# Service Specific Sub-processors and Third Parties

Last Updated on : 3rd February, 2026

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 Information). 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 **Filter by Applicable Data Center** Select data centers

| SUB-PROCESSOR NAME | SERVICE | LOCATION OF PROCESSING | APPLICABLE ZOHO SERVICES | APPLICABLE DATA CENTER | APPLICABILITY | TYPE OF DATA SHARED/PROCESSED |
|---|---|---|---|---|---|---|
| **Amazon CDN** | To provide a content delivery network to improve the speed of data transmission | Worldwide | 1. Zoho PageSense | US, EU, IN, AU, JP, CA, SA | All the customers around the globe | Static webpage content and custom scripts |
| | | | 2. Site24x7 | US, EU, IN, AU, JP, CA, SA | All the customers around the globe | Static webpage content and custom scripts |
| | | | 3. Zoho Books,<br>4. Zoho Invoice,<br>5. Zoho Inventory,<br>6. Zoho Expense,<br>7. Zoho Payroll,<br>8. Zoho Billing,<br>9. Zoho Checkout,<br>10. Zoho FSM,<br>11. Zoho Practice | US, IN | All the customers around the globe who have signed up in the US or IN DC. | Static webpage content and IP address |
| | | | 12. Zoho Marketing Automation | US, EU, IN, AU, JP, CA, SA | All the customers around the globe | Static webpage content and custom scripts |
| **Amazon SNS** | Sending text messages to individuals, or multiple persons simultaneously | In the US-East for the US & IN DCs<br><br>In the AU for the AU DC | Zoho Shifts | US, IN, AU | All the customers around the globe | Phone number |
| **Brave search API** | Compare the document with publicly available online content to identify any matches or potential plagiarism, and list the matching source pages. | In the US for all applicable DCs | Zoho Writer | US, IN | All customers across the globe who've signed up in the US or IN DC. | Content shared by users to check for plagiarism. |
| **Daxtra** | To parse CVs, resumes, or other candidate information, as well as job descriptions. | In Ireland for US, IN, AU, EU, JP, CA, SA DCs<br>In UAE for UAE DC | Zoho Recruit | US, IN, AU, EU, JP, CA, SA, UAE | All customers around the globe who use CVs, resumes, or similar candidate information parsing, as well as job descriptions in languages other than English. | 1. Resume<br>2. Job Description |

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| **Easy Post** | A shipping service used to deliver goods/items | In the US for all the DCs | 1. Zoho Books<br>2. Zoho Inventory | US, IN, AU, JP, CA | All the customers around the globe | 1. Customer's postal address (Shipment dispatch address),<br>2. End user's postal address (Shipment destination address),<br>3. Shipment specific details (Eg: Dimension, weight of the package, etc) |
| **Google Translate** | To carry out translation between different languages | In the US for US, IN, AU, JP and CA DCs<br><br>In the EU for EU DC | 1. Zoho Creator | US, EU, IN, AU, JP, CA | All the customers around the globe who have signed up for **Premium and Ultimate Edition** | 1. Application meta data (Eg: Application name, Form name, Fields name, etc)<br>2. Static content of the creator website other than the User/Application specific data |
| | | In the US for US, IN, AU, JP, CA and SA DCs<br><br>In the EU for EU DC | 2. Zoho Survey | US, EU, IN, AU, JP, CA, SA | All the customers around the globe who have signed up for **Pro and Enterprise Edition** | 1) Survey meta data (Eg: Survey name, Question message, Option message, etc) created by the customer<br>2) Responses of open ended (Short Answer, Long Answer, Matrix Text Box, Matrix Grid, Multiple Textboxes, Comments (if enabled) and Other Option (if enabled)) type questions/fields. |
| | | In the US for all the DCs | 3. Zoho SalesIQ | US, IN, AU | All the customers around the globe who have signed up for **Enterprise Edition** | Chat text |
| **Google Cloud [Speech-to-text]** | To convert speech to text also called speech transcription. | In the US for the US, IN, CA, SA, JP & AU DCs<br><br>In the EU for the EU DC | 1. Zoho CRM | IN, EU, US, CA, SA, JP & AU | All the customers around the globe who have signed up for Enterprise and Ultimate Editions who make use of the Call Activity Module. | Audio Call Recordings |
| | | | 2. Zoho Voice | US, EU | All the customers around the globe who have signed up in the applicable data centers and who have enabled voice mail transcription. | Voice Mail Audio Files |
| | | In the US for the US, AU & IN DCs<br><br>In the EU for the EU DC | 3. Zoho ResearchStudio | US,EU, IN & AU | All customers around the globe who have signed up in the relevant data centers and use the Generate Transcript functionality for languages other than English. | Audio Recordings and Audio Files |
| **Google Cloud [Text-to-Speech]** | To convert text to audio. | In the US for US DC<br><br>In the EU for EU DC | Zoho Voice | US, EU | All the customers around the globe who have signed up in the applicable data centers and make use of text prompts for greetings and IVR menus. | Text prompt |
| **Litmus** | To preview the Zoho Campaigns output in various browsers | In the US-East for all the DCs | 1. Zoho Campaigns | US, IN, AU | All the customers around the globe who have signed up in the US or IN or AU DC | Email Content |
| | | | 2. Zoho Marketing Automation | US, IN, AU | All the customers around the globe who have signed up in the US or IN or AU DC | Email Content |

