



ROPA

Register of processing activities

Effective Date: 24 March 2025

Information classification: Public

Contact: privacy@templafy.com

Processing Activity

Process Name Service Provisioning

Managing Organization Templafy Global

Description Collecting, processing and storing ordinary personal data, primarily work-related or contact information of data subjects determined by our customers, for the purpose of delivering services to customers.

Data Controller Contact Information

Privacy Contact Information Customer privacy contact

Legal Information

Legal Basis for Processing It is necessary for the performance of a contract with the individual

Cross-Border Transfer Mechanism(s) Standard Data Protection Clauses, Adequacy Decision

Personal Data Involved

Data Subject - Personal Data Customers

Data Subjects - Region Worldwide

Data Subject Notification Data Processor Agreement, Privacy Policy

Data Subjects - Volume 1M - 10M

Data Retention During contract lifetime + 90 days as set forth in the data processing agreement.

Parties with Access

Parties who Access/Use Data Internal Employees on need to know basis, Service Providers



Categories of Data Subjects and Personal Data

Customers

Commercial Information	
Customers' digital assets	
Contact Information	
Contact Details	Phone Numbers
Browsing Information	
IP Address	System usage data
Personal Identification	
CustomClaim	First Name
Full Name	Last Name
User Account Information	
Account Age	Account Number
Account Password	
Employment Information	
Business Email	Business Unit Division
Company Entity	Job Title Role
Office Location	
Geolocation	
Geolocation Information	



Templafy affiliates

Templafy Australia Pty Limited

Templafy entity information	
Address Sydney NSW 2000 Australia	Link Type Processor

Templafy ApS

Templafy entity information	
Address Wilders Plads 15A 1403 Copenhagen K Denmark	Link Type Processor

Templafy Deutschland GmbH

Templafy entity information	
Address Schlesische Str. 29-30 10997 Berlin Germany	Link Type Processor

Master IT Solutions B.V

Templafy entity information	
Address Fellenoord 170 5611 Eindhoven Netherlands	Link Type Processor

Templafy Ltd.

Templafy entity information	
Address Aylesbury House, 17-18 Aylesbury Street EC1R 0DB London United Kingdom	Link Type Processor

Templafy, Inc.

Templafy entity information	
Address One World Trade Center, 48th 10007 New York NY United States	Link Type Processor

 Third-party suppliers

Keepit

Suppliers	
Description Backup provider for the customer success platform (Salesforce).	Data Locations Germany
Data Processor Agreement Yes	Vendor DPO Contact Details Keepit A/S, Per Henrik Lings Allé 4, 7th, 2100 Copenhagen, Denmark DPO: Ariana Lepia Email address: dpo@keepit.com
Additional information Sub-DPA incorporates the SCCs. Link to DPA: https://www.keepit.com/data-processing-agreement/	

Salesforce.com, Inc.

Suppliers	
Description Customer success and product engagement tool. Contact information and information about product use processed to provide tailored service and support to customers	Data Locations Sweden
Data Processor Agreement Yes	Vendor DPO Contact Details Salesforce Inc. Salesforce Data Protection Officer (Salesforce Privacy Team) (and in India, a Grievance Officer) 415 Mission St., 3rd Floor, San Francisco, CA 94105, United States Email: privacy@salesforce.com DPO/chief privacy responsible: Lindsey Finch, Executive Vice President, Global Privacy & Product Legal
Additional information Sub-DPA incorporates the SCCs. Sub-processor is also DPF certified and has binding corporate rules. Link to DPA: https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/data-processing-addendum.pdf	

Twilio Inc. (former Sendgrid Inc.)

Suppliers	
Description Email notification service provider for in-app notifications to customer end-users. Service email notifications sent through the services as customer users make use of functionality in their Templafy tenant, such as inviting users, assigning roles, resetting password.	Data Locations United States



<p>Data Processor Agreement</p> <p>Yes</p>	<p>Vendor DPO Contact Details</p> <p>Office of the Data Protection Officer Twilio Inc. 101 Spear St Ste 500 San Francisco, CA 94105, United States. DPO: Amy Holcroft, Chief Privacy Officer privacy@twilio.com</p>
<p>Additional information</p> <p>Sub-DPA incorporates the SCCs. Sub-processor is also DPF certified. Link to DPA: https://www.twilio.com/en-us/legal/data-protection-addendum</p>	

