

Product & AI/ML Subprocessors

| SUBPROCESSOR ENTITY | PROCESSING REGION | ADDRESS | CONTACT | DATA PROCESSED | SUBPROCESSOR SERVICE | PRODUCT | INTEGRATION WITH SPRINKLR | EFFECT OF DISABLEMENT |
|-------------------------|---|--|------------------------------|---|---|--|---------------------------|--|
| Amazon Bedrock | US | 410 Terry Avenue North, Seattle WA 98109 | Contact Form | <p>Any data input by customer into the Sprinklr AI+ feature.</p> <p>May have access to customer user, business and production environment data or additional data provided by customer.</p> | <p>Amazon Bedrock supports Sprinklr AI+ generative AI capabilities. In addition,</p> <p>Sprinklr engages Amazon Bedrock to perform limited and specific services for customers who require support for AI model customization. Amazon Bedrock provides human data labelling, tagging and annotation services as well as translation capabilities.</p> | All products utilizing AI+ features. With regards to model customization, the use of Amazon Bedrock is not product specific. Relevant entity will be chosen based on availability, expertise, model requirements, and language capability. | Enterprise API | No Sprinklr AI+ functionality unless leveraging another AI+ partner. |
| Amazon 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. |
| Azure OpenAI | EU/US* * Azure OpenAI US will be the default, unless otherwise requested | One Microsoft Way, Redmond, WA 98052 | Contact Form | <p>Any data input by customer into the Sprinklr AI+ feature.</p> <p>May have access to customer user, business and production environment data or additional data provided by customer.</p> | <p>Azure OpenAI supports Sprinklr AI+ generative AI capabilities. In addition,</p> <p>Sprinklr engages Azure OpenAI to perform limited and specific services for customers who require support for AI model customization. Azure OpenAI provides human data labelling, tagging and annotation services as well as translation capabilities.</p> | All products utilizing AI+ features. With regards to model customization, the use of Azure OpenAI is not product specific. Relevant entity will be chosen based on availability, expertise, model requirements, and language capability. | Enterprise API | No Sprinklr AI+ functionality unless leveraging another AI+ partner. |

| | | | | | | | | |
|--|-------|---|--|--|--|---|---|--|
| Azure Translate | EU/US | One Microsoft Way, Redmond, WA 98052 | 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 (A Medium Corporation) | US | 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. |
| Exotel Techcom Private Limited | India | Workshaala Argus ,2nd floor, 82-1-838/1, 100 Feet Rd, Binnamangala, Stage 1, Indiranagar, Bengaluru-560038, India | Hello@exotel.in | Exotel 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. Exotel's development platform provides the APIs so that Sprinklr can access the telecommunications structure. | Sprinklr Service | API Integration | No voice or SMS capability (unless using another voice subprocessor such as SignalWire or Ozonetel). |
| GFactors (OPC) Private Limited | India | 4th Floor, Poonam Chambers, #306, HRBR Layout, 3rd Block, Hennur Main Road, Near Hennur Bus Depot, Bengaluru | admin@gfactors.co.in | May have access to customer user, business and production environment data or additional data provided by customer. | Sprinklr engages third parties to perform limited and specific services for customers who require specific support for AI modeling and training. This entity provides human data labelling, tagging and annotation services as well as translation capabilities. | Not product specific. Relevant entity will be chosen based on availability, expertise, model requirements, and language capability. | Human remote access to dedicated Sprinklr environments. No ability to copy, download or export data from this system. | Without these third party services we would not be able to fine tune or develop custom built models for you. |
| Google Products (Fonts and Translate) | US | 1600 Amphitheater Parkway, | Contact Form | Any customer data that is required to be translated | Fonts: | All | API Integration | No translation capability or |

