

SUB-PROCESSORS

MikeNetworks S.à r.l.-S. trading as NovaNode

Effective From: October 22, 2026

Version: 1.0

Last changed: September 22, 2026

Published at: novanode.eu/legal/subprocessors.pdf

1. CURRENT SUB-PROCESSORS

At the date of this document, NovaNode engages no Sub-processors.

Sub-processors engaged	None
Last changed	22 September 2026
Processing region	European Union only
Notice of change	30 days before a new Sub-processor begins processing
Objection window	14 calendar days from notice
Governing terms	Data Processing Agreement, Sections 8.1 to 8.6
Contact	privacy@novanode.eu

NovaNode processes customer content on its own hardware, in facilities it operates or colocates in, within the European Union. No third party is engaged to process that content on NovaNode's behalf.

This document is the list referred to in Section 8.1 of the NovaNode Data Processing Agreement, published at novanode.eu/legal/dpa.pdf. It is maintained so that customers can establish, at any time, who has access to the personal data they store with NovaNode.

2. SERVICES OPERATED BY NOVANODE

Hosting, virtual machines, storage, email, DNS, backups, monitoring, ticketing and support all run on infrastructure owned and operated by NovaNode, at the LuxConnect DC1.1 facility in Luxembourg and at NovaNode's own secondary site within the European Union.

There is no third-party control panel, no outsourced mail platform, no external backup service and no hosted helpdesk holding customer data.

3. SERVICES ON THE NOVANODE WEBSITES

The websites novanode.eu and my.novanode.eu use a limited number of third-party services for traffic measurement, fraud prevention and embedded content. These services process website visitor data only. None has access to customer accounts or to hosted content, and none is a Sub-processor within the meaning of the Data Processing Agreement.

Each such service is identified, together with the company operating it and the country in which it processes data, in the NovaNode cookie policy. Non-essential services are loaded only after consent is given.

4. NOTIFICATION OF CHANGES

Before engaging a Sub-processor, NovaNode will:

When	What happens
30 days before	Notice by email to the Customer's registered account address, and this document updated, naming the company, the processing it will carry out and the country in which it will process.
Within 14 days	The Customer may object in writing to privacy@novanode.eu , stating reasonable data protection grounds.
Within 30 days of an objection	The parties discuss the objection in good faith. If it is not resolved, the Customer may terminate the affected Service without penalty, with a pro rata refund of prepaid fees for the unused remainder of the current prepaid period.

Where a Sub-processor must be engaged at shorter notice to maintain service continuity or to respond to a security or availability incident, NovaNode will notify the Customer without undue delay rather than thirty days in advance. The Customer's objection and termination rights under Section 8.3 of the Data Processing Agreement are unaffected.

5. ENQUIRIES

Enquiries concerning this document, and due diligence or security questionnaires, should be addressed to privacy@novanode.eu. NovaNode responds within thirty (30) days, in accordance with Section 13.1 of the Data Processing Agreement.

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Data protection contact: privacy@novanode.eu