Eyk Subprocessors

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Eyk uses the Subprocessors below to provide the Eyk Service. This is the Subprocessor list referred to in Clause 9 of the Eyk Data Processing Agreement (the “DPA”). Eyk emails customers’ account contacts at least 30 days before a new Subprocessor Processes Customer Data (DPA Clause 9.2). Capitalised terms have the meaning given in the DPA.

1. Subprocessors

Entity	Service	Storage region	Access location	Transfer mechanism
Google Cloud EMEA Limited	Cloud hosting, databases and BigQuery data warehouse	EU (Netherlands)	EEA; Google support worldwide	No transfer for storage; support access under the Google Cloud Data Processing Addendum (EU-US DPF or SCCs)
Google Cloud EMEA Limited (Vertex AI)	AI model provider for the analytics agent	EU	EU	No transfer; Google Cloud Data Processing Addendum
Google Cloud EMEA Limited (Google Workspace)	Email and documents, including support correspondence	Global	Global	Google Cloud Data Processing Addendum (EU-US DPF or SCCs)
Cloudflare, Inc.	Server-side tracking and consent (edge)	No persistent storage	Global	EU-US DPF; SCCs as fallback
Stape Inc.	Server-side tagging, only for customers whose tracking runs on Stape	EU	Global	EU-US DPF
Pydantic Services Inc. (Logfire)	Monitoring of the analytics agent	EU (Netherlands)	EU	No transfer for storage; SCCs under the provider’s DPA for support access
Functional Software, Inc. (Sentry)	Application error monitoring	EU (Germany)	EU	No transfer for storage; EU-US DPF for support access, SCCs as fallback

Data Sources and Destinations that Customer connects are not Subprocessors (DPA Clause 9.5).

Providers that Eyk uses for its own processing as a controller, such as user authentication, customer relationship management and payment, are not Subprocessors (DPA Schedule 1). The Eyk Privacy Policy covers them.

2. AI model providers

These Subprocessors provide the models behind the AI functions of the Eyk Service (DPA Clause 13). Eyk contracts with them on terms under which Customer Data is not used to train their models, and Eyk does not use Customer Data to train its own models (DPA Clause 13.3); Eyk may train its own models on aggregated and anonymised data (DPA Clause 14).

Provider	Used for	Processing location
Google Cloud EMEA Limited (Vertex AI)	Eyk analytics agent	EU

AI agents and tools that Customer connects through the Eyk MCP server or API are Customer’s own providers, not Subprocessors of Eyk (DPA Clause 13.6).