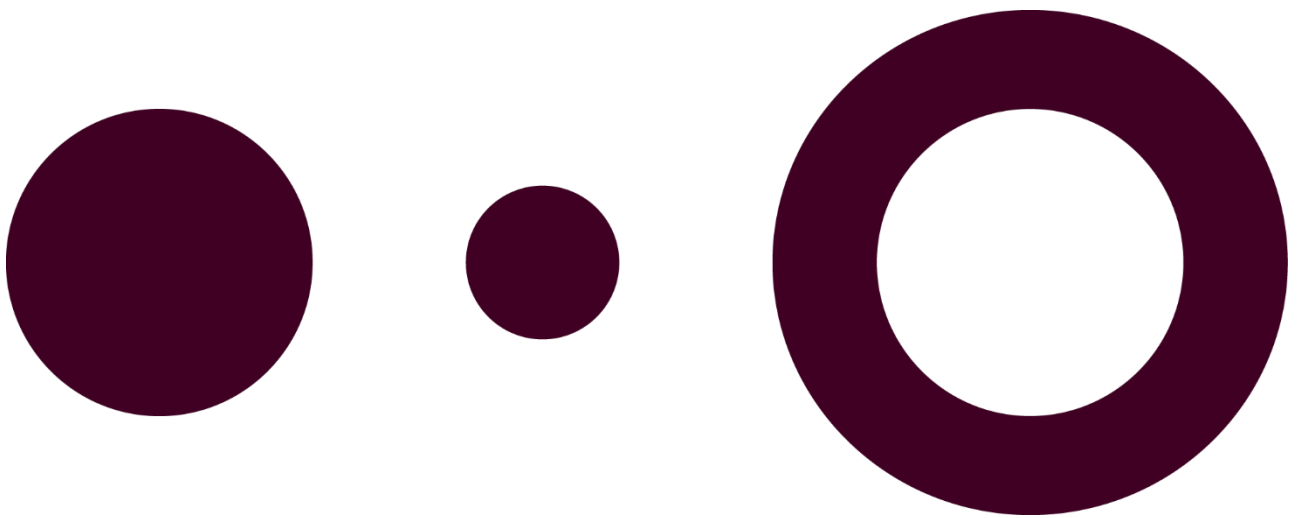




Sub-processors

General

The following Sub-processors are used in all solutions and products ORTEC offers. The Sub-processor(s) identified here may process, store, or otherwise access customer data or personal data in the course of helping us to provide that solution or product.

Sub-processor	Location	Purpose	Safeguard mechanism *
SmartDC B.V.	Rotterdam, the Netherlands	Housing of ORTEC hardware used for internal IT. No customer hosting is located at SmartDC.	A
Okta, Inc.	Bellevue, WA, USA	General : Authentication services used in ORTEC products Okta Tenant Location : Depending on the location of the customer ORTEC utilizes a dedicated Okta tenant located in the region closest to the customer. This tenant will hold all the data and perform all processes needed to provide the authentication services for the ORTEC products. The following regions are used to host Okta tenants : Australia Europe United States	A, B, C
Cloudflare, Inc.	San Francisco, USA	Optimize the connection and logon process for remote workers. To optimize the connections to the ORTEC application, ORTEC uses the services of Cloudflare. Cloudflare services are designed to establish a secure and fast connection to the ORTEC application by using local access servers based on the remote user's location. Cloudflare only processes data for security/firewall related purposes. It does not store any data related to the ORTEC application. The IP addresses of visitors to ORTEC application are logged to Cloudflare's data center in the EU for a limited period of time. They are not combined with any other personally identifiable information, such as the name or email address of an individual accessing ORTEC application. Website: www.cloudflare.com	A, B, C
Bird B.V.	Amsterdam, the Netherlands	Communication to employees, contractors or any other individual that is part of the services we offer through the ORTEC solution. Bird is an AI-powered Customer Relationship Management (CRM) Platform for Customer Service, used	A

		by ORTEC to sent operational focused SMS-messages related to the ORTEC solution. Typically these SMS-messages will contain operational related data such as but not limited to the number of the dock truckdrivers need to use to unload their truck. For this service the mobile phone number of the recipient of the SMS-message is stored and used. The SMS messages do not contain any other personal data. Website: www.bird.com	
Zendesk, Inc.	San Francisco, USA	Zendesk is a ticketing and supportcenter platform to increase our customer support and experience. It allows for 24/7 contact, overview of tickets and their status and creation of new requests to report an incident, service request or change request. Access is restricted to registered users and users only have access to their own customer environment and tickets. Location of processing: Ireland, EU (AWS Hosting) Website: www.zendesk.com	A, B
SweetHawk Pty Ltd	Melbourne, Australia	Plugin to Zendesk. SweetHawk's Zendesk apps are used to build workflow & automation processes to extend the functionality of Zendesk. Sweethawk assists to capture, track, and manage change requests initiated by customers. This includes features for submitting change requests, documenting change details, assessing impacts, and testing. As well as obtaining necessary customer approvals before implementing changes in Production environments, and acceptance after delivery. Location of processing: California, USA (AWS Hosting) Website: www.sweethawk.com	A, B
Unbabel, Inc.	San Francisco, USA	Plugin to Zendesk. Translation of specific input fields. Attachments like screenshots won't be processed and are not accessible for this plugin. Translations are only activated after a manual action of the support employee and will only translate specific input fields of Zendesk to English and	Unbabel, Inc.