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| **Luna Soft** | E-Invoice provider for Mexico | US | 1. Zoho Books,<br>2. Zoho Invoice,<br>3. Zoho Inventory,<br>4. Zoho Billing,<br>5. Zoho Solo | US | All the customers around the globe who have signed up for Mexico Edition in US DC | 1.Customer's RFC Number (Tax Registration Number)<br>2.Customer's Digital Seal Certificate (CSD or Certificado de Sello Digital) (certificate + key)<br>3.Customer's Password for the key.<br>4.Recipient's RFC Number (Tax Registration Number).<br>5.ZohoBooks SmarterWeb Credentials.<br>6.Customer's Sales transactions (Invoices, Credit notes). |
| **MapMyIndia(MAPPLS)** | To render data on maps and provide address auto-suggestions | India for IN DC | Zoho CRM | IN | All the customer whose account is hosted in IN DC. | 1.Text typed by users to show address suggestions based on the input.<br>2. Geo-coordinates (latitude/longitude) of addresses to plot them on map. |
| **Perfios** | To fetch bank transactions statements | In India for all the DCs | 1. Zoho Books<br>2. Zoho Expense | US, IN | All the customers who have signed up for **Indian Edition & GCC Edition** in US or IN DC | Bank PDF Statements |
| **SignDesk** | To allow Indian residents to get documents e-stamped by paying non-judicial stamp duty to the Indian government before sending them out to signers for digital signature. | India | Zoho Sign | IN | All the customers around the globe who have signed up in the IN DC(paid edition) | 1. First Party & Second party - Name, Address<br>2. First Party ID details - PAN / Driver License / Voter ID / Passport Number / Aadhaar / TAN<br>3. Document Category - The type of document for which e-stamp is procured |
| **Signzy** | To validate customers and vendors PAN. | In India for all the DCs | 1. Zoho Books,<br>2. Zoho Invoice,<br>3. Zoho Inventory,<br>4. Zoho Billing | US,IN,EU | All customers who have signed up for the India edition in the US, IN, or EU DCs and have been granted early access. | Customers and Vendors PAN |
| **Storecove (Peppol)** | To Integrate with the Peppol network for e-invoicing. | In the EU for all the DCs | 1. Zoho Books,<br>2. Zoho Inventory,<br>3. Zoho Invoice,<br>4. Zoho Billing | US, AU, EU | 1. All the customers around the globe who have signed up for the Global Edition with their location selected as Belgium or Germany in the EU or US DCs.<br>2. All the customers around the globe who have signed up for the Australia Edition in the AU or US DCs. | 1. Customers' Sales and Purchase transactions.<br>2. In the case of Belgium and Germany, Customers' VAT ID (Tax Registration Number).<br>3. In the case of Australia, customers' ABN details (Tax Registration Details). |
| **Veryfi** | To extract data from the documents uploaded for auto scan. | In the US (East and West) for the US DC<br>In Canada for the CA DC<br>In Europe for the EU DC<br>In Asia/Pacific (Australia) for the IN & AU DCs | 1. Zoho Expense<br>2. Zoho Books<br>3. Zoho Invoice<br>4. Zoho Inventory | US, EU, IN, AU, CA | All the customers around the globe | 1.Receipts uploaded by the customers<br>2. Country and Currency of the customer. |
| **Yodlee** | To fetch bank transaction statements | In the US for all the DCs | 1. Zoho Books<br>2. Zoho Expense | US, IN, AU, JP, CA | All the customers around the globe who have signed up in the US or IN or AU DC | Bank account information and its transactions. |

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## 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). The 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.

