

Sub-Processors

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Last updated: July 1, 2026 · 19 sub-processors

This is the authoritative list of the third-party services ("sub-processors") that may process personal data to operate SimplyPrint. It is referenced in our Privacy Policy and our Data Processing Agreement (DPA, Section 8.2 and Appendix B). Personal data is stored in the EU by default; where a provider is outside the EU/EEA, transfers rely on the EU-US Data Privacy Framework and/or the EU Standard Contractual Clauses (2021) with supplementary safeguards.

Reading this list: providers marked **EU/EEA** involve no third-country transfer. Features marked **Opt-in** are off by default and only run if the customer enables them. We give account owners advance written notice before a new personal-data sub-processor goes live, and they may object on specific grounds (DPA Section 8.2). To request our DPA or a transfer impact assessment summary, email legal@simplyprint.io.

Sub-processor	Purpose & data processed	Data location	Transfer basis
Infrastructure & hosting			
DigitalOcean DigitalOcean, LLC 105 Edgeview Drive, Suite 425, Broomfield, CO 80021, USA United States Privacy policy	Primary platform hosting and data storage Account, user and service data (stored)	Stored in the EU (Frankfurt)	EU-US Data Privacy Framework + EU SCCs (2021)
Hetzner Hetzner Online GmbH Industriestr. 25, 91710 Gunzenhausen, Germany Germany Privacy policy	Hosting and compute (e.g. slicing) Service data during processing	EU (Germany) EU/EEA	Not applicable (data stays in the EU)
Cloudflare Cloudflare, Inc. 101 Townsend St., San Francisco, CA 94107, USA United States Privacy policy	CDN, web application firewall and DDoS protection Connection metadata incl. IP address (in transit)	In transit only - no persistent storage of your data	EU-US Data Privacy Framework + EU SCCs (2021)
Payments & accounting			
Stripe Stripe Payments Europe, Ltd. (US processing by Stripe, LLC) One Wilton Park, Wilton Place, Dublin 2, D02 FX04, Ireland Ireland (US parent) Privacy policy	Card payment processing Billing name, address, tax/VAT, payment metadata (we never store card numbers)	EU contracting entity; card processing in the US	EU-US Data Privacy Framework + EU SCCs (2021)
e-conomic Visma e-conomic A/S (CVR 29403473) Gærtorvet 1-5, 1799 København V, Denmark Denmark Privacy policy	Accounting and invoicing Name, email, phone, profile ID, invoicing address	EU/EEA EU/EEA	EU SCCs (2021) where any sub-processing occurs outside the EU/EEA

Communications (email, SMS, support)

Sub-processor	Purpose & data processed	Data location	Transfer basis
ZeptoMail (Zoho) Zoho Corporation B.V. Beneluxlaan 4B, 3527 HT Utrecht, Netherlands Netherlands Privacy policy	Transactional email (notifications, login, password resets) Email address, name, profile ID, and message contents Support may be provided from outside the EU under SCCs.	EU data center	EU SCCs (2021)
Amazon SES Amazon Web Services EMEA SARL (DPF held by Amazon.com, Inc.) 38 Avenue John F. Kennedy, L- 1855 Luxembourg Luxembourg (US parent) Privacy policy	Mass and transactional email (e.g. newsletters) Email address and message contents	EU region	EU-US Data Privacy Framework + EU SCCs (2021)
GatewayAPI Opt-in ONLINECITY.IO ApS (CVR 27364276) Buchwaldsgade 50, 5000 Odense C, Denmark Denmark Privacy policy	SMS notifications (only when you request them) Phone number and the SMS message contents (may include your name) Off by default - only used if you add a phone number and turn on SMS notifications.	EU EU/EEA	Not applicable (EU); EU SCCs (2021) for any residual transfer
Crisp Crisp IM SARL 2 boulevard de Launay, 44100 Nantes, France France Privacy policy	Live-chat customer support Name, email, phone, SimplyPrint profile ID	EU EU/EEA	Not applicable (data stays in the EU)
Analytics & monitoring			
Plausible Plausible Insights OÜ Västriku tn 2, 50403 Tartu, Estonia Estonia Privacy policy	Privacy-friendly website analytics Aggregated, anonymous statistics - no cookies, no personal data	EU EU/EEA	Not applicable (data stays in the EU; no personal data)
Sentry Functional Software, Inc. (EU rep: Sentry Software Netherlands B.V.) 45 Fremont Street, 8th Floor, San Francisco, CA 94105, USA United States Privacy policy	Error and crash tracking Error events with your user ID; IP/email only attached if you consent to marketing cookies Configured with send_default_pii disabled.	EU region (Frankfurt)	EU-US Data Privacy Framework + EU SCCs (2021)
Security & geolocation			
Cloudflare Turnstile Cloudflare, Inc. 101 Townsend St., San Francisco, CA 94107, USA United States Privacy policy	Bot/spam protection on login and sign-up forms Visitor IP, user-agent and challenge signals (no advertising profile)	Cloudflare edge (ephemeral)	EU-US Data Privacy Framework + EU SCCs (2021)
ip-api Artia International S.R.L. Bucharest, Romania Romania Privacy policy	Geographic location from IP (new- login warnings, access logs) IP address	EU EU/EEA	Not applicable (EU)
Optional AI features (opt-in)			