		back to enable support in local languages e.g. French, Dutch, German or Portuguese. When Unbabel's system detects personally identifiable information (PII), it is automatically removed from the information field and stored in an encrypted vault. It is replaced by a token in the document that indicates the type of stored information removed. After translation, the anonymized information is automatically reinserted into the translated text into Zendesk. Location of processing: California, USA (AWS Hosting) Website: www.unbabel.com	
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*) A = Data Processing Agreement B = EU Standard Contractual Clauses C = Data Privacy Framework

Hosting

These Sub-processors are the default hosting providers in those cases where the ORTEC solution/product is offered as a hosted solution. A specific solution or product may utilize additional hosting providers, which will be listed in the product specific section for that solution/product. The Sub-processor(s) identified here may process, store, or otherwise access customer data or personal data in the course of helping us to provide that solution or product.

Sub-processor	Location	Purpose	Safeguard mechanism *
Microsoft Ireland Operations Ltd.	Dublin, Ireland	General : Hosting Platform : Virtual servers used for customer hosting of ORTEC products/solutions. Customers based in the EEA are hosted by either Microsoft Ireland Operations Ltd or Ekco. Details are included in the agreed upon Data Processing Agreement (DPA). Microsoft Ireland Operations Ltd. Tenant name/location : Per region ORTEC uses 2 tenant locations. One tenant will act as the production site and the other tenant will function as the failover site. Which tenants are used depends on the location of the customer, unless determined differently in the DPA.	A, B



		EEA or Switzerland based customers West Europe (the Netherlands) North Europe (Ireland) UK based customers UK South UK West US based customers East US West US Latin American based customers Brazil South South Central US Australia and New Zealand based customers Australia SouthEast Australia East	
Ekco B.V.	Rotterdam/Ams terdam, the Netherlands	General : Hosting Platform : Virtual servers used for customer hosting of ORTEC products/solutions. Customers based in the EEA are hosted by either Microsoft Ireland Operations Ltd. or Ekco B.V. Details are included in the agreed upon Data Processing Agreement (DPA). Ecko tenant location : ORTEC uses multiple tenant locations. Per customer one tenant will act as the production site and the other tenant will function as the fail-over site. Which tenants are used depends on the location of the customer. EEA based customers West Europe (the Netherlands) North Europe (Ireland)	A
Ekco B.V.	Rotterdam/Ams terdam, the Netherlands	SMTP services These services are used to provision the sending of reports from the hosted ORTEC application via email.	A
Ekco B.V.	Rotterdam/Ams terdam, the Netherlands	Single Sign On (SSO) services These services provide an additional layer of authentication for the hosted ORTEC applications. These services are not mandatory but can be activated upon request of the customer.	A
Trend Micro (EMEA) Ltd.	Cork, Ireland	Cyber Security Operations Center To increase the Cyber Security of hosted ORTEC products, Trend Micro is contracted to provide SOC services for ORTEC.	A, B

		Trend Micro analyzes Operating systems and Network log information to detect and respond to threats. Trend Micro only processes this data for security related purposes. Trend Micro does not store any data related to the ORTEC applications or solutions, and will not have access to the data contained within the ORTEC applications or solutions. In order to provide the SOC services certain characteristics of the connections made to the ORTEC hosting environment are analysed and stored for a limited time. These characteristics could include, but are not limited to IP address, device OS, originating country, URLs, used protocols and ports, and where applicable and depending on the configuration of the ORTEC hosting environment email address and username. This data is stored for 180 days and then deleted automatically. The SOC services of Trend Micro and the storage of the data are located at data centers in Frankfurt, Germany. For more information please see the Trend Micro website : https://www.trendmicro.com/en_nl/business/services/service-one.html	
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Specific ORTEC Products

For some ORTEC solutions or products additional Sub-processor are used. The Sub-processors are listed below grouped by Solution/Product name. If a particular Solution/Product is not listed here there are no other Sub-processors involved other than the general or hosting Sub-processors listed above. The Sub-processor(s) identified here may process, store, or otherwise access customer data or personal data in the course of helping us to provide that solution or product.

