

Liana Subprocessors

To provide our services reliably and efficiently, Liana engages third-party service providers, referred to as "Subprocessors," to process customer data. These Subprocessors play a critical role in our infrastructure, customer support, and feature delivery for our suite of SaaS products.

We take the security and privacy of your data seriously. Before onboarding any Subprocessor, Liana conducts a rigorous due diligence process to ensure their security posture and data protection practices meet our high standards and comply with applicable data protection laws (such as GDPR, ISO27001, and others). We maintain written agreements with each Subprocessor that enforce data protection obligations at least as protective as those we provide to you.

Customer Data Registry Subprocessors

The following subcontractors are used for processing Customer Data for Liana's business processes. These subprocessors do not affect any customer deliveries or customer's own data.

Company Name	Server Locations	Description how the subcontractor processes the personal data
Chargebee	EU/US	Used for Customer subscription management
Gainsight	EU/US	Used for product analytics
Monday.com	Frankfurt, EU	Liana uses Monday.com as a work management platform to organize projects, tasks, and team collaboration.
Pipedrive	EEA	Liana uses Pipedrive as a customer relationship management (CRM) tool to manage sales activities and customer interactions.
Zendesk	EEA	Liana uses Zendesk as a Customer Support Platform to manage service requests and communication with clients.

EU Product-specific Subprocessors

Generic background services

The following subcontractors play a role in all of Liana's EU deliveries. All deliveries, regardless of the service, come with these subprocessors.

Company Name	Server Locations	Description how the subcontractor processes the personal data
Google Ireland Ltd.	EU	Google Cloud Platform is used for Liana's observability stack (Logs, Monitoring, Alarming). Also, in some use cases some microservices that play a minor role for most applications are served via GCP. AI capabilities within Liana products.
Okta Identity Ireland Limited	EU	User authentication and authorization
Peakford Ltd.	Germany	Backup management in Hetzner datacenters

LianaPress

Company Name	Server Locations	Description how the subcontractor processes the personal data
Telia Cygate	Helsinki, Finland	Datacenter service provider for the application and databases
DNA Oyj	Oulu, Finland	Shared MTA hosting
Google Ireland Ltd.	EU	Shared MTA hosting
Hetzner Online GmbH	Germany	Shared MTA hosting

LianaAutomation

Company Name	Server Locations	Description how the subcontractor processes the personal data
Telia Cygate	Helsinki, Finland	Datacenter service provider for the application and databases
Google Ireland Ltd.	EU	Some Liana Automation implementations use GCP buckets as CDN for forms.

LianaMailer

Company Name	Server Locations	Description how the subcontractor processes the personal data
Telia Cygate	Helsinki, Finland	Datacenter service provider for the application and databases + some shared MTAs
DNA Oyj	Oulu, Finland	Shared MTA hosting
Google Ireland Ltd.	EU	Shared MTA hosting
Hetzner Online GmbH	Germany	Shared MTA hosting

LianaMonitor

Company Name	Server Locations	Description how the subcontractor processes the personal data
Telia Cygate	Helsinki, Finland	Datacenter service provider for the application and databases

LianaCMS

Company Name	Server Locations	Description how the subcontractor processes the personal data
Telia Cygate	Helsinki, Finland	Datacenter service provider for the application and databases

Upcloud Oy	Helsinki, Finland	Datacenter service provider for the application and databases
Hetzner Online GmbH	Germany	Hosting of Matomo services

LianaCommerce

Company Name	Server Locations	Description how the subcontractor processes the personal data
Telia Cygate	Helsinki, Finland	Datacenter service provider for the application and databases
Upcloud Oy	Helsinki, Finland	Datacenter service provider for the application and databases

Liana WordPress

Company Name	Server Locations	Description how the subcontractor processes the personal data
Upcloud Oy	Helsinki, Finland	Wordpress infrastructure hosting

UAE Product-specific Subprocessors

Generic background services

Company Name	Server Locations	Description how the subcontractor processes the personal data
Google Ireland Ltd.	Primary Hamina (Finland), Secondary Eemshaven (Netherlands)	Google Cloud Platform is used for LianaAccount + LianaAdmin.
Okta Identity Ireland Limited	EU	User authentication and authorization

Peakford Ltd.	Germany	Backup management in Hetzner datacenters
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Liana Mailer, Automation & CMS

Company Name	Server Locations	Description how the subcontractor processes the personal data
Google Ireland Ltd.	EU	Google Cloud Platform is used for Liana's observability stack (Logs, Monitoring, Alarming).
Alicloud Global	Dubai, UAE	Infrastructure services to host the applications
DNA Oyj	Oulu, Finland	Shared MTA hosting
Google Ireland Ltd.	EU	Shared MTA hosting
Upcloud Oy	Helsinki, Finland	Private MTA hosting

HK Product-specific Subprocessors

General Background Services

Company Name	Server Locations	Description how the subcontractor processes the personal data
Google Ireland Ltd.	Primary Hamina (Finland), Secondary Eemshaven (Netherlands)	Google Cloud Platform is used for LianaAccount + LianaAdmin.
Okta Identity Ireland Limited	EU	User authentication and authorization
Peakford Ltd.	Germany	Backup management in Hetzner datacenters

Liana Mailer, Automation & CMS

Company Name	Server Locations	Description how the subcontractor processes the personal data
Google Ireland Ltd.	EU	Google Cloud Platform is used for Liana's observability stack (Logs, Monitoring, Alarming). Some background services. Shared MTA hosting
Alicloud Global	HK , UAE	Infrastructure services to host the applications
DNA Oyj	Oulu, Finland	Shared MTA hosting
Upcloud Oy	Helsinki, Finland	Private MTA hosting

Updates and notifications

As our business grows and our technology evolves, we may need to add or replace Subprocessors. Liana will provide notice of any new Subprocessor(s) before authorizing them to process customer data.

We will notify Customer Administrators via email or via in-app notification at least 30 days prior to the engagement of a new Subprocessor.

If you have a reasonable basis to object to a new Subprocessor related to data security, you may notify us in writing within 30 days of our notice. We will work with you to address your concerns.