



Service Specific Subprocessors

Last Updated on : 2nd June 2021

Zoho uses certain sub-processors, content delivery networks and third parties to assist it in providing the Zoho Services.

What is a Sub-processor

A sub-processor is a third party data processor engaged by Zoho, who has or potentially will have access to or process Service Data (which may contain Personal Data). Zoho engages different types of sub-processors to perform various functions as explained in the tables below.

Process followed to on-board a Sub-Processor

Zoho evaluates the security and privacy practices of sub-processors whom we wish to contract to ensure that they are in line with Zoho's information security and privacy standards. We then execute appropriate data protection agreements with them.

Filter by Applicable Services

Select services

APPLICABLE SERVICES	ENTITY NAME	PURPOSE	LOCATION OF PROCESSING	APPLICABLE DATA CENTER	APPLICABLE FOR
1. Zoho Survey	Amazon Simple Email Service (SES)	Sending emails to multiple persons simultaneously	US West (Oregon) US-West-2 , Europe (Ireland) EU-West-1	US, EU, IN, AU	All the customers around the globe
1. Zoho PageSense 2. Site24x7 3. ManageEngine SupportCenter Plus (SCP) 4. ManageEngine ServiceDesk Plus MSP (SDP MSP)	Amazon Web Services(CDN)	To provide content delivery network to improve speed of data transmission	Worldwide	US, EU, IN, AU	All the customers around the globe
1. Site24x7 2. ManageEngine MDMCloud 3. ManageEngine SupportCenter Plus (SCP) 4. ManageEngine ServiceDesk Plus MSP (SDP MSP)	BulkSMS	Sending text messages to individuals, or multiple persons simultaneously	Ireland, South Africa	US, EU, IN, AU	All the customers around the globe
1. Site24x7 2. ManageEngine AlarmsOne (Used only in US DC) 3. ManageEngine MDMCloud 4. ManageEngine ADSelfServicePlus 5. ManageEngine SupportCenter Plus (SCP) 6. ManageEngine ServiceDesk Plus MSP (SDP MSP)	Clickatell	Sending text messages to individuals, or multiple persons simultaneously	Ireland	US, EU, IN, AU	All the customers around the globe

1. Zoho Accounts 2. Zoho Sign 3. Zoho Workerly 4. Zoho Assist 5. Zoho Notebook	Sinch (formally known as CLX Communication)	To send SMS during: a. Two Factor Authentication(TFA) b. Sign-up using SMS c. Sign-in using SMS d. Account Recovery using SMS e. Forgot password recovery method f. Addition of a number to your account	Ireland, Sweden, North California, Ashburn	US, EU, IN, AU	All the customers around the globe
1. Zoho Recruit	Daxtra	To parse CVs, resume or other candidate information	Singapore	US, EU, IN, AU	All the customers around the globe
1. Zoho Inventory 2. Zoho Books	Easy Post	A shipping service used to deliver goods/items	US	US, EU, IN, AU	All the customers around the globe
1. Zoho Creator (Premium and Ultimate Edition) 2. Zoho Survey (Pro and Enterprise Edition) 3. Zoho SalesIQ (Enterprise Edition)	Google Translate	To carry out translation between different languages	US-East	US, EU, IN, AU	All the customers around the globe
1. Zoho Books 2. Zoho Invoice 3. Zoho Inventory 4. Zoho Expense 5. Zoho Payroll 6. Zoho Subscriptions 7. Zoho Checkout 8. Zoho Daybook App 9. Site24x7 10. ManageEngine SupportCenter Plus (SCP) 11. ManageEngine ServiceDesk Plus MSP (SDP MSP)	Kaleyra	Sending SMS notifications to our customers and to their clients.	India	US, EU, IN, AU	India Edition and all the users who have chosen the org country as India (in their Global Edition) delivering SMSs only to Indian Mobile numbers
1. Zoho Campaigns	Litmus	To preview the Zoho Campaigns output in various browsers	US-EAST	US, EU, IN, AU	All the customers around the globe
1. Zoho Books 2. Zoho Expense	Perfios	To fetch bank transactions statements	Singapore, India	US, IN	All the customers signed up for Indian Edition & GCC Edition
1. Zoho Invoice 2. Zoho Books 3. Zoho Inventory	Postal Methods	To deliver hard copies of commercial documents.	US	US, EU, IN	All the customers around the globe
1. Zoho Meeting	Tata communications	To provide in-bound dialling services	USA- LA, NY ,Canada- Montreal, Toronto, Europe- London, Frankfurt and Madrid, Asia- Singapore, HK and Australia	US, EU, IN, AU	All the customers around the globe
1. Zoho Accounts 2. Zoho Sign 3. Zoho Workerly	TeleSign	To send SMS during: a. Two Factor Authentication(TFA) b. Sign-up using SMS c. Sign-in using SMS d. Account	US	US, EU, IN, AU	All the customers