Product / Solution	Sub-processor	Location	Purpose	Safeguard mechanism *
LogiqCare Science Research	Sendgrid	Denver (Co), USA	Automated communication via email	A, B
LogiqCare Treatment Services	Sendgrid	Denver (Co), USA	Automated communication via email	A, B
ORTEC 4 Communications	Leaseweb BV	Amsterdam, the Netherlands	Hosting provider	A
	Digital Ocean	Amsterdam, the Netherlands	Hosting Provider	A



	Amazon S3	Amsterdam, the Netherlands	Hosting Provider	A
ORTEC Big Data Portal	Sendgrid	Denver (Co), USA	Automated communication via email	A, B
ORTEC Carrier Portal	Sendgrid	Denver (Co), USA	Automated communication via email	A, B
ORTEC Cloud Services	HERE Technologies	Eindhoven, the Netherlands	Mapping technologies provider	A

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ORTEC controlled subsidiaries

The following ORTEC controlled subsidiaries support, operate, supply and maintain the ORTEC solutions/products and customers and may thereby process, store or otherwise access customer data or personal data. This data resides only in ORTEC facilities, on ORTEC systems, on ORTEC controlled systems or on systems provided for by approved sub-processors, and is subject to ORTEC policies and oversight.

Within the ORTEC Group, various centralized services are used, such as Corporate IT, Corporate HR, Corporate Finance and Corporate Facility Services. These services are provided by ORTEC B.V. and supplied to all ORTEC controlled subsidiaries as described below.

Intra Group Data Transfer agreement

All ORTEC subsidiaries are party to the ORTEC Intra Group Data Transfer agreement ("**IGDT**").

The IGDT sets out to safeguard all data transfer by defining both technical and organizational measures to be in place related to (international) data transfers. Examples for this are, but not limited to, encryption at rest and in transit, rights management, Transfer Impact Assessment for those countries that do not have an adequacy decision or an approved framework by the EU Commission, The IGDT is based on EU Standard Contractual Clauses (Commission Implementing Decision (EU) 2021/914 of 4 June 2021) and include the UK Standard Contractual Clauses addendum.

Subsidiary	Location
ORTEC B.V.	The Netherlands
ORTEC Industrial Automation B.V.	The Netherlands
ORTEC GmbH	Germany
ORTEC Belgium Bvba	Belgium
ORTEC SAS	France
ORTEC International USA Inc.	United States of America
ORTEC Nordics A/S	Denmark
ORTEC UK Ltd.	United Kingdom
ORTEC CEE S.R.L.	Romania



ORTEC Australia & New Zealand Pty Ltd.	Australia
ORTEC Logística América Latina Ltda	Brazil
ORTEC S.R.L.	Italy
ORTEC SP. Z O.O.	Poland
ORTEC Optimization Technology B.V.	The Netherlands
ORTEC Greece Single Member P.C.	Greece

Use of new sub-processor Datadog per 2026-08-01

Product / Solution	Sub-processor	Location	Purpose	Safeguard mechanism *
ORTEC for Home Delivery	Datadog, Inc.	New York, NY, USA	General: Observability and monitoring platform used to monitor system health, troubleshoot issues, and improve reliability and performance of services. Tenant name/location: Microsoft Azure in the West Central US (Wyoming)	A, B, C
ORTEC Business to Business Delivery				
ORTEC Finished Goods Logistics				
ORTEC Inventory Routing				
ORTEC Load Building				
ORTEC Load Optimization				
ORTEC Parcel Delivery				
ORTEC Routing & Dispatch				
ORTEC Scenario Management				

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Additional information

Purpose / What it does

Datadog is an observability and monitoring platform used to collect, process, and analyze application logs, metrics, and performance data. It is used to monitor system health, troubleshoot issues, and improve reliability and performance of services.

Categories of data processed

- System and application logs (excluding sensitive payload content)
- Performance metrics (e.g., response times, resource utilization, error rates)
- Technical metadata (e.g., IP addresses, device/browser information, timestamps)
- Usage and interaction data generated by application activity
- Custom data fields submitted via application instrumentation (which may include identifiers, depending on configuration)



Logging is limited to technical and diagnostic information.

Aggregation of data

Datadog processes both aggregated and raw data:

- Aggregated data is used for monitoring, dashboards, and trend analysis (e.g., metrics, error rates)
- Raw event and log data is stored for a limited period to support debugging, incident investigation, and root cause analysis

Datadog primarily operates on technical and operational data. In our setup, data is limited to technical observability purposes and can generally be considered as pseudonymous.

Please note: This change will affect customers using ORTEC for Home Delivery from August 1 st, 2026. Rollout of Datadog for the other solutions mentioned will occur from September 1st – December 31st 2026.