**Filter by Applicable Services** Select services **Filter by Applicable Data Center** Select data centers

| NAME OF THE THIRDPARTY SERVICE PROVIDER | SERVICE | LOCATION OF PROCESSING | ROLE OF THE THIRDPARTY SERVICE PROVIDER | APPLICABLE ZOHO SERVICES | APPLICABLE DATA CENTER | APPLICABILITY | DATA PROCESSED |
|---|---|---|---|---|---|---|---|
| AMD | To send SMS for:<br>a. Two Factor Authentication(TFA)<br>b. Sign-up using SMS<br>c. Sign-in using SMS<br>d. Account Recovery using SMS<br>e. Forgot password recovery method<br>f. Addition of a number to your account account | In Switzerland and Germany for all the DCs | To provide the service and for additional purposes according to their privacy policy. | 1. Zoho Accounts, | US, EU, IN, AU, JP, CA, SA, UK | All the customers around the globe | 1. Phone number<br>2. SMS content |
| | To send SMS for:<br>a. Recipient authentication when signing/approving documents.<br>b. Initiating secure signature collection requests via mobile. | | | 2. Zoho Sign, | US, EU, IN, AU, JP, CA, SA | All the customers around the globe | 1. Phone number<br>2. SMS content |
| | To send SMS notifications with a link to the mobile app, allowing users to sign in or sign up for the service. | | | 3. Zoho Recruit, | US, EU, IN, AU, JP, CA, SA, UK | All the customers around the globe | 1. Phone number<br>2. SMS content |
| | To send SMS notifications as configured by the users, to inform them about reminders, export and migration status, passcode resets, and privately shared items. | | | 4. Zoho Notebook | US, EU, IN, AU, JP, CA, SA | All the customers around the globe | 1. Phone number<br>2. SMS content |
| | To send SMS notifications related to product configurations. | | | 5. ManageEngine Log360 Cloud | US, EU, IN, AU, JP, CA, SA, UK | All the customers around the globe. | 1. Phone number<br>2. SMS content |
| | Sending text messages to individuals, or multiple persons simultaneously | | | 6. Site24x7 | CA, SA, US, EU, IN, AU, JP | All the customers around the globe. | 1. Phone number<br>2. SMS content |
| | | | | 7. Zoho Assist<br>8. Zoho Lens | CA, SA | All the customers around the globe. | 1. Phone number<br>2. SMS content |
| | | | | 9. ManageEngine MDM Cloud | CA, SA | All the customers around the globe. | 1. Phone number<br>2. SMS content |
| | To send SMS notification for:<br>a. Verifying user identity through Two-Factor Authentication (TFA)<br>b. Adding a phone number to a user account | | | 10. ManageEngine Identity360 | US, UK, EU, IN, CA, AU | All the customers around the globe. | 1. Phone Number<br>2. SMS Content |
| | To provide in-bound and | | To provide the service and for additional | | | All the customers around the globe who have signed | 1. CDR (Call Details Record)<br>2. Document of |

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| **AVOXI, Inc.** | out-bound dialling services. | In USA for US DC | purposes according to their privacy policy. | Zoho Voice | US | up in the US DC and purchased DID and Toll Free numbers from AVOXI. | customers (to purchase phone numbers) |
| **Belgacom International Carrier Services SA (BICS)** | To provide in-bound and out-bound dialling services. | Belgium | To provide the service and for additional purposes according to their privacy policy. | Zoho Voice | EU | All the customers around the globe who have signed up in the EU DC and purchased DID and Toll Free numbers from BICS. | 1. CDR (Call Details Record)<br>2. Document of customers (to purchase phone numbers) |
| **BulkSMS** | Sending text messages to individuals, or multiple persons simultaneously | In Ireland and South Africa for all the DCs | To provide the service and for additional purposes according to their privacy policy. | 1. Site24x7, | US, EU, IN, AU, JP, CA, SA | All the customers around the globe | 1. Phone number<br>2. SMS content |
| | | | | 2. Zoho Assist,<br>3.Zoho Lens | US, EU, IN, AU, JP, CA, SA,UK | All the customers around the globe | 1. Phone number<br>2. SMS content |
| | | | | 4. ManageEngine MDM Cloud | US, EU, IN, AU, JP, CA, SA, UK | All the customers around the globe | 1. Phone number<br>2. SMS content |
| **Clickatell** | Sending text messages to individuals, or multiple persons simultaneously | In Ireland for all the DCs | To provide the service and for additional purposes according to their privacy policy. | 1. Site24x7, | US, EU, IN, AU, JP, CA, SA | All the customers around the globe | 1. Phone number<br>2. SMS content |
| | | | | 2. Zoho Assist,<br>3. Zoho Lens | US, EU, IN, AU, JP, CA, SA, UK | All the customers around the globe | 1. Phone number<br>2. SMS content |
| | | | | 4. ManageEngine AlarmsOne | US | All the customers around the globe who have signed up in the US DC | 1. Phone number<br>2. SMS content |
| | | | | 5. ManageEngine MDM Cloud | US, EU, IN, AU, JP, CA, SA, UK | All the customers around the globe | 1. Phone number<br>2. SMS content |
| | | | | 6. ManageEngine ADSelfServicePlus | On-Premise Application | All the customers around the globe | 1. Phone number<br>2. SMS content |
| | Sending SMS notifications to our customers and to their clients. | In India for all the DCs | | 1. Zoho Books<br>2. Zoho Invoice<br>3. Zoho Inventory<br>4. Zoho Expense<br>5. Zoho Payroll<br>6. Zoho Billing<br>7. Zoho Checkout<br>8. Zoho Daybook App | US, IN | All the customers around the globe who have signed up for **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. Email IDs and phone number of primary contact from Zoho<br>2. Business transaction details (Eg: invoice number, amount, date, etc.,) of our customers<br>3. Zoho's DLT registration details |
| | | | | 9. Zoho POS | US, IN | All the customers around the globe who have signed up for 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. Email IDs and phone number of primary contact from Zoho<br>2. Business transaction details (Eg: invoice number, amount, date, etc.,) of our customers<br>3. Zoho's DLT registration details |
| | | | | 10. Site24x7 | US, EU, IN, AU, JP, CA, SA | All the customers around the globe with **Indian Mobile numbers** configured | 1. Phone number<br>2. SMS content |

