed within EU, eliminating the risk of transfer of data from EU to third countries due to US legislation.

GDPR documents and assessments affected by the change:

- **Transfer Impact Assessment regarding use of AWS will become redundant, since no personal data will be transferred to, processed by or stored at AWS, Ireland (Amazon)**
- **DPA will change accordingly, replacing AWS by Hetzner Online GmbH with regards to personal data, while only pictures and graphics will be stored using ASW' Cloud solution.**
- **No changes are foreseen regarding our use of MailJet at the time being.**
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Expected timeline:

The project will operate with a target release date of 1st November 2022, subject to negotiations, project plan and sign off by Preely's board of directors. Furthermore, notice periods regarding change of sub providers according to our current DPA need to be respected.

Decision regarding the launch of the project is expected mid-September 2022.