| | | | | | | | | |
|---|--------|---|--|--|---|---|---|--|
| | | Mountain View, CA 94043 | | or subject to font configuration. | 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. | | | 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. May have access to customer user, business and production environment data or additional data provided by customer. | Google Vortex supports Sprinklr AI+ generative AI capabilities. Sprinklr engages Google Vortex to perform limited and specific services for customers who require specific support for AI model customization. Google Vortex provides human data labelling, tagging and annotation services as well as translation capabilities. | All products utilizing AI+ features. With regards to model customization, the use of Google Vortex is not product specific. Relevant entity will be chosen based on availability, expertise, model requirements, and language capability. | Enterprise API | No Sprinklr AI+ functionality unless leveraging another AI+ partner. |
| Itteco Software Corp. d/b/a Iframe.ly | Canada | 506 Queen Elizabeth Driveway; Ottawa; K1S 3N4; ON; CA | support@iframe.ly | 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 Social | API Integration | Link preview generation functionality will break. |
| Mayflower Language Service Private Limited | India | No. 104, Infantry Road, Infantry Techno Park, Shivajinagar, Bengaluru 560001, India | office@sumalinguae.com | May have access to customer user, business and production environment data or additional data provided by customer. | Sprinklr engages third parties to perform limited and specific services for customers who require specific support for AI modeling and training. This entity provides human data labelling, tagging and annotation services as well as translation capabilities. | Not product specific. Relevant entity will be chosen based on availability, expertise, model requirements, and language capability. | Human remote access to dedicated Sprinklr environments. No ability to copy, download or export data from this system. | Without these third party services we would not be able to fine tune or develop custom built models for you. |

| | | | | | | | | |
|---------------------|-------------------|---|--|--|---|---|-----------------|--|
| Open AI, LLC | US | 3180 18th Street, San Francisco, CA 94110 | legal@openai.com | Any data input by customer into the Sprinklr AI+ feature. May have access to customer user, business and production environment data or additional data provided by customer. | Open AI supports Sprinklr AI+ generative AI capabilities. In addition, Sprinklr engages OpenAI to perform limited and specific services for customers who require support for AI model customization. OpenAI provides human data labelling, tagging and annotation services as well as translation capabilities. | All products utilizing AI+ features. With regards to model customization, the use of OpenAI is not product specific. Relevant entity will be chosen based on availability, expertise, model requirements, and language capability. | 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 phone numbers, voice data, call recordings and transcription. | 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). |
| Plainly | UK, Serbia | 124 City Road, London, England, EC1V 2NX | contact@plainlyvideos.com | 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 Social and Marketing | API Integration | Customer will not be able to create or use dynamic video templates in Sprinklr. |
| SendGrid | US | 1801 California St. Denver, Colorado 80202 | 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. |
| Shotstack | Australia | 320 Pitt St, Sydney NSW 2000, Australia | support@shotstack.io | 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 Social and Marketing | API Integration | Customer will not be able to create or use dynamic video templates in Sprinklr. |
| Signalwire | US, EU, CH, or UK | 228 Hamilton Ave, 3rd Floor, | dpo@signalwire.com | Signalwire has access to customers' and end customers' personal data | Inbound, outbound and omnichannel voice solutions - | Sprinklr Service | API Integration | No voice or SMS capability (unless using another voice |

| | | | | | | | | |
|--|-----------|--|--|---|--|---|---|--|
| | | Palo Alto, CA 94301 | | as needed to deliver the voice or SMS capabilities between them, this may include phone numbers, voice data, call recordings and transcription. | supporting our CPaaS offering, as well as SMS messaging capabilities. | | | 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 phone numbers, voice data, call recordings and transcription. | Inbound, outbound and omnichannel voice solutions - supporting our CPaaS offering. Twilio's development platform provides the APIs so that Sprinklr can access the telecommunications structure. | Sprinklr Service | API Integration | No voice or SMS capability (unless using another voice subprocessor such as SignalWire or Ozonetel). |
| 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. |
| Zoom Video Communications, Inc. | US | 55 Almaden Blvd, Suite 600 San Jose, CA 95113 | privacy@zoom.us | Zoom has access to customers' and end customers' personal data as needed to deliver the voice capabilities between them, this may include phone numbers, voice data, video data, call recordings and transcription. | Video calling solution on live chat using Zoom. | Sprinklr Service | API integration | No video/audio calling functionality on live chat. |
| Zuru Services LLP | India | #168 10th Main, Hebbal - Kempapura, Bangalore, 560024, India | connect@zuruservices.com | May have access to customer user, business and production environment data or additional data provided by customer. | Sprinklr engages third parties to perform limited and specific services for customers who require specific support for AI modeling and training. This entity provides human data labelling, tagging and annotation services as well as translation capabilities. | Not product specific. Relevant entity will be chosen based on availability, expertise, model requirements, and language capability. | Human remote access to dedicated Sprinklr environments. No ability to copy, download or export data from this system. | Without these third party services we would not be able to fine tune or develop custom built models for you. |