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| | | | | 11. Zoho Assist,<br>12. Zoho Lens | US, EU, IN, AU, JP, CA, SA, UK | All the customers around the globe with **Indian Mobile numbers** configured | 1. Phone number<br>2. SMS content |
| | | | | 13. ManageEngine MDM Cloud | US, EU, IN, AU, JP, CA, SA, UK | All the customers around the globe with **Indian Mobile numbers** configured | 1. Phone number<br>2. SMS content |
| | To send SMS notifications to our Customers, Users and to their Clients. | US, UK, EU and IN for all the DCs | | 14. Zoho CRM | US, EU, IN, AU, CA, SA, UK | All the customers around the globe with **Indian Mobile numbers** configured. | 1. SMS content<br>2. Sender ID<br>3. Recipient's Phone number. |
| | Sending promotional SMSs to the end-users/clients of our customers. | In India for all the DCs | | 15. Zoho Campaigns | US, IN, AU, EU, CA, SA | All the users around the globe with their accounts hosted in the applicable data centers for delivering messages to Indian phone numbers. | 1. Phone number<br>2. SMS content |
| Kaleyra | Sending promotional SMSs to the end-users/clients of our customers. | In India for all the DCs | To provide the service and for additional purposes according to their privacy policy. | 16. Zoho Marketing Automation | US, EU, IN, AU, JP, CA, SA | All users around the globe with their accounts hosted in the applicable data centers and for delivering messages to Indian phone numbers. | 1. Phone number<br>2. SMS content |
| | To send SMS for:<br>a. Two Factor Authentication(TFA)<br>b. Sign-up using SMS<br>c. Sign-in using SMS<br>d. Account Recovery using SMS<br>e. Forgot password recovery method<br>f. Addition of a number to your account | | | 17. Zoho Accounts, | US, EU, IN, AU, JP, CA, SA, UK | All users around the globe with their accounts hosted in the applicable data centers and for delivering messages to Indian phone numbers. | 1. Phone number<br>2. SMS content |
| | To send SMS for:<br>a. Recipient authentication when signing/approving documents.<br>b. Initiating secure signature collection requests via mobile. | | | 18. Zoho Sign, | US, EU, IN, AU, JP, CA, SA | All users around the globe with their accounts hosted in the applicable data centers and for delivering messages to Indian phone numbers. | 1. Phone number<br>2. SMS content |
| | To send SMS notifications as configured by the users, to inform them about reminders, export and migration status, passcode resets, and privately shared items. | In India for all the DCs | | 19. Zoho Notebook, | US, EU, IN, AU, JP, SA | All users around the globe with their accounts hosted in the applicable data centers and for delivering messages to Indian phone numbers. | 1. Phone number<br>2. SMS content |
| | To send SMS notifications with a link to the mobile app, allowing users to sign in or sign up for the service. | | | 20. Zoho Recruit | US, EU, IN, AU, JP, SA | All users around the globe with their accounts hosted in the applicable data centers and for delivering messages to Indian phone numbers. | 1. Phone number<br>2. SMS content |

