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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**
6Kites, Inc.	Connect & Campaign	Survey Platform Connector 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 Services, 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
Aqfer, Inc.	Connect & Campaign	Identity Resolution Provider	Customer Personnel information	United States, Canada, Germany, Singapore, India, Australia – Customer can choose which pod or data center to use
AskNicely LLC	Connect, Campaign & Tealeaf	Web User Experience Provider	Customer Personnel information	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	Chile

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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
Exabeam, 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
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

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Okta, Inc.	Connect, Campaign & Tealeaf	Login Management Provider	Customer Personnel information, Customer Personnel identifiers	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
Salesforce, Inc.	Connect, Campaign & Tealeaf	Customer Relationship Management Platform Provider	Customer Personnel information	United States
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.
Sproutland Media Networks, LLC	Connect & Campaign	Campaign Manager for Campaign Distributed Management	Any type of Customer Personnel data or End-User data listed in Section 3 of the Data Sheet	United States
Tata Consultancy Services Limited	Connect, Campaign & Tealeaf	Customer Support Provider	Any type of Customer Personnel data or End-User data listed in Section 3 of the Data Sheet	India
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
ValueFirst Digital Media Private Limited	Connect & Campaign (SMS)	Aggregator for Mobile Messaging in India	Any type of End-User data listed in Section 3 of the Data Sheet	India

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DemandTec				
Third-Party Subprocessor Name	**SaaS Products/Feature**	**Purpose**	**Category of Personal Data Processed**	**Location**
CrowdStrike Holdings, Inc.	DemandTec	Endpoint Protection and Monitoring Provider	Customer Personnel information	United States
Exabeam, Inc.	DemandTec	Security Information and Event Management Provider	Customer Personnel information	United States
Microsoft Corporation	DemandTec	Data Hosting Provider (Azure)	Customer Personnel information	United States
Okta, Inc.	DemandTec	Login Management Provider	Customer Personnel information	United States
SalesForce, Inc.	DemandTec	Customer Relationship Management Platform Provider	Customer Personnel information	United States

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