Subprocessors

Last Modified on 11.03.2026

Preamble

This subprocessor list identifies processors within the meaning of Art. 28 GDPR of Userlane that provide services that power Userlane's offerings based on the Userlane Master Subscription Agreement / Terms of Service (hereinafter: "Main Contract") and the Data Protection Addendum (hereinafter: "DPA") concluded between the parties.

Subprocessors who provide technologies to power the Userlane's offerings

Subprocessor	Data processed	Purpose of processing	Processing location
Microsoft Ireland Operations, Ltd. (Microsoft Azure)	All as defined in Schedule 1 of the DPA	Data Center Management (Userlane serves all its applications from Microsoft Azure Datacenters)	EU
Mailgun Technologies, Inc. (Mailjet)	Email addresses of Admin Users; Email addresses of End Users only if configured by Admin Users	System relevant Email communications (e.g. Manager Invite, User Invite, Password Reset, Guide Alarm)	EU
Sentry 45	All as defined in Schedule 1 of the DPA	Diagnose, fix, and optimize the code performance.	EU

Subprocessor	Data processed	Purpose of processing	Processing location
Coassemble Pty Ltd	Name, Email addresses of Admin Users;	Provision of online learning management services (e.g., hosting training modules, course enrollments, tracking completions)	Australia Standard Contractual Clauses (SCCs) Used
Planhat AB	Customer account, subscription, and usage analytics data	Customer Success management, analytics, and lifecycle operations	EU
Amplitude, Inc - Amplitude Analytics	Admin user identifiers (incl. email address and user ID), user attributes (e.g., role), and product usage telemetry/event data (user-linked events) for the SaaS Editor/Portal.	Product usage and engagement analytics (e.g., feature adoption, funnels, and reporting) to improve and operate the SaaS service	EU