| Hosting Subprocessors | | | | | | | | |
|------------------------|--|--|------------------------------|---|---|---------|------------------------------|--|
| SUBPROCESSOR ENTITY | PROCESSING REGION | ADDRESS | CONTACT | DATA PROCESSED | SUBPROCESSOR SERVICE | PRODUCT | INTEGRATION WITH SPRINKLR | EFFECT OF DISABLEMENT |
| Microsoft Azure | US, EU, CH, Qatar | One Microsoft Way, Redmond, WA 98052 | Contact Form | All customer data in platform as per DPA. | Sprinklr engages third party cloud hosting/data storage providers to host the Sprinklr platform, including your specific customer environment. Your data hosting location is indicated on your Order Form and Microsoft Azure supports US, EU, and Qatar hosting. | All | Cloud Hosting Infrastructure | N/A - Customer can be hosted on another cloud. |
| AWS | US, Aus, UAE, UK, Ireland, Germany*, India * Early Access defaults to Germany | 410 Terry Avenue North, Seattle WA 98109 | Contact Form | All customer data in platform as per DPA. | Sprinklr engages third party cloud hosting/data storage providers to host the Sprinklr platform, including your specific customer environment. Your data hosting location is indicated on your Order Form and AWS supports US, Aus, UAE, UK and India hosting. | All | Cloud Hosting Provider | N/A - Customer can be hosted on another cloud. |
| Google LLC | US, Germany, KSA | 1600 Amphitheater Parkway, Mountain View, CA 94043 | Contact Form | All customer data in platform as per DPA. | Sprinklr engages third party cloud hosting/data storage providers to host the Sprinklr platform, including your specific customer environment. Your data hosting location is indicated on your Order Form and Google supports US and KSA hosting. | All | Cloud Hosting Provider | N/A - Customer can be hosted on another cloud. |

Sprinklr Affiliates

| SUBPROCESSOR ENTITY | PROCESSING REGION | ADDRESS | CONTACT | DATA PROCESSED | SUBPROCESSOR SERVICE | PRODUCT | INTEGRATION WITH SPRINKLR | EFFECT OF DISABLEMENT |
|--------------------------------------|-------------------|---|--|---|---|---|-------------------------------|---|
| Sprinklr Denmark ApS | Denmark | Woods Office Ørestad ApS- Suite Southamptongade 4 2150 Nordhavn, Denmark | privacy@sprinklr.com | Customer contact data, customer user data and any data within the production environment as required and permitted by customer. | Account support, security, consulting or managed services, software development, quality assurance, engineering and customer success management | N/A – not applicable to a specific product. | Remote system/ web access. | A different region may be able to provide support as necessary. |
| Sprinklr France | France | 36 rue Lafayette 75009 Paris, France | privacy@sprinklr.com | Customer contact data, customer user data and any data within the production environment as required and permitted by customer. | Account support, security, consulting or managed services, software development, quality assurance, engineering and customer success management | N/A – not applicable to a specific product. | Remote system/ web access. | A different region may be able to provide support as necessary. |
| Sprinklr Germany GmbH | Germany | 4th floor, Am Sandtorkai 27 20457 Hamburg, Germany | privacy@sprinklr.com | Customer contact data, customer user data and any data within the production environment as required and permitted by customer. | Account support, security, consulting or managed services, software development, quality assurance, engineering and customer success management | N/A – not applicable to a specific product. | Remote system/ web access. | A different region may be able to provide support as necessary. |
| Sprinklr Italia SRL | Italy | Corso Europa 15, Ste 603, Milan 20122 Italia | privacy@sprinklr.com | Customer contact data, customer user data and any data within the production environment as required and permitted by customer. | Account support, security, consulting or managed services, software development, quality assurance, engineering and customer success management | N/A – not applicable to a specific product. | Remote system/ web access. | A different region may be able to provide support as necessary. |
| Sprinklr Netherlands BV | Amsterdam | Co-Office,De Bolelaan 30 Suite #3-13, 1083 HJ Amsterdam, Netherlands | privacy@sprinklr.com | Customer contact data, customer user data and any data within the production environment as required and permitted by customer. | Account support, security, consulting or managed services, software development, quality assurance, engineering and customer success management | N/A – not applicable to a specific product. | Remote system/ web access. | A different region may be able to provide support as necessary. |
| Sprinklr Software Iberia S.L. | Spain | Calle de María de Molina, 54, Ste 503-504 28006, Madrid, Spain | privacy@sprinklr.com | Customer contact data, customer user data and any data within the production environment as required and | Account support, security, consulting or managed services, software development, quality assurance, engineering and customer success management | N/A – not applicable to a specific product. | Remote system/ web access. | A different region may be able to provide support as necessary. |

