

Third-Party Subprocessors List for Acoustic SaaS Products

The following list of third-party Subprocessors is incorporated into the Data Sheets, DPA and Agreement between Customer and Acoustic.

Any changes to Subprocessors will be communicated via update of this document as published on acoustic.com/subprocessors or a successor site upon reasonable notice to Customer in accordance with the DPA. Additional details on each third-party Subprocessor are available upon request.

Acoustic Connect, Campaign & Tealeaf				
Third-Party Subprocessor Name	SaaS Products/Feature	Purpose	Category of Personal Data Processed	Location
Abstract Security, Inc.	Connect Campaign & Tealeaf	Security Information and Event Management Provider	Any type of Customer Personnel data listed in Section 3 of the Data Sheet	United States
Akamai Technologies, Inc.	Connect & Campaign	Content Delivery Network Provider	Any type of Customer Personnel data listed in Section 3 of the Data Sheet	Worldwide – CDN; processed in caches wherever email is opened
Amazon Web Service, Inc.	Connect, Campaign & Tealeaf	Data Hosting Provider (AWS)	Any type of Customer Personnel data or End-User data listed in Section 3 of the Data Sheet	United States, Canada, Germany, Singapore, India, Australia – Customer can choose which pod or data center to use
Apple, Inc.	Connect & Campaign	Push Messaging Provider (IOS)	Any type of End-User data listed in Section 3 of the Data Sheet	United States
AskNicely LLC	Connect, Campaign & Tealeaf	Web User Experience Provider	Any type of Customer Personnel data listed in Section 3 of the Data Sheet	United States, Germany, Australia
Celmedia SA	Connect & Campaign (SMS)	Aggregator for Mobile Messaging in Latin America	Any type of End-User data listed in Section 3 of the Data Sheet	Chile
Confluent, Inc	Connect, Campaign & Tealeaf	Data Routing Service Provider	Any type of End-User data listed in Section 3 of the Data Sheet	United States, Canada, Germany, Singapore, India, Australia – aligns with the AWS data hosting chosen by customer
Crowdstrike Holdings, Inc.	Connect, Campaign & Tealeaf	Endpoint Protection and Monitoring Provider	Any type of Customer Personnel data listed in Section 3 of the Data Sheet	United States

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Google, Inc.	Connect & Campaign	Push Messaging Provider (Android)	Any type of End-User data listed in Section 3 of the Data Sheet	United States
Google, LLC	Connect, Campaign & Tealeaf	Analytics Database Provider (Looker)	Any type of Customer Personnel data or End-User data listed in Section 3 of the Data Sheet	United States, Canada, Germany, Singapore, India, Australia – aligns with the AWS data hosting chosen by customer
Infobip Inc	Connect & Campaign (SMS)	Aggregator for Mobile Messaging in all territories	Any type of End-User data listed in Section 3 of the Data Sheet	United States, Germany, Croatia
Kaleyra, Inc.	Connect & Campaign (SMS)	Aggregator for Mobile Messaging in all territories	Any type of End-User data listed in Section 3 of the Data Sheet	United States, United Kingdom
Karix Mobile Pvt Ltd	Connect & Campaign (SMS)	Aggregator for Mobile Messaging in India	Any type of End-User data listed in Section 3 of the Data Sheet	India
MongoDB, Inc.	Connect, Campaign & Tealeaf	Operational Database Provider (OLTP)	Any type of End-User data listed in Section 3 of the Data Sheet	United States, Canada, Germany, Singapore, India, Australia – aligns with the AWS data hosting chosen by customer
Okta, Inc.	Connect, Campaign & Tealeaf	Login Management Provider	Any type of Customer Personnel data listed in Section 3 of the Data Sheet	United States
OpenAI, L.L.C.	Connect & Campaign	Automated generator of message content	Any type of Customer Personnel data or End-User data listed in Section 3 of the Data Sheet	United States
Planhat, Inc.	Connect, Campaign and Tealeaf	Customer Success Platform Provider	Any type of Customer Personnel data listed in Section 3 of the Data Sheet	United States
Praecipio Consulting LLC	Connect & Campaign	Survey Platform Connector Provider	Any type of Customer Personnel data listed in Section 3 of the Data Sheet	United States
Qualified.com, Inc.	Connect, Campaign and Tealeaf	Agentic Marketing Platform Provider	Any type of Customer Personnel data listed in Section 3 of the Data Sheet	United States

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Salesforce, Inc.	Connect, Campaign & Tealeaf	Customer Relationship Management Platform Provider	Any type of Customer Personnel data listed in Section 3 of the Data Sheet	United States
Salesloft, Inc.	Connect, Campaign & Tealeaf	Sales Engagement Provider	Any type of Customer Personnel data listed in Section 3 of the Data Sheet	United States, United Kingdom, Mexico, Poland, Republic of South Africa
Snowflake Inc.	Connect, Campaign and Tealeaf	Analytics Database Provider	Any type of Customer Personnel data or End-User data listed in Section 3 of the Data Sheet	United States, Canada, Germany, Singapore, India, Australia – aligns with the AWS data hosting chosen by customer.
Studio 3T	Connect & Campaign	Graphic User Interface Provider for MongoDB	Any type of End-User data listed in Section 3 of the Data Sheet	United Kingdom
TIBCO Software Inc.	Connect & Campaign	CRMi Integration Provider for Microsoft Dynamics	Any type of End-User data listed in Section 3 of the Data Sheet	United States, Germany
Twilio Inc.	Connect & Campaign (SMS)	Aggregator for Mobile Messaging in all territories	Any type of End-User data listed in Section 3 of the Data Sheet	United States
WunderGraph, Inc.	Connect, Campaign & Tealeaf	Provider for hosted GraphQL Service	Any type of End-User data listed in Section 3 of the Data Sheet	United States
Wrike, Inc.	Connect, Campaign & Tealeaf	Project Management Tracking Application Provider	Any type of Customer Personnel data listed in Section 3 of the Data Sheet	United States
Zendesk, Inc.	Connect, Campaign & Tealeaf	Customer Service Platform Provider for Service Tickets	Any type of Customer Personnel data listed in Section 3 of the Data Sheet	United States, European Union
DataDog	Connect	Enterprise logging and alerting	Any type of End-User data listed in Section 3 of the Data Sheet	United States, Canada, Germany, Singapore, India, Australia – aligns with the AWS data hosting chosen by customer.