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| | To send SMS notifications related to product configurations. | | | 21. ManageEngine Log360 Cloud | US, EU, IN, AU, JP, CA, SA, UK | All users around the globe with their accounts hosted in the applicable data centers and for delivering messages to Indian phone numbers. | 1. Phone number<br>2. SMS content |
| | To send Helpcenter Sigup & Signin OTP to the end-users/clients of our customers. | US, EU and IN for all the DCs | | 22. Zoho Desk | US, EU, IN, AU, CA, SA | All the customers around the globe with Indian Mobile numbers configured. | SMS content, Sender ID & Recipient's Phone number. |
| | To send SMS notification for:<br>a. Verifying user identity through Two-Factor Authentication (TFA)<br>b. Adding a phone number to a user account | In India for all the DCs | | 23. ManageEngine Identity360 | US, UK, EU, IN, CA, AU | All users and their clients around the globe with their accounts hosted in the applicable data centers and for delivering messages to Indian phone numbers. | 1. Phone Number<br>2. SMS Content |
| **NTT** | To provide in-bound dialling services. | US | To provide the service and for additional purposes according to their privacy policy. | Zoho Voice | US | All the users around the globe who have signed up in the US DC and purchased unlimited DID numbers. | 1. CDR (Call Details Record)<br>2. Verification documents of customers (to purchase phone numbers) |
| **Sinch (formerly CLX)** | To send SMS for:<br>a. Two Factor Authentication(TFA)<br>b. Sign-up using SMS<br>c. Sign-in using SMS<br>d. Account Recovery using SMS<br>e. Forgot password recovery method<br>f. Addition of a number to your account | In North California, Ashburn for the US, IN, AU, JP, CA, SA & UK DCs<br>In Ireland, Sweden for the EU DC | To provide the service and for additional purposes according to their privacy policy. | 1. Zoho Accounts, | US, EU, IN, AU, JP, CA, SA, UK | All the customers around the globe. **European phone numbers** are processed in Ireland and Sweden. | 1. Phone number<br>2. SMS content |
| | To send SMS for:<br>a. Recipient authentication when signing/approving documents.<br>b. Initiating secure signature collection requests via mobile. | | | 2. Zoho Sign, | US, EU, IN, AU, JP, CA, SA | All the customers around the globe | Phone number and the content (to be delivered to the customer) for SMS and Voice calls |
| | To send SMS notifications with a link to the mobile app, allowing users to sign in or sign up for the service. | | | 3. Zoho Recruit, | US, EU, IN, AU, JP, CA, SA, UK | All the customers around the globe | Phone number and the content (to be delivered to the customer) for SMS and Voice calls |
| | To send SMS notifications as configured by the users, to inform them about reminders, export and migration status, passcode resets, and privately shared items. | | | 4. Zoho Notebook, | US, EU, IN, AU, JP, CA, SA | All the customers around the globe | Phone number and the content (to be delivered to the customer) for SMS and Voice calls |
| | To send SMS notifications related to product configurations. | | | 5. ManageEngine Log360 Cloud | US, EU, IN, AU, JP, CA, SA, UK | All the customers around the globe | 1. Phone number<br>2. SMS content |
| | To send SMS notification for:<br>a. Verifying user identity through Two-Factor Authentication (TFA) | | | 6. ManageEngine Identity360 | US, UK, EU, IN, CA, AU | All the customers around the globe. European phone numbers are processed in | 1. Phone Number<br>2. SMS Content |