| | | | | | | | | |
|--|-------------|---|--|---|---|---|----------------------------|--|
| | | | | permitted by customer. | | | | |
| Sprinklr Switzerland GmbH (Sprinklr Switzerland Sarl) | Switzerland | Business Center Talacker, 1st Floor Talacker 41 8001 Zurich Switzerland | privacy@sprinklr.com | Customer contact data, customer user data and any data within the production environment as required and permitted by customer. | Account support, security, consulting or managed services, software development, quality assurance, engineering and customer success management | N/A – not applicable to a specific product. | Remote system/ web access. | A different region may be able to provide support as necessary. |
| Unified XM AB (Sweden) | Sweden | c/o TMF Sweden AB, Vasagatan 38, 111 20 Stockholm, Sweden | privacy@sprinklr.com | Customer contact data, customer user data and any data within the production environment as required and permitted by customer. | Account support, security, consulting or managed services, software development, quality assurance, engineering and customer success management | N/A – not applicable to a specific product. | Remote system/ web access. | A different region may be able to provide support as necessary. |
| Sprinklr UK Ltd. | UK | 123 Victoria Street, 4 th Floor, Westminster London, SW1E 6RA UK | privacy@sprinklr.com | Customer contact data, customer user data and any data within the production environment as required and permitted by customer. | Account support, security, consulting or managed services, software development, quality assurance, engineering and customer success management | N/A – not applicable to a specific product. | Remote system/ web access. | A different region may be able to provide support as necessary. |
| Sprinklr India Private Limited | India | 808 Tower A, Sohna Road, Gurugram, 122018, Haryana, India | privacy@sprinklr.com | Customer contact data, customer user data and any data within the production environment as required and permitted by customer. | Account support, security, consulting or managed services, software development, quality assurance, engineering and customer success management | N/A – not applicable to a specific product. | Remote system/ web access. | Engineering and tech ops support would not be possible. Custom model training would not be possible. |
| Sprinklr Australia Pty. Ltd. | Australia | Hub Flinders Street 180 Flinders St, Melbourne VIC 3000, Australia | privacy@sprinklr.com | Customer contact data, customer user data and any data within the production environment as required and permitted by customer. | Account support, security, consulting or managed services, software development, quality assurance, engineering and customer success management | N/A – not applicable to a specific product. | Remote system/ web access. | A different region may be able to provide support as necessary. |
| Sprinklr Singapore PTE. Ltd. | Singapore | 38 Beach Road, South Beach Tower #08-11 Singapore 18976 | privacy@sprinklr.com | Customer contact data, customer user data and any data within the production environment as required and permitted by customer. | Account support, security, consulting or managed services, software development, quality assurance, engineering and customer success management | N/A – not applicable to a specific product. | Remote system/ web access. | A different region may be able to provide support as necessary. Some security support may not be possible. |

