

List of Processors (Sub-Processors)

Heylog FlexCo · As of August 2026

Controller (Provider)	Heylog FlexCo, Wiedner Gürtel 13, Icon Tower 24/3, 1100 Vienna
Data protection contact	gdpr@heylog.com
As of	August 2026
Related documents	DPA (Art. 28 GDPR) · Privacy Policy

This overview lists the sub-processors engaged by Heylog in the course of providing its services (further processors within the meaning of Art. 28 GDPR). "V3" = Heylog Operations System (Driver & Yard OS), "V2" = legacy platform (being migrated). Customer data is primarily stored at rest in the EU.

Sub-processor	Purpose	Version	Location/Region	Transfer
Amazon Web Services (AWS)	Hosting / infrastructure	V2	EU	DPF/SCC
Supabase	Hosting / database	V3	EU	EU/SCC
Cloudflare	CDN / proxy / WAF	V2, V3	US/EU	DPF/SCC
WhatsApp Business API (Meta)	Chat with drivers/dispatchers	V2, V3	EU/US	DPF/SCC
Twilio	Messaging (SMS/voice/API)	V2, V3	EU/US	DPF/SCC
DeepL	Translation of messages	V2, V3	EU (DE)	EU
Google AI Translate	Translation (optional)	V2, V3	EU/US	DPF/SCC
Firebase (Google)	App geodata / push	V2, V3	EU/US	DPF/SCC
Google Maps Platform	Maps / geocoding / routing	V2, V3	EU/US	DPF/SCC
SRG IT & Marketing GmbH	Data integration / middleware	V2, V3	AT/EU	EU
Google Workspace	Collaboration (incl. support access)	V2, V3	EU/US	DPF/SCC
Pusher	Realtime API (websockets)	V2	EU/US	DPF/SCC
Brevo (Sendinblue)	System/user emails	V2	EU (FR)	EU
SMTP2GO	Transactional email delivery	V3	US/EU	DPF/SCC
Sentry	Application error tracking	V3	EU/US	DPF/SCC
Read.ai	Transcription (external meetings, opt-out)	V2, V3	US/EU	DPF/SCC
Anthropic (Claude)	AI processing of transcripts	V2, V3	US/EU	DPF/SCC

"Location/Region" refers to the provider's place of business or processing region. For providers with a US nexus, transfers are based on the EU-US Data Privacy Framework (where the provider is certified) and/or the EU Standard Contractual Clauses (2021/914) with supplementary safeguards. Customer data is held in the EU wherever this is technically possible.

AI-assisted features

Certain features (e.g. transcription of external meetings, translation) are provided using AI and, where offered, are enabled by default; they can be restricted or disabled on request. Heylog does not use customer data to train its own AI. Participants are informed about the use of AI-assisted transcription (Art. 50 AI Act); no emotion or sentiment analysis takes place.

Changes

Intended changes (new or replaced sub-processors) are announced at least 30 days in advance. Customers may object on important data protection grounds; details are governed by the DPA (Art. 28 GDPR).

This list forms part of Heylog's data processing information and is kept up to date on an ongoing basis. A data processing agreement (DPA) is in place with every sub-processor.