Sub-processors and hosting

MedAdmin · Version 2.1 · effective from 11 November 2026

1. Summary

- The data of practices and patients is hosted by **Hetzner, in Germany (EU)**.
- The list below includes all suppliers that may process data on behalf of practices (Annex 2 to the Data Processing Agreement).
- Any new supplier is notified to practices **30 days** in advance; the practice may object and terminate without penalty.

2. List of sub-processors

Supplier	Data location	Purpose	What data	Safeguards
Hetzner Online GmbH, Industriestr. 25, 91710 Gunzenhausen, Germany	Germany (Falkenstein)	hosting of servers, databases, files and backups; optionally, object storage	all data in the Service	data processing agreement under Article 28 GDPR; ISO/IEC 27001 certified data centres
Ploi B.V., Netherlands	Netherlands (the panel); the data remains at Hetzner	server administration: deployments, TLS certificates, processes	does not store the data; technical administrative access	data processing agreement under Article 28 GDPR
ASTINVEST COM SRL (SMSLink), tax ID (CUI) 9250710, Romania	Romania	SMS messages to patients: confirmations, reminders, links, authentication codes	phone number, SMS text, without medical data	contract with Article 28 GDPR clauses
Google Ireland Limited (Google Workspace), Dublin, Ireland	EU; possibly USA	transactional emails and PDF documents sent by email at the practice's request	email, name, message content, the attachment chosen by the practice	Cloud Data Processing Addendum; standard contractual clauses; EU–US Data Privacy Framework
Google Ireland Limited (Firebase Cloud Messaging), Dublin, Ireland	EU; possibly USA	push notifications in the MedAdmin Doctor and MedAdmin Pacient apps	device token, generic text without medical data	Firebase Data Processing and Security Terms; standard contractual clauses; EU–US Data Privacy Framework
Stripe Payments Europe, Limited, Dublin, Ireland	EU; possibly USA	patient payments to practices (Stripe Connect)	amount, description, reference; the card is entered by the patient directly with Stripe	Stripe Data Processing Agreement; standard contractual clauses; EU–US Data Privacy Framework
GitHub B.V. / GitHub, Inc.	EU / USA	source code, desktop application installers	none	listed for transparency

3. Suppliers for the practice's data as a client of Alucard

For the subscription payment, Stripe processes the practice's billing and payment data; here Alucard Limited is the controller and Stripe is its processor. Card details never reach us.

4. Automated analyses and artificial intelligence

Automated imaging analyses run on our servers at Hetzner. We do not send images or patient data to artificial intelligence providers.

5. Suppliers currently inactive

They may be activated only after the 30-day notice: Sentry (error reporting, configured without personal data) and SmartBill (issuing Alucard's invoices, only practices' billing data).

6. History

Date	Change
11 November 2026	List updated: Amazon Web Services (S3, SES) and SmartBill, which are not used, were removed; Google Workspace, Firebase Cloud Messaging, Ploi and GitHub were added; Stripe also covers patient payments through Stripe Connect.