| | | | | | | | | |
|------------------------------------|-----------|--|--|---|---|--|-------------------------------|---|
| Sprinklr Korea LLC | Korea | WeWork Seolleung c/o Sprinklr Korea LLC 302, Teheran-ro Gangnam-gu, #12- 102 Seoul 06210 South Korea | privacy@sprinklr.com | Customer contact data, customer user data and any data within the production environment as required and permitted by customer. | Account support, security, consulting or managed services, software development, quality assurance, engineering and customer success management | N/A – not applicable to a specific product. | Remote system/ web access. | A different region may be able to provide support as necessary. |
| Sprinklr Hong Kong | Hong Kong | AIA Central 1 Connaught Road Central Unit 18, Level 15, Hong Kong | privacy@sprinklr.com | Customer contact data, customer user data and any data within the production environment as required and permitted by customer. | Account support, security, consulting or managed services, software development, quality assurance, engineering and customer success management | N/A – not applicable to a specific product. | Remote system/ web access. | A different region may be able to provide support as necessary. |
| Sprinklr Japan K.K. | Japan | 11F Sumitomofudosan Roppongi-Dori Building 7-18-18 Roppongi Minato- ku 106-0032 Tokyo, Japan | privacy@sprinklr.com | Customer contact data, customer user data and any data within the production environment as required and permitted by customer. | Account support, security, consulting or managed services, software development, quality assurance, engineering and customer success management | N/A – not applicable to a specific product. | Remote system/ web access. | A different region may be able to provide support as necessary. |
| Sprinklr Gulf | UAE | Level 5, Injaz Building, Dubai Internet City, Dubai - UAE | privacy@sprinklr.com | Customer contact data, customer user data and any data within the production environment as required and permitted by customer. | Account support, security, consulting or managed services, software development, quality assurance, engineering and customer success management | N/A – not applicable to a specific product. | Remote system/ web access. | A different region may be able to provide support as necessary. However, some custom model training capabilities may be limited, and some engineering support may be limited |
| Sprinklr (Brasil) Ltda. | Brazil | Avenida Paulista, 2300, Conjuntos 162 16° and– CEP 01310-300 São Paulo – SP Brazil | privacy@sprinklr.com | Customer contact data, customer user data and any data within the production environment as required and permitted by customer. | Account support, security, consulting or managed services, software development, quality assurance, engineering and customer success management | N/A – not applicable to a specific product. | Remote system/ web access. | A different region may be able to provide support as necessary. |
| Sprinklr Canada Inc. | Canada | 3 Bridgman Ave Suite 200 Toronto, ON | privacy@sprinklr.com | Customer contact data, customer user data and any data within the production environment | Account support, security, consulting or managed services, software development, quality | N/A – not applicable to a | Remote system/ web access. | A different region may be able to provide support as necessary. Some |

| | | | | | | | | |
|---|-------|---|--|---|---|---|---------------------------|---|
| | | M5R 3V4 | | as required and permitted by customer. | assurance, engineering and customer success management | specific product. | | security support may be limited. |
| Sprinklr Doha QFC Branch | Qatar | Office 14 & 15, Workinton, Mezzanine Fl., Burj Alfardan, Marina District, Doha, Qatar | privacy@sprinklr.com | Customer contact data, customer user data and any data within the production environment as required and permitted by customer. | Account support, security, consulting or managed services, software development, quality assurance, engineering and customer success management | N/A – not applicable to a specific product. | Remote system/web access. | A different region may be able to provide support as necessary. |
| Sprinklr, Inc. (where contract is between Customer and another Sprinklr affiliate) | US | 441 Ninth Avenue, 12 th Floor, New York, NY 10001 USA | privacy@sprinklr.com | Customer contact data, customer user data and any data within the production environment as required and permitted by customer. | Account support, security, consulting or managed services, software development, quality assurance, engineering and customer success management | N/A – not applicable to a specific product. | Remote system/web access. | A different region may be able to provide support as necessary. However, some security support may be limited |