Zendesk, Inc

<p>Suppliers</p>	
<p>Description</p> <p>Customer support tool. Personal data in support tickets and related to support requestee upon customer use of Templafy support via support@templafy.com.</p>	<p>Data Locations</p> <p>Ireland</p>
<p>Data Processor Agreement</p> <p>Yes</p>	<p>Vendor DPO Contact Details</p> <p>Attn: Privacy Team and DPO 989 Market Street San Francisco, CA 94103, United States privacy@zendesk.com euprivacy@zendesk.com DPO: Alex Wall, Director, Senior Privacy Counsel, privacy@zendesk.com</p>
<p>Additional information</p> <p>Sub-DPA incorporates the SCCs. Sub-processor is also DPF certified. Link to DPA: https://www.zendesk.com/dk/company/data-processing-form/</p>	

Microsoft Corporation

<p>Suppliers</p>	
<p>Description</p> <p>Cloud service provider for the Templafy services to customers. Microsoft Azure Platform-as-a-Service hosts the Templafy Software-as-a-Service. Personal data in the customer's user profiles, digital assets on their Templafy tenant, and usage data is processed continuously as Templafy delivers the SaaS to the customer.</p>	<p>Data Locations</p> <p>Canada, Australia, Ireland, Sweden, United States, Netherlands</p>
<p>Data Processor Agreement</p> <p>Yes</p>	<p>Vendor DPO Contact Details</p> <p>EU Data Protection Officer One Microsoft Place South County Business Park Leopards town Dublin 18 D18 P521 Ireland Email: DPOffice@Microsoft.com Telephone: +353 1 7063117 https://www.microsoft.com/en-us/concern/privacy</p>



<p>Additional information</p> <p>Sub-DPA incorporates the SCCs. Sub-processor is also DPF certified. Link to DPA: https://www.microsoft.com/licensing/docs/view/Microsoft-Products-and-Services-Data-Protection-Addendum-DPA</p>	
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Skilljar Inc. | Marketing | Software

Suppliers	
<p>Description</p> <p>Customer training platform (Templafy Academy). Personal data collected to provide customer training. Requires opt-in from customers before the engagement applies for the services.</p>	<p>Data Locations</p> <p>United States</p>
<p>Data Processor Agreement</p> <p>Yes</p>	<p>Vendor DPO Contact Details</p> <p>legal@skilljar.com Skilljar Inc., 113 Cherry Street, Suite #29434, Seattle, WA 98104, United States. DPO/Privacy contact: Jason Stewart security@skilljar.com</p>
<p>Additional information</p> <p>Sub-DPA incorporates the SCCs. Sub-processor is not DPF certified but the service is not mandatory to customers (requires registration by admins). Link to DPA: https://www.skilljar.com/dpa/</p>	

Amplitude

Suppliers	
<p>Description</p> <p>Analytics on product use. Pseudonymized data about customer use of services provided as end-users navigate through the SaaS (usage analytics).</p>	<p>Data Locations</p> <p>Germany</p>
<p>Data Processor Agreement</p> <p>Yes</p>	<p>Vendor DPO Contact Details</p> <p>privacy@amplitude.com Amplitude, Inc. Attn: Privacy 201 Third Street, Suite 200 San Francisco, CA 94103, United States. DPO: Heather Dunn Navarro, VP, Deputy General Counsel, Product & Privacy Privacy@amplitude.com</p>
<p>Additional information</p> <p>Sub-DPA incorporates the SCCs. Sub-processor is also DPF certified. Link to DPA: https://www.amplitude.com/terms/dpa</p>	

Amazon Web Services EMEA SARL

Suppliers



<p>Description</p> <p>Service email notifications sent through the services as customer users make use of functionality in their Templafy tenant, such as inviting users, assigning roles, resetting password.</p>	<p>Data Locations</p> <p>Germany</p>
<p>Data Processor Agreement</p> <p>Yes</p>	<p>Vendor DPO Contact Details</p> <p>Amazon Web Services EMEA SARL, 38 Avenue John F. Kennedy, L-1855, Luxembourg, ATTN: AWS EMEA Legal. DPO: aws-EU-privacy@amazon.com Contact form: https://aws.amazon.com/contact-us/compliance-support</p>
<p>Additional information</p> <p>Sub-DPA incorporates the SCCs. Sub-processor is also DPF certified. Link to DPA: https://d1.awsstatic.com/legal/aws-gdpr/AWS_GDPR_DPA.pdf</p>	