

Contract appointing the external Data Processor for the processing of personal data

AI KOSMO SRL

Sub-processors

The Processor is authorized to subcontract part of the processing operations to the following Sub-processors. The following table lists the Sub-processors engaged by the Processor.

Services not provided by the Processor and subject to separate agreements between the Sub-processor and the Controller are excluded. The Sub-processor table will be updated from time to time, and the Controller will be notified accordingly so that it may object to the use of new Sub-processors.

Sub-processors	Sub-processor	Address	Place of processing
<i>Application server / hosting (cloud infrastructure)</i>	Google Cloud	Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, D04 E5W5, Irlanda	EEA (Netherlands)
Database service (DB)	Supabase	Supabase, Inc., 65 Chulia Street #38-02/03, OCBC Centre, Singapore 049513	EEA (Germany)
<i>Hosting e deployment</i>	Vercel	Vercel Inc., 340 S Lemon Ave #4133, Walnut, California 91789, USA	USA / SEE
<i>Hosting e deployment</i>	Railway	Railway Corp., 548 Market St PMB 68956, San Francisco, California 94104, USA	USA / SEE
<i>AI services</i>	OpenAI	OpenAI, L.L.C., 3180 18th Street, San Francisco, California 94110, USA	USA / SEE
<i>AI services</i>	Groq	Groq, Inc., 2700 Zanker Road, Suite 150, San Jose, California 95134, USA	USA

<i>Hosting</i>	OpenRouter	OpenRouter, Inc., 169 Madison Ave #2404, New York, NY 10016, USA	USA / SEE
----------------	------------	--	-----------

<i>Monitoring</i>	Axiom	Axiom, Inc., 1390 Mar- ket Street, Suite 200, San Francisco, California 94102, USA	USA / SEE
-------------------	-------	---	-----------

<i>Email and accounts</i>	Google Workspace	Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, D04 E5W5, Irlanda	SEE (UE) / USA
---------------------------	------------------	---	----------------

Types / Purposes of processing

Product	Type of process- ing	Purpose of pro- cessing	Type of personal data processed	Category of data subjects
<i>Intelligent Chatbot</i>	<ul style="list-style-type: none"> Collection, recording, storage, and consultation of conversations Analysis of conversation content, aggregated / anonymized where possible Security and technical maintenance 	<ul style="list-style-type: none"> Responding to user requests, assisting navigation, and providing information about services Improving the accuracy / effectiveness of the service, including specific fine-tuning at the Controller's request Preventing abuse and ensuring operational continuity 	<ul style="list-style-type: none"> Data actively provided by the user, such as name, surname, contact details, stay preferences Conversation content Technical session data, such as IP address, browser, operating system 	<ul style="list-style-type: none"> Users of the Client's website who use the Intelligent Chatbot

QR Concierge

- Collection, recording, storage, and consultation of conversations
 - Analysis of conversation content, aggregated / anonymized where possible
 - Security and technical maintenance
 - Responding to user requests, providing information about services, booking services, and managing charges to the room account, where applicable
 - Improving the accuracy / effectiveness of the service, including specific fine-tuning at the Controller's request
 - Preventing abuse and ensuring operational continuity
 - User identification and contact data
 - Data actively provided by the user, such as name, surname, contact details, stay preferences
 - Conversation content
 - Technical session data, such as IP address, browser, operating system
 - Guests who use the QR Digital Concierge
-