| Implementation and Managed Service Subprocessors | | | | | | | | |
|--|---|---|--|--|---|--|---|---|
| SUBPROCESSOR ENTITY | PROCESSING REGION | ADDRESS | CONTACT | DATA PROCESSED | SUBPROCESSOR SERVICE | PRODUCT | INTEGRATION WITH SPRINKLR | EFFECT OF DISABLEMENT |
| Accenture | Global depending on customer requirements | 1 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland | dataprivacyofficer@accenture.com | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Success Management, Implementation Services, Managed Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support implementation needs. | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |
| Allant | US | 2655 Warrenville Road, Suite 200, Downers Grove, IL 60515 | privacy@allantgroup.com | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Success Management, Implementation Services, Managed Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support implementation needs. | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |
| Bluewave Technology UK Ltd | UK | 63/66 Hatton Garden Fifth Floor, Suite 23 London, EC1N 8LE United Kingdom | dpo@bluewavegroup.eu | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Success Management, Implementation Services, Managed Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support implementation needs. | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |
| Cleargoals | US | 1411 Broadway, 16th Floor, New York, NY 10018 | backoffice@cleargoals.com | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Implementation Services, Managed Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support implementation needs. | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |

| | | | | | | | | |
|--|---|--|--|--|---|--|---|---|
| Crystal Technology Services | India | Crystal House, Plot no 97, Opp to Thakur College Gate No3, Road no.1, next to Medical, Kandivali East, Mumbai - 400101, India | corporate@ctindia.co.in | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Implementation Services, Managed Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support implementation needs. | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |
| Deloitte Consulting LLP | Global depending on customer requirements | 100 S. King Street, Suite 600, Seattle WA 98104 | usprivacyquestions@deloitte.com | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Success Management, Implementation Services, Managed Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support implementation needs. | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |
| E-Contact | US, South America | 5040 NW 7 th St Suite 705 Miami, FI | info@e-contact.cx | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Implementation Services, Managed Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support implementation needs. | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |
| Enhanced Software Solutions Pvt. Ltd. | India | 9th Floor, Lodha Supremus, 909, 1, Rd Number 22, Wagle Industrial Estate, Thane West, Thane, Maharashtra 400604, India | info@ess.net.in | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Success Management, Implementation Services, Managed Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support implementation needs. | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |
| FKTR Digital LLC | US | 3400 Oak Grove Ave. Suite 300 Dallas, TX 75204 | privacy@fktrdigital.com | May have access to customer user, business and production environment data | Consulting, Success Management, Implementation Services, Managed Services | Not product specific. Can support implementation and managed | Human support and remote access to customer environments as | N/A – Only engaged as required and instructed by the customer. No |

| | | | | | | | | |
|---|-----------------|--|--|--|---|--|---|---|
| | | | | dependent on permissions granted and services required by the customer. | | service needs for any Sprinklr product. | required by customer to support implementation needs. | automatic engagement or enablement. |
| HGS Digital LLC | US | 651 W. Washington Blvd. STE 303, Chicago, IL 60661 | privacy@teamhgs.com | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Success Management, Implementation Services, Managed Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support implementation needs. | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |
| Infinet.cx | Germany | Ganghoferstraße 66e, 80339 München, Germany | info@infinet.cx | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Implementation Services, Managed Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support implementation needs. | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |
| Integration Services and Technologies (IST Networks) | UAE, Egypt, KSA | Dubai Airport Free Zone Office 120, Building 4A Dubai, UAE | enquiries@istnetworks.com | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Implementation Services, Managed Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support implementation needs. | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |
| Interaxa Brasil Tecnologia E Informatica Ltda. | Argentina | Carlos Pellegrini 635, C1010 Cdad. Autónoma de Buenos Aires, Argentina | interaxa@interaxa.com | May have access to customer user, business and production environment data dependent on permissions granted and services | Consulting, Success Management, Implementation Services, Managed Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |

