Sub-processors

This English version is a convenience translation. In the event of any discrepancy, the German version shall prevail.

Annex 2 to the data processing agreement, as of October 22, 2026. The provider announces changes at least 30 days in advance in text form (§ 6(2) of the DPA).

Company	Service	Location of processing	Data concerned
Hetzner Online GmbH, Industriestr. 25, 91710 Gunzenhausen, Germany	Servers, storage and backup	Data centers in Germany	All platform data
Mistral AI SAS, 15 rue des Halles, 75001 Paris, France	Language model for drafting text, reading emails and answering questions in everyday language	EU (EU endpoint of the API)	Content required for the respective task, personal names in emails masked
Brevo GmbH, Köpenicker Str. 126, 10179 Berlin, Germany	Sending system emails, such as sign-in links and notifications	EU	Email address, content of the system email

Notes

- **No training.** Mistral is contractually bound not to use the transmitted content to train models.
- **Third countries.** Mistral states that certain functions may temporarily involve sub-processors outside the EU, safeguarded in accordance with Art. 46 GDPR. Ordyse only uses stateless calls via the EU endpoint.
- **Without a language model.** On request, Ordyse works rule-based without a language model or with a model in your own network. Mistral is then no longer a sub-processor.
- **Self-hosted.** If you operate Ordyse in your own environment, Hetzner is no longer a sub-processor either.
- **Not listed here** are services that you commission yourself and connect to Ordyse, such as your ERP, Microsoft 365 or your identity system. Your own contracts remain authoritative for these.