Pixometry Cloud Sub-processor List

Effective date: May 1, 2026

Version: 1.0

Preamble

This document lists the third parties Elpical Software B.V. (trading as Pixometry) engages as Sub-processors in the meaning of Article 28 GDPR. It is referenced from Section 5 of the Data Processing Addendum and is updated as Sub-processors are added, replaced or retired. Pixometry will notify Account billing contacts at least 30 days before engaging a new Sub-processor; see DPA Section 5.5 for Customer's objection rights.

The live, version-controlled copy of this list is published on www.pixometry.com/en/sub-processor and constitutes the authoritative version for the purposes of the DPA's notification commitment.

A. Mandatory Sub-processors

Engaged by Pixometry to operate the core Service. Customer cannot opt out of these without ceasing to use the Service.

Sub-processor	Service	Location	Personal Data	Restricted Transfer	Safeguard
Amazon Web Services EMEA SARL	Cloud infrastructure (compute, storage, database, networking, transactional email via SES)	EEA primary region eu-west-1 (Ireland)	All Customer Content; Account data; application logs	No (data stored in EEA)	AWS GDPR Data Processing Addendum
Stripe Payments Europe Limited	Payment processing, invoicing, tax calculation (Stripe Tax)	EEA Ireland	Billing contact name, email, address, VAT number, payment method tokens (no card numbers stored by Pixometry)	No primary; some Stripe operations may involve US	Stripe DPA + SCCs

B. Feature specific Sub-processors

Engaged only when Customer enables the corresponding feature in its channel configuration. A Customer that does not use these features will not have Customer Content transmitted to these Sub-processors at all.

Sub-processor	Service	Location	Trigger	Personal Data	Restricted Transfer?	Safeguard
Kaleido AI GmbH (remove.bg)	AI background removal	Austria, EEA	Per job: when channel has output.backgroundRemovalActive = true	Image content of the job (which may depict identifiable persons)	No (data stored in EEA)	Kaleido AI DPA
Topaz Labs LLC (Gigapixel API)	AI image upscaling	United States	Per job: when channel has size.topazUpscaleActive = true	Image content of the job	Yes (US)	SCCs Module 3 + Pixometry TIA + TLS encryption + Topaz contractual restrictions on output retention
Anthropic, PBC	AI regex generation (Claude API)	United States	On-demand: when an authorised user clicks "AI assist" in the regex or filename extraction editor	The user's free form prompt only, no Customer Content (uploaded images)	Yes (US)	SCCs + Anthropic data-handling commitments (zero-retention API mode where available)

Customer control

Channels that do not enable backgroundRemovalActive, topazUpscaleActive or the AI assist feature will never transmit data to the corresponding Sub-processors. Customers requiring a workflow that does not involve transfers to these sub-processors can therefore disable these features.

C. Conditional Sub-processors

Engaged for specific lifecycle events: account creation, payment and tax-number validation. Not invoked during routine image processing.

Sub-processor	Service	Location	Trigger	Personal Data	Restricted Transfer?	Safeguard
salesforce.com EMEA Limited	CRM - Account record creation on first paid transaction	EEA - Ireland	One-time per Account, on first successful payment	Company name, billing address, VAT number, contact email	No	Salesforce DPA
VIES (European Commission)	EU VAT number validation	EEA	Per VAT input by Customer at billing setup	VAT number (typically not personal data of individuals)	No	Public administration data exchange
HMRC (UK Government)	UK VAT number validation	United Kingdom	Per VAT input by UK Customer at billing setup	VAT Number	Yes (UK adequacy decision in force)	UK adequacy decision

Notes

- Pixometry does not currently engage any Sub-processor for advertising, analytics-cookies, or behavioural tracking purposes in the Service.
- Where a Sub-processor's name or location changes, Pixometry will notify Customer per DPA Section 5.5.
- The Pixometry Privacy Statement covers cookies and analytics on the marketing website (pixometry.com); outside the scope of the Service's data processing covered here.

Pixometry

Transportweg 12, 7007 CN, Doetinchem, The Netherlands

KvK: 30141455 | VAT: NL80.5670.816B.01

Email: legal@pixometry.com