| | | | | | | | | |
|------------------------------------|---------------|--|--|--|---|--|---|---|
| | | | | required by the customer. | | | implementation needs. | |
| iOPEX Technologies, Inc. | US | 1245 S. Winchester Blvd, Suite 309, San Jose, California 95128 United States of America | solutions@iopex.com | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Success Management, Implementation Services, Managed Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support implementation needs. | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |
| Kinship Digital Pty Limited | US, Australia | 651 W. Washington Blvd. STE 303, Chicago, IL 60661 | Online Form | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Success Management, Implementation Services, Managed Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support implementation needs. | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |
| Premium Blend Consulting | Canada, US | 3113 Alan Shepard St., Oak Hill, VA 20171 | info@premium-blend.com | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Success Management, Implementation Services, Managed Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support implementation needs. | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |
| Raffish Agency | Netherlands | De Groote Rede 86 5247 LA, Rosmalen The Netherlands | info@raffishagency.com | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Success Management, Implementation Services, Managed Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support implementation needs. | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |
| SAMY Alliance | Spain | C. de Ulises, 97, 28043, Madrid | dbd@samy.com | May have access to customer user, business and | Consulting, Success Management, | Not product specific. Can support | Human support and remote access to | N/A – Only engaged as required and |

| | | | | | | | | |
|-----------------------|---------|--|--|--|---|--|---|---|
| | | | | production environment data dependent on permissions granted and services required by the customer. | Implementation Services, Managed Services | implementation and managed service needs for any Sprinklr product. | customer environments as required by customer to support implementation needs. | instructed by the customer. No automatic engagement or enablement. |
| SMT | Brazil | Rua Ministro Orozimbo Nonato, 215 6° andar - Salas 13 e Vila da Serra, Nova Lima/MG 34006-053 Brazil | Online Form | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Implementation Services, Managed Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support implementation needs. | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |
| Systems Arabia | KSA | 7069 King Fahd Rd, As Sahafah, Dist, Al Hital Tower, 5th Floor, Riyadh 13315, Saudi Arabia | Online Form | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Implementation Services, | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support implementation needs. | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |
| Tech Mahindra | Germany | 88 North Riesstr. 20, 80992 Munich, Germany | dpo@techmahindra.com | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Success Management, Implementation Services, Managed Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support implementation needs. | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |
| Touchflows | France | 64 Rue Anatole, 92300, Levallois-Perret, France | contact@touchflows.com | May have access to customer user, business and production environment data dependent on permissions granted and services | Consulting, Implementation Services, | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |

| | | | | | | | | |
|---------------------------|-----------------|---|--|--|---|--|---|---|
| | | | | required by the customer. | | | implementation needs. | |
| Trellist | US | 117 N. Market Street, Suite 300, Wilmington, DE 19801 | info@trellist.com | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Success Management, Implementation Services, Managed Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support implementation needs. | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |
| Unify Technologies | India | 16 Pioneer Towers, HITEC City, Hyderabad, TS 500081 India | privacy@unifytech.com | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Success Management, Implementation Services, Managed Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support implementation needs. | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |
| Watch and Act | Spain, Portugal | Calle de Puerto Rico 8 B, Madrid, 28016 | info@watchandact.eu | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Success Management, Implementation Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support implementation needs. | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |
| Workrails | US | WorkRails 50 Stewart Ave, Huntington, NY 11743 | info@workrails.com | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Software Support Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | No access to Customer environments | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |

| | | | | | | | | |
|------------------------|---------|--|--|--|---|--|---|---|
| Zill Consulting | Ireland | 1 Tower Avenue, Rathgar, Dublin 6, Dublin 2, Ireland | info@zillconsulting.com | May have access to customer user, business and production environment data dependent on permissions granted and services required by the customer. | Consulting, Success Management, Implementation Services, Managed Services | Not product specific. Can support implementation and managed service needs for any Sprinklr product. | Human support and remote access to customer environments as required by customer to support implementation needs. | N/A – Only engaged as required and instructed by the customer. No automatic engagement or enablement. |
|------------------------|---------|--|--|--|---|--|---|---|

This pdf list of Sprinklr's subprocessors is current as of April 1, 2025. Please always cross refer to our subprocessor page at www.sprinklr.com/subprocessors for the most up to date list of all subprocessors.