FieldBuddy

Subprocessors FieldBuddy

Version 21 September 2026. This list forms part of the General Terms and Conditions of FieldBuddy B.V. and sets out the subprocessors FieldBuddy engages in providing FieldBuddy Pro, FieldBuddy Go, LINK2 and RSM. Changes are announced at least fourteen days in advance.

Subprocessor	Country of establishment	Processing region	Purpose of processing	Data involved	Product(s)	Transfer outside the EEA	Basis for transfer
SFDC Ireland Limited	Ireland	Europe	Cloud platform on which the FieldBuddy solution runs and is hosted	All customer data stored in FieldBuddy Pro	FieldBuddy Pro	No	Not applicable
Google Cloud EMEA Limited	Ireland	Europe	Cloud services for geolocation, route planning, distance calculation and map display	Addresses or coordinates of end users for route and distance calculation	FieldBuddy Pro	No	Not applicable
Timefold BV	Belgium	Europe	Cloud services for planning and route optimisation	Availability of employees and addresses	FieldBuddy Pro; FieldBuddy Go	No	Not applicable
Microsoft Ireland Operations Limited (Azure)	Ireland	Europe	Hosting, database, storage and back-ups; for FieldBuddy Pro also processing of application and system logs	All customer data stored in the solution, including back-ups and replicas	FieldBuddy Pro; FieldBuddy Go; LINK2; RSM	No	Not applicable
Microsoft Ireland Operations Limited (Azure Monitor / Application Insights)	Ireland	Europe	Application telemetry and availability monitoring	Technical telemetry; no content of customer records	FieldBuddy Go	No	Not applicable
Functional Software, Inc. (Sentry)	United States	Europe	Application error logging	Stack traces, user IDs and IP addresses	FieldBuddy Pro; FieldBuddy Go	Yes	EU-US Data Privacy Framework
MapQuest Service Holdings, LLC	United States	United States	Address geocoding: converting an address into coordinates	Address of an end user; a coordinate is returned. No name or other customer data	FieldBuddy Go; LINK2; RSM	Yes	Standard contractual clauses
Mapbox	United States	United States	Geocoding, distance and travel time calculation, stop sequence optimisation and map material	Address components, coordinates and the order of stops in a route. No names	RSM	Yes	Standard contractual clauses
Atlassian Pty Ltd (Jira Service Management)	Australia	Europe	Ticketing for customer support	Ticket content, contact details of the reporter and attachments provided by the customer	FieldBuddy Pro; FieldBuddy Go; LINK2; RSM	Yes	Standard contractual clauses
Bird B.V.	Netherlands	Netherlands	Sending SMS messages	Telephone number of the recipient and message content	FieldBuddy Pro; FieldBuddy Go; LINK2	No	Not applicable
Rezonic Ltd	United Kingdom	United Kingdom	Software development and maintenance	Incidental access to production data during investigation and maintenance	FieldBuddy Go	Yes	Adequacy decision United Kingdom
Anthropic Ireland, Limited	Ireland	United States	Large language model inference for the AI functionality	Content sent by the customer or its users to an AI feature	FieldBuddy Go	Yes	Standard contractual clauses
Aumatics B.V.	Netherlands	Netherlands	Hosting and management of web servers, databases, file storage and back-ups	All customer data in the RSM environment, including back-ups	RSM	No	Not applicable
TeamViewer Germany GmbH	Germany	Germany	Screen sharing and remote support during a support session	The screen image during the session; what is visible may contain customer data	RSM	No	Not applicable

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