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| | b. Adding a phone number to a user account | | | | | Ireland and Sweden. | |
| **Tata communications** | To provide in-bound dialling services | In the US for all DCs | To provide the service and for additional purposes according to their privacy policy. | 1. Zoho Meeting and Zoho Webinar | US, IN, AU, JP, CA | All the customers around the globe | CDR (Call Details Record) |
| | | | | 2. Zoho Voice | US | All the customers around the globe who have signed up in the US DC and purchased TATA DID and Toll Free numbers | 1. CDR (Call Details Record)<br>2. Document of customers (to purchase phone numbers) |
| **TeleSign** | To send SMS for:<br>a. Two Factor Authentication(TFA)<br>b. Sign-up using SMS<br>c. Sign-in using SMS<br>d. Account Recovery using SMS<br>e. Forgot password recovery method<br>f. Addition of a number to your account | In the US, UK, and EU for all the DCs | To provide the service and for additional purposes according to their privacy policy. | 1. Zoho Accounts, | US, EU, IN, AU, JP, CA, SA | To deliver SMSes to users whose accounts are hosted in one of the 'Applicable Data Centers', and to their clients across the world. (Does not include users/their clients whose numbers are of UK/EU origin.) | 1. Phone number<br>2. SMS content |
| | To send SMS for:<br>a. Recipient authentication when signing/approving documents.<br>b. Initiating secure signature collection requests via mobile. | | | 2. Zoho Sign, | US, EU, IN, AU, JP, CA, SA | To deliver SMSes to users whose accounts are hosted in one of the 'Applicable Data Centers', and to their clients across the world. (Does not include users/their clients whose numbers are of UK/EU origin.) | 1. Phone number<br>2. SMS content |
| | To send SMS to client portal users for:<br>a. Sign-in using SMS<br>b. Forgot password recovery method | | | 3. Zoho Workerly, | US, EU, IN, AU, JP, CA, SA | To deliver SMSes to users whose accounts are hosted in one of the 'Applicable Data Centers', and to their clients across the world. (Does not include users/their clients whose numbers are of UK/EU origin.) | 1. Phone number<br>2. SMS content |
| | To send SMS notifications as configured by the users, to inform them about reminders, export and migration status, passcode resets, and privately shared items. | | | 4. Zoho Notebook, | US, EU, IN, AU, JP, SA | To deliver SMSes to users whose accounts are hosted in one of the 'Applicable Data Centers', and to their clients across the world. (Does not include users/their clients whose numbers are of UK/EU origin.) | 1. Phone number<br>2. SMS content |
| | To send SMS notifications with a link to the mobile app, allowing users to sign in or sign up for the service. | | | 5. Zoho Recruit | US, EU, IN, AU, JP, CA, SA | To deliver SMSes to users whose accounts are hosted in one of the 'Applicable Data Centers', and to their clients across the world. (Does not include users/their clients whose numbers are of UK/EU origin.) | 1. Phone number<br>2. SMS content |
| | | | | | | To deliver SMSes to users whose accounts are hosted in one of the | |

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| | To send SMS notifications related to product configurations. | | | 6. ManageEngine Log360 Cloud | US, EU, IN, AU, JP, CA, SA, UK | 'Applicable Data Centers', and to their clients across the world. (Does not include users/their clients whose numbers are of UK/EU origin.) | 1. Phone number<br>2. SMS content |
| | To send SMS notification for:<br>a. Verifying user identity through Two-Factor Authentication (TFA)<br>b. Adding a phone number to a user account | | | 7. ManageEngine Identity360 | US, UK, EU, IN, CA, AU | To deliver SMSes to users whose accounts are hosted in one of the 'Applicable Data Centers', and to their clients across the world. (Does not include users/their clients whose numbers are of UK/EU origin.) | 1. Phone number<br>2. SMS content |
| Telnyx | Sending promotional SMSs to the end-users/clients(having US or Canada phone numbers) of our customers. | In the US for all the DCs | To provide the service and for additional purposes according to their privacy policy. | 1. Zoho Campaigns | US, EU, IN, AU, CA, SA | All the users around the world with their accounts hosted in the applicable data centers for delivering messages to US , Canada phone numbers. | 1. Phone Number<br>2. SMS Content |
| | To provide<br>a. in-bound dialling services,<br>b. 2-way SMS and MMS service to end-users/clients(having US or Canada phone number) of our customers<br>c. 1-way outbound SMS service to end-users/clients(having US or Canada phone number) of our customers | In the US for all the DCs | To provide the service and for additional purposes according to their privacy policy. | 2. Zoho Voice | US | All the users around the world with their accounts hosted in the US data centers for delivering messages to US , Canada phone numbers and to all the customers who have purchased Telnyx Numbers. | 1. CDR (Call Details Record)<br>2. Verification documents of customers (to purchase phone numbers)<br>3. Phone number<br>4. Message content for SMS and MMS |
| | Sending promotional SMSs to the end-users/clients(having US or Canada phone numbers) of our customers. | In the US and Canada for all the DCs. | To provide the service and for additional purposes according to their privacy policy. | 3. Zoho Marketing Automation | US, EU, IN, AU, JP, CA, SA | All the users around the world with their accounts hosted in the applicable data centers for delivering messages to US , Canada phone numbers. | 1. Phone Number<br>2. SMS Content |
| Twilio | Sending text messages and voice call alerts to individuals, or multiple persons simultaneously | In the US-East-1 for all the DCs | To provide the service and for additional purposes according to their privacy policy. | 1. Zoho Bigin | US, EU, IN, AU, JP | All the customers around the globe | End users' phone number and the documents of customer (to purchase phone numbers) |
| | | | | 2. Site24x7, | US, EU, IN, AU, JP, CA, SA | All the customers around the globe | Phone number and the content (to be delivered to the customer) for SMS and Voice calls |
| | | | | 3. Zoho Assist,<br>4. Zoho Lens | US, EU, IN, AU, JP, CA, SA, UK | All the customers around the globe | Phone number and the content (to be delivered to the customer) for SMS and Voice calls |
| | | | | | | All the customers | SMS - Customer's IT alarm data, Display name of the entity and |

