

WITHINGS SUBCONTRACTORS

In order to provide its Products and Services, Withings uses subcontractors who may process personal data relating to the users. Withings ensures that the selected subcontractors implement organizational and technical measures that comply with the provisions of GDPR.

HOSTING		
Subcontractor	Storage place	Service provided and <i>Performed task</i>
BSO	France	Hosting <i>Hosting of WITHINGS infrastructures</i>
WITHINGS	France	<i>Hosting and managed services</i> Security page

BACKUPS		
Subcontractor	Storage place	Service provided and <i>Performed task</i>
GCS (Google Cloud Storage)	Europe	Backup <i>Backups are encrypted before being sent to GCS in order to strengthen the confidentiality of personal data.</i>

CUSTOMER SUPPORT		
Subcontractor	Storage place	Service provided and <i>Performed task</i>
Zendesk	Europe	CRM <i>Provides a more efficient customer relationship management</i>
CPM	Spain	Customer Support <i>Helps manage customer relationship</i>

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TELUS International	Philippines	Customer Support <i>Helps manage customer relationship</i>
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COMMUNICATION		
Subcontractor	Storage place	Service provided and <i>Performed task</i>
Mailgun	USA	Sending emails <i>Allows to send emails to users</i>
Mailchimp	USA	Sending emails (backup solution) <i>Allows to send emails to users</i>
Twilio	USA	Sending SMS <i>Sending SMS to use 2FA</i>

LOGISTICS		
Subcontractor	Storage place	Service provided and <i>Performed task</i>
Dimotrans	France	Logistics <i>Allows delivery of products in Europe</i>
Logistech	USA	Logistics <i>Allows delivery of products in the USA</i>
Revers.io	The Netherlands	After-sales services <i>Facilitate management of product returns</i>
Shipup	USA	Logistics <i>Improve customer experience during transport</i>
ShopRunBack	France	Product returns <i>Facilitate product returns</i>

PAYMENT

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Subcontractor	Storage place	Service provided and <i>Performed task</i>
Klarna	USA	Payment on WITHINGS website <i>Payment management</i>
BrainTree	USA	Payment on WITHINGS website <i>Payment management</i>
Signifyd	USA	Payment on WITHINGS website <i>Fight against fraud</i>

OTHERS		
Subcontractor	Storage place	Service provided and <i>Performed task</i>
[US Only] HeartBeat Health	USA	Medical advice <i>Validation of the first ECG recorded with the Scan Watch</i>