

AEC Academia Subprocessor List

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Prepared by:

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Publisher of the AEC Academia software platform

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This document identifies the third-party subprocessors that may process personal data on behalf of ATL Software LLC in connection with the delivery, support, maintenance, security, and operation of the AEC Academia platform.

ATL Software LLC uses affiliated companies and carefully selected third-party service providers ("Subprocessors") to deliver, maintain, secure, and support the AEC Academia platform. ATL Software LLC enters into appropriate contractual, confidentiality, and data protection commitments with its subprocessors where required by applicable data protection laws.

Infrastructure and Hosting

Subprocessor	Purpose	Location
OVHcloud	Hosting of the AEC Academia application, databases, and customer files on dedicated servers	Canada, France, Singapore
Amazon Web Services (AWS)	Backup storage, disaster recovery, and SMS delivery services	France, Ireland, United States, Singapore
Cloudflare	DNS management, Web Application Firewall (WAF), and security services	Global

Communications and Messaging

Subprocessor	Purpose	Location
Mailgun	Delivery of transactional and marketing emails	United States
Microsoft 365	Internal communications and customer support communications	Global
Rackspace Email	Internal communications and customer support communications	United States

Operations and Support

Subprocessor	Purpose	Location
ATL Software S.R.L.	Software development, technical support, customer operations, maintenance, and platform administration services performed on behalf of ATL Software LLC	Dominican Republic

Customer Support

Subprocessor	Purpose	Location
Freshdesk	Customer support ticket management	United States

Product Analytics

Subprocessor	Purpose	Location
PostHog	Product analytics, usage monitoring, and platform improvement	European Union

Media Storage

Subprocessor	Purpose	Location
Cloudinary	Storage and delivery of images uploaded to the platform, including user profile photos	United States

Business Operations

Subprocessor	Purpose	Location
Atlassian (Jira Cloud)	Product development, issue tracking, and support case management	United States / Global
Freshsales	Customer relationship management	United States
GoHighLevel	Marketing and sales automation	United States
Xero	Billing and accounting management	Global
Anthropic, PBC	AI assistant services for internal team productivity	United States

Service Monitoring

Subprocessor	Purpose	Location
UptimeRobot	Service availability monitoring and uptime alerts	European Union

Changes to this List

ATL Software LLC may update this Subprocessor List from time to time as service providers are added, replaced, or removed.

Questions regarding this Subprocessor List may be sent to: info@aec.app