

Product Subprocessors

SUBPROCESSOR ENTITY	PROCESSING REGION	ADDRESS	CONTACT	DATA PROCESSED	SUBPROCESSOR SERVICE	PRODUCT	INTEGRATION WITH SPRINKLR	EFFECT OF DISABLEMENT
Amazon Chime	US	410 Terry Avenue North, Seattle WA 98109	Contact Form	Amazon Chime has access to customers' and end customers' personal data as needed to deliver the voice or SMS capabilities between them, this may include phone numbers, voice data, video data, call recordings and transcription.	Video calling solution on live chat using AWS chime service.	Sprinklr Service	API integration	No video/audio calling functionality on live chat.
AWS Translate	US	410 Terry Avenue North, Seattle WA 98109	Contact Form	Any customer data that is required to be translated	Translation of messages/interactions for improved understanding of global customer base as well as translation of reporting widgets for global team collaboration	All	API Integration	No translation capability or premium language detection.
Cloudinary	US	3400 Central Expressway , Suite 100, Santa Clara, CA 95051	privacy@cloudinary.com	Any content uploaded to create images or videos for publishing through Sprinklr.	End to end digital video and image creation and management solution, within Asset Manager.	Sprinklr Marketing and Sprinklr Social	API integration	Customer will not be able to use image editing tools in Sprinklr Marketing.
Embedly	US	A Medium Corporation 799 Market Street, 5th floor San Francisco, CA 94103,	Contact Form	Links created by customer for preview which may contain personal data if embedded in the link or web page.	Supports with the generation of link previews so customers can review the link prior to publishing.	Sprinklr Service, Social and Marketing	API integration	Link preview generation functionality will break.

		United States of America						
Google Products (Fonts and Translate)	US	1600 Amphitheater Parkway, Mountain View, CA 94043	Contact Form	Any customer data that is required to be translated or subject to font configuration.	Fonts: Font display configurations including changing fonts and uploading custom fonts. Translate: Translation of messages/interactions for improved understanding of global customer base as well as translation of reporting widgets for global team collaboration.	All	API Integration	No translation capability or premium language detection.
Google Vertex	US	1600 Amphitheater Parkway, Mountain View, CA 94043	Contact Form	Any data input by customer into the Sprinklr AI+ feature.	Sprinklr AI+ generative AI capabilities.	All	Enterprise API	No Sprinklr AI+ functionality unless leveraging another AI+ partner.
Open AI	US	3180 18th Street, San Francisco, CA 94110	legal@openai.com	Any data input by customer into the Sprinklr AI+ feature.	Sprinklr AI+ generative AI capabilities.	All	Enterprise API	No Sprinklr AI+ functionality unless leveraging another AI+ partner.
OpenAI Azure	EU/US	One Microsoft Way, Redmond, WA 98052.	Contact Form	Any data input by customer into the Sprinklr AI+ feature.	Sprinklr AI+ generative AI capabilities.	All	Enterprise API	No Sprinklr AI+ functionality unless leveraging another AI+ partner.
Ozonetel	US/India	2880 Zanker Road, Suite 203, San Jose, CA 95134	sales@ozonetel.com	Ozonetel has access to customers' and end customers' personal data as needed to deliver the voice or SMS capabilities between them, this may include	Inbound, outbound and omnichannel voice solutions - supporting our Communications Platform as a Service ("CPaaS") offering.	Sprinklr Service	API Integration	No voice or SMS capability (unless using another voice subprocessor such as Twilio or SignalWire).

				phone numbers, voice data, call recordings and transcription.				
SendGrid	US	Sendgrid, a Twilio Product	privacy@twilio.com	Any data sent via integrated email sources.	Simple Mail Transfer Protocol to enable the integration and sending of emails across networks between you and your customers or others.	Sprinklr Service, Social and Marketing.	API Integration	No email integration or communication functionality.
Shakr, Inc.	US	33 Irving Pl. New York, NY 10003	hello@sha.kr	Any content uploaded to the dynamic video template for dynamic video creation.	End to end video creation and automation. Allows text, graphics, and music to be added to videos created in Asset Manager.	Sprinklr Marketing and Sprinklr Social	API Integration	Customer will not be able to create or use dynamic video templates in Sprinklr.
Signalwire	US	228 Hamilton Ave, 3rd Floor, Palo Alto, CA 94301	dpo@signalwire.com	Signalwire has access to customers' and end customers' personal data as needed to deliver the voice or SMS capabilities between them, this may include phone numbers, voice data, call recordings and transcription.	Inbound, outbound and omnichannel voice solutions - supporting our CPaaS offering, as well as SMS messaging capabilities.	Sprinklr Service	API Integration	No voice or SMS capability (unless using another voice subprocessor such as Twilio or Ozonetel).
Twilio, Inc.	US	101 Spear Street, San Francisco, CA 94105	privacy@twilio.com	Twilio has access to customers' and end customers' personal data as needed to deliver the voice or SMS capabilities between them, this may include	Inbound, outbound and omnichannel voice solutions - supporting our CPaaS offering. Twilio's development platform provides the APIs so that Sprinklr can access the	Sprinklr Service	API Integration	No voice or SMS capability (unless using another voice subprocessor such as SignalWire or Ozonetel).

				phone numbers, voice data, call recordings and transcription.	telecommunications structure.			
WalkMe	US/Europe	71 Spear Street, San Francisco, CA 94105	privacy@walkme.com	Application name and version and username, email address and WalkMe-log-in credentials	WalkMe is a Digital Adoption Platform is used to drive platform adoption by launching in-platform onboarding guides, release updates, announcements etc for Sprinklr users	All	Lightweight JavaScript Code Integration	No in product guidance or messaging.

This pdf list of Sprinklr's In-product subprocessors is current as at February 1, 2024. Please always cross refer to our [subprocessor page](#) for the most up to date list of all subprocessors.