

# Subprocessors

GDPR / Third-party Providers

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Overview of third-party providers involved in hosting, operations, payment, support and communication workflows.

## 1. Purpose

This document lists categories of subprocessors and third-party providers that may support OpenDucks IT in providing services to customers.

The exact providers used can vary by product, region, contract and customer configuration.

## 2. Hosting and Infrastructure

Infrastructure providers may be used for servers, storage, networking, DNS, backups, monitoring, content delivery or related platform services.

Where personal data is processed on behalf of customers, OpenDucks IT uses providers under appropriate contractual and data protection arrangements where required.

## 3. Payment Providers

PayPal and Stripe may process payment data, transaction metadata, billing references and fraud-prevention information for payments made through the supported payment methods.

Bank transfers are processed through the involved banks and payment networks.

## 4. Support, Communication and Productivity

Support, email, forms, project management, documentation and communication tools may process contact details, ticket content, correspondence and operational metadata.

Customers should avoid sending unnecessary sensitive personal data through support channels unless it is required for the support case.

## 5. Changes

OpenDucks IT may change subprocessors where necessary for security, reliability, legal compliance or service development. Material changes relevant to commissioned processing are communicated where required by the applicable data processing agreement.

## Kontakt

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