

Sub-processor Overview

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Purpose of this overview

This overview shows which categories of service providers EchoCall uses to operate the platform, with function, processing region and transfer mechanism. The full list with legal names and registered offices is Annex 3 to the DPA and is available to customers after login at hub.echocall.de (Settings, Compliance section); it is subject to the confidentiality clause of the DPA. We inform customers of changes at least 30 days in advance by email.

Core services (always active)

- Hosting, database and file storage: IONOS (data centres Germany/France, in particular Frankfurt and Karlsruhe). Region: EU. ISO 27001-certified data centres.
- Speech processing and agent platform EchoHubTTS-eu (speech-to-text, text-to-speech, dialog management, voice cloning, AI model hosting): EchoCall's own software, operated on EchoCall's own IONOS infrastructure. Region: EU (Germany/France). Not an external sub-processor.
- LLM inference of the default profiles EchoCall-Voice and EchoCall-Smart: EchoCall's own models on EchoCall's own infrastructure. Region: EU. Not an external sub-processor. Optional additional model profiles (GPT, Gemini, GLM, Qwen families) are operated by external model providers and are NOT covered by the EchoCall assurance; selecting them is the customer's own responsible decision without any GDPR guarantee by EchoCall.
- Workflow automation (n8n): self-hosted on EchoCall infrastructure at IONOS. Region: Germany.
- Error and availability monitoring: monitoring service with EU ingest endpoint; transmission of personal data is disabled. Region: EU ingest, US provider with Standard Contractual Clauses.
- Email delivery (login codes, notifications, invoices): the platform's own SMTP delivery. Region: EU.

Telephony

- Phone number procurement and identity verification (KYC): DIDWW Ireland Limited, Dublin, Ireland. Region: EU. The SIP trunk itself is operated on EchoCall infrastructure in the EU.
- Optional telephony via Twilio: only where the customer selects Twilio as provider or stores their own Twilio credentials. Region: EU/USA, Standard Contractual Clauses.
- Customer's own SIP trunk (BYO): the customer's contractor, not an EchoCall sub-processor.

Payment processing

- Stripe (card, SEPA): region EU/USA, PCI-DSS, Standard Contractual Clauses or EU-US Data Privacy Framework. EchoCall stores no card data.
- PayPal (optional): region EU (PayPal (Europe) S.à r.l. et Cie, S.C.A., Luxembourg).

Only when activated by the customer

- Third-party integrations (calendars, CRM, ticketing, messaging such as WhatsApp Business): recipients are the providers chosen by the customer; the customer remains responsible for these transfers. For some integrations EchoCall uses an OAuth connection service (region USA, Standard Contractual Clauses) that manages connection tokens only.
- In-hub AI assistant ("Ask AI", help feature for logged-in users): fixed, named model chain via an API router (region USA, Standard Contractual Clauses). Only the logged-in user's inputs and account context are processed, never end-customer conversation data. Chat history stays in the user's browser.

Website echocall.de only (not the platform)

- Google Analytics 4: website analytics, only after cookie consent. Region: EU/USA, EU-US Data Privacy Framework or Standard Contractual Clauses.
- PostHog: website and product analytics on EU servers (eu.posthog.com), only after cookie consent.
- Affiliate commission settlement: transmission of name, email and plan to an automation service and a partner commission service (region USA/United Kingdom, Standard Contractual Clauses), only for purchases via a partner link.

Full list

Customers find the full list with legal name, registered office and transfer mechanism per provider at hub.echocall.de, Settings, Compliance section (Annex 3 to the DPA, confidential). Prospects without an account receive Annex 3 upon request to team@echocall.de against a confidentiality undertaking.