

INFRASTRUCTURE AND SUB-PROCESSORS FOR BITRIX24

In general, Customer Data is stored in data centers in the region from which a customer subscribes to the Bitrix24 Services; however, customers can request at the later time to be moved to a different region.

For customers based in Europe (www.bitrix24.eu, www.bitrix24.de, www.bitrix24.pl, www.bitrix24.fr, www.bitrix24.com.tr), Bitrix24 stores Customer Data in its data centers operated by Amazon Web Services, Inc. (“AWS”) located in Europe.

For customers based in the Americas (www.bitrix24.com, www.bitrix24.com.br, www.bitrix24.es), Bitrix24 stores Customer Data in its data centers operated by Amazon Web Services, Inc. (“AWS”) located in the United States.

For customers based in the Asia Pacific (APAC) region, including Japan and Australia (www.bitrix24.cn, www.bitrix24.in), Bitrix24 stores Customer Data in its data centers operated by Amazon Web Services, Inc. (“AWS”) located in the United States.

Customer Region	Instance Type	Operators, Data Centers, Countries
Europe	Data storage	Amazon AWS, eu-central-1, Frankfurt, Germany. Two Availability Zones (2 data centers)
	Customer data processing	Amazon AWS, eu-west-1, Dublin, Ireland
	File servers	Amazon AWS, eu-central-1, Frankfurt, Germany. Two Availability Zones (2 data centers)

	Real time communication servers	Amazon AWS, eu-central-1, Frankfurt, Germany. Two Availability Zones (2 data centers)
	Network servers	Amazon AWS, eu-west-1, Dublin, Ireland
	Mail servers	Amazon AWS, eu-central-1, Frankfurt, Germany. Two Availability Zones (2 data centers)
	Document preview generator and video compressing servers	Amazon AWS, eu-central-1, Frankfurt, Germany. Two Availability Zones (2 data centers)
	Bitrix24.Sites	Amazon AWS, eu-central-1, Frankfurt, Germany. Two Availability Zones (2 data centers)
	Push messaging	Servers.com AMS1, eu-central-1, Amsterdam, Holland
	Third-party Service Provider: Zingaya, Inc. Voximplant Telephony	Google, Inc. (GCP) Frankfurt, Germany (eu-west3) - 3 data centers Servers.com Inc Haarlem, The Netherlands Roost, Luxembourg

Customer Region	Instance Type	Operators, Data Centers, Countries
Americas	Data storage	Amazon AWS, us-east-1, N.Virginia, USA. Two Availability Zones (2 data centers)
	Customer data processing	Amazon AWS, eu-west-1, Dublin, Ireland
	File servers	Amazon AWS S3, us-east-1, N.Virginia, USA.
	Real time communication servers	Amazon AWS, us-east-1, N.Virginia, USA. Two Availability Zones (2 data centers)
	Network servers	Amazon AWS, eu-west-1, Dublin, Ireland
	Mail servers	Amazon AWS, us-east-1, N.Virginia, USA. Two Availability Zones (2 data centers)
	Document preview generator and video compressing servers	Amazon AWS, us-east-1, N.Virginia, USA. Two Availability Zones

		(2 data centers)
	Bitrix24.Sites	Amazon AWS, us-east-1, N.Virginia, USA. Two Availability Zones (2 data centers)
	Third-party Service Provider: Zingaya, Inc. Voximplant Telephony	Google, Inc. (GCP) Iowa, USA (us-central1) - 4 data centers Sao Paulo, Brazil (southamerica- east1) - 3 data centers Servers.com Inc Dallas, TX, USA Washington, DC, USA LiquidWeb, Inc. Lansing, MI, USA

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Americas	Data storage	Amazon AWS, us-east-1, N.Virginia, USA. Two Availability Zones (2 data centers)
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	File servers	Amazon AWS S3, us-east-1, N.Virginia, USA.
	Real time communication servers	Amazon AWS, us-east-1, N.Virginia, USA. Two Availability Zones (2 data centers)
	Network servers	Amazon AWS, eu-west-1, Dublin, Ireland
	Mail servers	Amazon AWS, us-east-1, N.Virginia, USA. Two Availability Zones (2 data centers)
	Document preview generator and video compressing servers	Amazon AWS, us-east-1, N.Virginia, USA. Two Availability Zones

		(2 data centers)
	Bitrix24.Sites	Amazon AWS, us-east-1, N.Virginia, USA. Two Availability Zones (2 data centers)
	Third-party Service Provider: Zingaya, Inc. Voximplant Telephony	Google, Inc. (GCP) Sydney, Australia (australia- southeast1) - 3 data centers Singapore (asia-southeast1) - 3 data centers Servers.com Inc Singapore