



Regional Data Hosting Certification

Certification of Data Hosting Location and Data Center Location (DCL) for dvincihelp.zendesk.com

This letter certifies that the Zendesk account identified below is configured for regional data hosting and has Data Locality feature enabled and locked to the region specified herein, in accordance with Zendesk’s data hosting practices and applicable policies.

Account (subdomain)	dvincihelp.zendesk.com
Account ID	24424934
Customer/Company	d.vinci
Data Hosting Region	European Economic Area
DCL Status	Enabled – Locked to Germany (Frankfurt)
Effective Since	2025-10-21

Scope and clarifications

- “Regional data hosting” and “DCL” refer to the configuration by which primary service data for the above account is stored and processed in the designated region, consistent with Zendesk’s documentation and policies as of the Effective Since date above.
- Certain limited processing activities, features, integrations, or sub-processors may involve data transfers or processing outside the designated region, as described in Zendesk’s [“About Data Center Location”](#) and [“Regional Data Hosting Policy”](#).
- This confirmation does not modify or supersede the customer’s agreement with Zendesk and should be read together with Zendesk’s applicable service terms, privacy documentation, and data hosting policies.