

Processors involved for the provision of services

Who are processors of personal data?

In the course of providing certain services, Telia may come into contact with personal data for which the Customer is the processor. As the processor of personal data, Telia ensures the protection and security of personal data as provided in the IT Service Rules.

In certain cases, the provision of the service requires the use of a partner, who is therefore also in the role of a processor.

For the provision of services, Telia uses the following enterprises as processors:

Processor		Service for which the processor is involved	Country where data is processed
business name	registry code		
1. Amazon Web Services	602619955 (USA)	Enabling of cloud resources	EU or according to the Customer's choice
2. BitWeb OÜ	11737838 (Estonia)	IoT	Estonia
3. Cisco International Limited	(USA)	Video conferencing service (Webex)	Germany, Netherlands
4. Cumulocity GMBH	DE285583788 (Germany)	IoT	Germany
5. Datto Europe Limited	08466946 (UK)	Management tool used in the provision of the workplace management service, videoconferencing service, operating system management service	Ireland
6. Elista Communication OÜ	11931865 (Estonia)	Centrex, Call centre, Speed dial	Estonia
7. ESET, spol. S r.o.	31333532 (Slovakia)	Antivirus	EU
8. Fortinet, Inc.	EIN 77-0560389 (USA)	Firewall management, Telia WAF Protection	USA, Canada, EU
9. gotoAndPlay OÜ	12156256 (Estonia)	Call centre	Estonia
10. Helmes AS	10364097 (Estonia)	O-view service	Estonia
11. KPMG Baltics OÜ	10096082 (Estonia)	Cyber incident assistance	Estonia
12. Microsoft Corporation	TIN 91-1144442 (USA)	Enabling of cloud resources	EU or according to the Customer's choice
		Workplace management service (MS licence management)	EU
		Automated protection with MS Defender	EU
13. Miradore OY	2036660-8 (Finland)	Mobile device management service	Germany

14. Nimblr AB	559190-6903 (Sweden)	Telia Cyber Training	Sweden, Germany, Netherlands
15. Nortal AS	10391131 (Estonia)	MultiSMS, email2GSM	Estonia
16. Outpost 24 AB	5887476 (Sweden)	Security vulnerability check	USA
17. Palo Alto Networks B.V.	851374967 (Netherlands)	Automated protection with MS Defender	EU
18. Pexip AS	819 850 232 (Norway)	Video conferencing service (Pexip)	Estonia
19. ProAct Estonia AS	11513151 (Estonia)	Disk array rental	Estonia
20. Software AG Sweden AB	556591-2465 (Sweden)	IoT	EU
21. Storadera OÜ	14739789 (Estonia)	Enabling of cloud resources	Netherlands, Estonia
22. Telegrupp AS	10201478 (Estonia)	IP Centrex	Estonia
23. Trend Micro	609455738 (USA)	Server cyber protection, Computer cyber protection, Computer antivirus	Germany
24. Zone Media AS	10577829 (Estonia)	Website hosting and e-mail, website hosting	Estonia

Amendments to the list of processors are made as provided in the IT Service Rules or as agreed in the contract concluded with the Customer.