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| | | | | 5. ManageEngine AlarmsOne | US | around the globe signed up in the US DC | severity of the alert.<br><br>Call - Phone number is used to send call notification |
| | To facilitate customers to initiate and receive calls with their end users for voice call functionality through the integrated built-in telephony feature. | In the US for all the DCs | To provide the service and for additional purposes according to their privacy policy. | 6. Zoho CRM | US, EU, IN, JP, CA, SA, UK | All the customers around the globe who have enabled the built-in telephony feature. | End users' phone numbers and the verification documents of customer(for purchasing phone numbers). |
| Value First | To send SMS for:<br>a. Two Factor Authentication(TFA)<br>b. Sign-up using SMS<br>c. Sign-in using SMS<br>d. Account Recovery using SMS<br>e. Forgot password recovery method<br>f. Addition of a number to your account | In India for all the DCs | To provide the service and for additional purposes according to their privacy policy. | 1. Zoho Accounts, | US, EU, IN, AU, JP, CA, SA, UK | All users and their clients around the globe with their accounts hosted in the applicable data centers and for delivering messages to Indian phone numbers. | 1. Phone number<br>2. SMS content |
| | To send SMS for:<br>a. Recipient authentication when signing/approving documents.<br>b. Initiating secure signature collection requests via mobile. | | | 2. Zoho Sign, | US, EU, IN, AU, JP, CA, SA | All users and their clients around the globe with their accounts hosted in the applicable data centers and for delivering messages to Indian phone numbers. | 1. Phone number<br>2. SMS content |
| | To send SMS notifications as configured by the users, to inform them about reminders, export and migration status, passcode resets, and privately shared items. | | | 3. Zoho Notebook, | US, EU, IN, AU, JP, SA | All users and their clients around the globe with their accounts hosted in the applicable data centers and for delivering messages to Indian phone numbers. | 1. Phone number<br>2. SMS content |
| | To send SMS notifications with a link to the mobile app, allowing users to sign in or sign up for the service. | | | 4. Zoho Recruit, | US, EU, IN, AU, JP, SA | All users and their clients around the globe with their accounts hosted in the applicable data centers and for delivering messages to Indian phone numbers. | 1. Phone number<br>2. SMS content |
| | To send SMS notifications related to product configurations. | | | 5. ManageEngine Log360 Cloud | US, EU, IN, AU, JP, CA, SA, UK | All users and their clients around the globe with their accounts hosted in the applicable data centers and for delivering messages to Indian phone numbers. | 1. Phone number<br>2. SMS content |
| | To send SMS notification for:<br>a. Verifying user identity through Two-Factor Authentication (TFA)<br>b. Adding a phone number to a user account | | | 6. ManageEngine Identity360 | US, UK, EU, IN, CA, AU | All users and their clients around the globe with their accounts hosted in the applicable data centers and for delivering messages to Indian phone numbers. | 1. Phone Number<br>2. SMS Content |
| | | | | Zoho Campaigns | US, IN, AU | All the customers of Zoho Campaigns who have signed up in the US or IN or AU DC across the | Email address of the sender |

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| | | | | | | globe. | |
| **Validity** | Spam filtering, fraud detection, to improve deliverability of Zoho Campaigns | In the US for all the DCs | To provide the service and for additional purposes according to their privacy policy. | 2. Zoho Marketing Automation | US, IN, AU | All the customers of Zoho Marketing Automation who have signed up in the US or IN or AU DC across the globe. | Email address of the sender |
| **Bandwidth(Voxbone)** | To provide in-bound dialling services | In Belgium for all the DCs | To provide the service and for additional purposes according to their privacy policy. | Zoho Meeting and Zoho Webinar | US, EU, IN, AU, JP, CA, SA, UK | All the customers around the globe | CDR (Call Details Record) |
| **Etisalat** | To send SMS for:<br>a. Two Factor Authentication(TFA)<br>b. Sign-up using SMS<br>c. Sign-in using SMS<br>d. Account Recovery using SMS<br>e. Forgot password recovery method<br>f. Addition of a number to your account and other alert, notification messages | In UAE for UAE DC | To provide the service and for additional purposes according to their privacy policy. | 1. Zoho Accounts | UAE | All user accounts hosted in the applicable data centers and for delivering messages to Global phone numbers. | 1. Phone number<br>2. SMS content |
| | To send SMS for:<br>a. Recipient authentication when signing/approving documents.<br>b. Initiating secure signature collection requests via mobile. | | | 2. Zoho Sign | | All user accounts hosted in the applicable data centers and for delivering messages to Global phone numbers. | 1. Phone number<br>2. SMS content |
| | To send SMS notifications as configured by the users, to inform them about reminders, export and migration status, passcode resets, and privately shared items. | | | 3. Zoho Notebook | | All user accounts hosted in the applicable data centers and for delivering messages to Global phone numbers. | 1. Phone number<br>2. SMS content |
| | To send SMS notifications with a link to the mobile app, allowing users to sign in or sign up for the service. | | | 4. Zoho Recruit | | All user accounts hosted in the applicable data centers and for delivering messages to Global phone numbers. | 1. Phone number<br>2. SMS content |
| | Sending text messages to individuals, or multiple persons simultaneously | | | 5. Site24x7 | | All user accounts hosted in the applicable data centers and for delivering messages to Global phone numbers. | 1. Phone number<br>2. SMS content |
| | | | | 6. Zoho Assist | | All user accounts hosted in the applicable data centers and for delivering messages to Global phone numbers. | 1. Phone number<br>2. SMS content |
| | | | | 7. Zoho Lens | | All user accounts hosted in the applicable data centers and for delivering messages to Global phone numbers. | 1. Phone number<br>2. SMS content |