Sub-processor	Purpose & data processed	Data location	Transfer basis
PrintPal Opt-in Atlas Rodin LLC (d/b/a PrintPal) 400 W Deming Place, Chicago, IL 60614, USA United States Privacy policy	AI print-failure detection On opt-in only: printer ID, webcam photos, temperatures, job state Off by default. Your data never leaves the EU unless you opt in to help train the AI.	Detection runs on SimplyPrint servers in the EU (Frankfurt); data reaches PrintPal (US) only if you opt in to AI training	EU SCCs (2021) - only applies if you opt in to data sharing
OpenAI Opt-in OpenAI Ireland Limited (US parent: OpenAI OpCo, LLC) 1st Floor, The Liffey Trust Centre, 117-126 Sheriff Street Upper, Dublin 1, D01 YC43, Ireland Ireland (US parent) Privacy policy	Optional in-panel AI features (e.g. Bed Clear Detection) On opt-in only: a single image of your print bed (no account or printer identifiers) Off by default. API data is not used to train OpenAI models.	United States	EU SCCs (2021)
Google Gemini Opt-in Google Cloud EMEA Limited (DPF held by Google LLC) 70 Sir John Rogerson's Quay, Dublin 2, Ireland Ireland (US parent) Privacy policy	Optional in-panel AI features (e.g. Bed Clear Detection) On opt-in only: a single image of your print bed (no account or printer identifiers) Off by default. We use the paid API tier, which is not used to train Google's models.	Google infrastructure	EU-US Data Privacy Framework + EU SCCs (2021)
Embedded content & scheduling			
YouTube (Google) Google Ireland Limited (processing by Google LLC on playback) Gordon House, Barrow Street, Dublin 4, D04 E5W5, Ireland Ireland (US parent) Privacy policy	Video embeds (privacy-enhanced no-cookie mode) Only when you play a video: IP, device/browser info, viewing activity Loaded with your consent; the no-cookie embed sends data to Google only when you play.	Google infrastructure (on playback)	EU-US Data Privacy Framework + EU SCCs (2021)
Arcade Arcade Software, Inc. 595 Market Street, Floor 10, San Francisco, CA 94105, USA United States Privacy policy	Interactive product demos and guides Tracking disabled; connection metadata (IP) reaches Arcade when a demo loads We disable Arcade's tracking and it sets no cookies.	United States	EU SCCs (2021)
Cal.com Cal.com, Inc. 2261 Market Street #4382, San Francisco, CA 94114, USA United States Privacy policy	Meeting scheduling (only if you book a meeting with us) Your name, email and chosen meeting time Only used if you book a meeting via the embedded scheduler.	United States	EU SCCs (2021)

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