

INFRASTRUCTURE AND SUB-PROCESSORS FOR BITRIX24

Last updated 28/11/2023

In general, Customer Data is stored in data centers in the region from which a customer subscribes to the Bitrix24 Services; however, customers can request at the later time to be moved to a different region.

For customers based in Europe (www.bitrix24.eu, www.bitrix24.de, www.bitrix24.pl, www.bitrix24.fr, www.bitrix24.uk, www.bitrix24.com.tr), Bitrix24 stores Customer Data in its data centers operated by Amazon Web Services (“AWS”) located in Europe.

For customers based in the Americas, Spain and Portugal (www.bitrix24.com, www.bitrix24.com.br, www.bitrix24.es, www.bitrix24.mx, www.bitrix24.co), Bitrix24 stores Customer Data in its data centers operated by Amazon Web Services (“AWS”) located in the United States.

Data transfers from EU to United States are protected by appropriate safeguards as described in Exhibit 1 below.

For customers based in the Asia Pacific (APAC) region, including Japan and Australia (www.bitrix24.cn, www.bitrix24.in), Bitrix24 stores Customer Data in its data centers operated by Amazon Web Services, Inc. (“AWS”) located in the United States.

Exhibit 1

Customer Region	Instance Type	Operators, Data Centers, Countries, Data Transfer safeguards
Europe	Data storage	Amazon AWS, eu-central-1, Frankfurt, Germany. Two Availability Zones (2 data centers)
	Customer data storage	Amazon AWS, eu-west-1,

		Dublin, Ireland
	File servers	Amazon AWS, eu-central-1, Frankfurt, Germany. Two Availability Zones (2 data centers)
	Real time communication servers	Amazon AWS, eu-central-1, Frankfurt, Germany. Two Availability Zones (2 data centers)
	Network servers	Amazon AWS, eu-west-1, Dublin, Ireland
	Mail servers	Amazon AWS, eu-central-1, Frankfurt, Germany. Two Availability Zones (2 data centers)
	Document preview generator and video compressing servers	Amazon AWS, eu-central-1, Frankfurt, Germany. Two Availability Zones (2 data centers)
	Bitrix24.Sites	Amazon AWS, eu-central-1, Frankfurt, Germany. Two Availability Zones (2 data centers)
	Push messaging	Servers.com AMS1, eu-central-1, Amsterdam, Holland

	Third-party Service Provider: Voximplant Telephony	Zingaya, Inc., United States, Standard Contractual Clauses
	Technical support	Bitrix-Razrabotka OOO, Russian Federation, Standard Data Protection Clauses
	Data analytics, marketing	Google LLC (formerly known as Google Inc.), Google Ireland Limited, Google Asia Pacific Pte. Ltd, Firebase, (GCP) Frankfurt, Germany (eu-west3) - 3 data centers
	Online marketing platform	Mailchimp operated by The Rocket Science Group LLC, US
	Servers.com Inc	Haarlem, The Netherlands Roost, Luxembourg
	Communication services for Bitrix24 Contact Center	MF Management, Republic of Cyprus
	OpenAI OpCo, LLC	Support for CRM features, voice transcription

Customer Region	Instance Type	Operators, Data Centers, Countries
Americas	Data storage	Amazon AWS, us-east-1, N.Virginia, USA. Two Availability Zones (2 data centers) Standard Contractual Clauses
	Customer data processing	Amazon AWS, eu-west-1, Dublin, Ireland
	File servers	Amazon AWS S3, us-east-1, N.Virginia, USA. Standard Contractual Clauses

	Real time communication servers	Amazon AWS, us-east-1, N.Virginia, USA. Two Availability Zones (2 data centers) Standard Contractual Clauses
	Network servers	Amazon AWS, eu-west-1, Dublin, Ireland
	Mail servers	Amazon AWS, us-east-1, N.Virginia, USA. Two Availability Zones (2 data centers) Standard Contractual Clauses
	Document preview generator and video compressing servers	Amazon AWS, us-east-1, N.Virginia, USA. Two Availability Zones (2 data centers) Standard Contractual Clauses
	Bitrix24.Sites	Amazon AWS, us-east-1, N.Virginia, USA. Two Availability Zones (2 data centers)
	Third-party Service Provider: Voximplant Telephony	Zingaya, Inc., United States, Standard Contractual Clauses
	Technical support	Bitrix-Razrabotka OOO, Russian Federation, Standard Contractual Clauses
	Data analytics, marketing	Google, Inc. (GCP) Iowa, USA (us-central1) - 4 data centers, Standard Contractual Clauses

		Sao Paolo, Brazil (southamerica-east1) - 3 data centers
	Online marketing platform	Mailchimp operated by The Rocket Science Group LLC, US, Standard Contractual Clauses
	Servers.com Inc	Netherlands
	Communication services for Bitrix24 Contact Center	MF Management, Republic of Cyprus
	OpenAI OpCo, LLC	Support for CRM features, voice transcription