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| | | | | 8. ManageEngine MDM Cloud | | All user accounts hosted in the applicable data centers and for delivering messages to Global phone numbers. | 1. Phone number<br>2. SMS content |

## Third-Party AI Service Providers used by Zoho to provide you AI-powered features:

AI Sub-processors are third-party service providers engaged by Zoho to provide AI features in our products. These providers may process data such as prompts, content, or other inputs needed to deliver AI functionality.

Listed below are the AI sub-processors we work with to provide the AI-powered features:

**Filter by Applicable Services** Select services **Filter by Applicable Data Center** Select data centers

| SERVICE PROVIDER NAME | SERVICE | LOCATION OF PROCESSING | APPLICABLE ZOHO SERVICES | APPLICABLE DATA CENTER | APPLICABILITY | TYPE OF DATA SHARED/PROCESSED |
|---|---|---|---|---|---|---|
| OpenAI | To provide AI-generated content and assistance based on user input | US | 1. Zoho Notebook | US, IN, AU, CA | All the customers around the globe who have subscribed to Notebook AI plan/addon | User input including text prompts and note content |
| | | US | 2. Zoho Sites | US, IN, AU, CA,JP | All customers who have enabled AI in their Zoho Sites configuration and make use of text prompts to generate AI-powered content and headings. | User input including prompts for generating Content and Heading. |
| | To provide AI-generated PowerShell scripts and Sensors in DEX. | US | 3. Endpoint Central | US,IN,AU,CA,JP | All customers using the DEX product web console and the DEX add-on in Endpoint Central across the applicable DCs. | User input messages and instructions for sensor generation. |
| | To summarize text from various elements in a Zone within the Vani service, and to generate flowchart diagrams based on user prompts. | US | 4. Vani | US, IN, CA, AU | All the customers around the globe who have signed up in the applicable data centers and who have enabled Vani AI. | **For summarization:** The text content contained within user-selected shapes, frames, Sticky notes, Tables, Connectors, Mindmap, or zones.<br>**For flowchart generation:** A natural language prompt provided by the user describing the desired flowchart. |
| | Support Specialist (AI Agent): Generates and sends AI-generate replies to incoming email threads when a ticket is assigned to the Support Specialist Agent.<br>Resolution Expert (AI Agent): Summarize the ticket and then generates resolution steps to address the customer's query when assigned to the Resolution Expert Agent. | US | 5. Zoho Desk | US, IN | All the customers of Zoho Desk who have signed up in the US or IN and have enabled the ZIA Agents functionality. | Text content from tickets and article information processed through the Answer Bot. |
| | To analyze application crash logs, provide debugging suggestions, and assist with generating responses for app store reviews. | US | 6. Zoho Apptics | US, IN, AU, CA, JP | All the customers around the globe who have signed up in the applicable data centers and who have enabled AI Summaries and AI | **For crash log analysis:** Anonymized crash log data.<br>**For responding to store reviews:** Publicly available app reviews from the |

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| | | | | | Replies features. | respective app stores. |
| | AI-generated content and Image based on user input | US | 7. Zoho Social | US, IN, AU, CA, JP | All Customers who enabled Zia Integrations in Zoho Social. | User input including prompts for generating Content, Image & Replies. |

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.
- Some of the sub-processors will be enabled by default, and the admin will be given the option to turn it off and few other sub-processors will be disabled by default and the admin of the org can enable it, as per their organisation's requirement.

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