4. Zoho Assist 5. Zoho Notebook		Recovery using SMS e. Forgot password recovery method f. Addition of a number to your account			around the globe
1. Zoho Bigin 2. Site24x7 3. ManageEngine AlarmsOne (Used only in US DC) 4. ManageEngine SupportCenter Plus (SCP) 5. ManageEngine ServiceDesk Plus MSP (SDP MSP)	Twilio	Sending text messages to individuals, or multiple persons simultaneously	US-East-1	US, EU, IN, AU	All the customers around the globe
1. Zoho Expense 2. Zoho Books 3. Zoho Invoice	Verifi	To extract data from the documents uploaded for autoscan.	US (east and west coasts), Canada, Europe (Frankfurt), Asia / Pacific (Australia)	US, EU, IN, AU	All the customers around the globe
1. Zoho Meeting	Voxbone	To provide in-bound dialling services	Belgium, Germany, Hong Kong, USA	US, EU, IN, AU	All the customers around the globe
1. Zoho Books 2. Zoho Expense	Yodlee	To fetch bank transactions statements	US	US, EU, IN, AU	All the customers around the globe
1. Zoho Campaigns	Zero Bounce	To validate user's contacts and remove inactive email address from the list to have better email delivery performance.	EU	EU, US, IN, AU	All the customers around the globe

Note:

- If you enable the TFA settings(SMS method) for your Zoho Account, irrespective of the Zoho services that you use, the sub-processor associated with Zoho Account(for sending the SMS) will be utilized. Additionally, general services such as account recovery using SMS, sign up/sign in using SMS, adding a new number to your Zoho Account also uses the sub-processors associated with Zoho Accounts irrespective of the other Zoho applications you may use.
- If you use our suite of applications such as Zoho One, "Plus" suites, then the sub processors associated with each of the respective products in those bundles would apply as mentioned in the above tabular column.
- If you are the admin of any Zoho service for your organization, you can choose to subscribe for notifications on modifications (addition and change) of sub-processors in this page by clicking [here](#).

Third Party Service Providers used by Zoho to provide you the Services:

What is a Third Party Service Provider?

In this context, "Third Party Service Provider" means those recipients of personal information that do not fall strictly under the category of sub-processors. It may be because either Zoho is acting as a controller for the information shared with the Third Party Service Provider (such as information processed for spam filtering and fraud prevention) or the Third Party Service Provider acts as an independent controller (for example, because of a legal obligation). Role of each Third Party Service Provider is specified below.

We will give you a choice to disable the use of a particular Third Party Service Provider except when the Third Party Service Provider is used for critical requirements such as fraud prevention. Where we do not give you a choice to disable the use of a particular Third Party Service Provider, we will take measures to ensure that your information is secure and is processed in compliance with applicable data protection laws.

APPLICABLE ZOHO SERVICE	NAME OF THE THIRD PARTY SERVICE	PURPOSE	DATA PROCESSED	ROLE OF THIRD PARTY SERVICE PROVIDER	LOCATION OF PROCESSING	APPLICABILITY
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	PROVIDER			PROVIDER		
1. Zoho Campaigns	Validity	Spam filtering, fraud detection, to improve deliverability of Zoho Campaigns	Email address of the sender	Validity processes the data specified only to provide services to Zoho and for the purposes mentioned here.	US	All the customers of Zoho Campaigns across the globe.