



# Service Specific Sub-processors and Third Parties

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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

SUB-PROCESSOR NAME	SERVICE	LOCATION OF PROCESSING	APPLICABLE ZOHO SERVICES	APPLICABLE DATA CENTER	APPLICABLE FOR	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	All the customers around the globe	Static webpage content and custom scripts
			2. Site24x7	US, EU, IN, AU	All the customers around the globe	Static webpage content and custom scripts
			3. Zoho Books, 4. Zoho Invoice, 5. Zoho Inventory, 6. Zoho Expense, 7. Zoho Payroll, 8. Zoho Subscriptions, 9. Zoho Checkout, 10. Zoho FSM	US, IN	All the customers around the globe who have signed up in the US or IN DC.	Static webpage content and IP address
Amazon SNS	Sending text messages to individuals, or multiple persons simultaneously	In the US-East for the US & IN DCs In the AU for the AU DC	Zoho Shifts	US, IN, AU	All the customers around the globe	Phone number
Daxtra	To parse CVs, resume or other candidate information	In Ireland for all the DCs	Zoho Recruit	US, IN, AU, EU	All the customers around the globe	1. Resume 2. Job Description
Easy Post	A shipping service used to deliver goods/items	In the US for all the DCs	1. Zoho Books 2. Zoho Inventory 3. Zakya (Restricted Users)	US, EU, IN, AU	All the customers around the globe	1. Customer's postal address (Shipment dispatch address), 2. End user's postal address (Shipment destination address), 3. Shipment specific details (Eg: Dimension, weight of the package, etc)
			1. Zoho Creator	US, EU, IN, AU	All the customers around the globe who have signed up for	1. Application meta data (Eg: Application name, Form name, Fields name, etc) 2. Static content of the

					Premium and Ultimate Edition	creator website other than the User/Application specific data
Google Translate	To carry out translation between different languages	In the US for all the DCs	2. Zoho Survey	US, EU, IN, AU	All the customers around the globe who have signed up for <b>Pro and Enterprise Edition</b>	Survey meta data (Eg: Survey name, Question message, Option message, etc) created by the customer
			3. Zoho SalesIQ	US, IN, AU	All the customers around the globe who have signed up for <b>Enterprise Edition</b>	Chat text
Litmus	To preview the Zoho Campaigns output in various browsers	In the US-East for all the DCs	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
Luna Soft	E-Invoice provider for Mexico	US	1. Zoho Books, 2. Zoho Invoice, 3. Zoho Inventory, 4. Zoho Subscriptions	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) 2.Customer's Digital Seal Certificate (CSD or Certificado de Sello Digital) (certificate + key) 3.Customer's Password for the key. 4.Recipient's RFC Number (Tax Registration Number). 5.ZohoBooks SmarterWeb Credentials. 6.Customer's Sales transactions (Invoices, Credit notes).
Perfios	To fetch bank transactions statements	In India for all the DCs	1. Zoho Books 2. Zoho Expense	US, IN	All the customers who have signed up for <b>Indian Edition &amp; GCC Edition</b> in US or IN DC	Bank PDF Statements
Postal Methods	To deliver hard copies of commercial documents.	In the US for all the DCs	1. Zoho Invoice 2. Zoho Books 3. Zoho Inventory	US, IN, AU	All the customers around the globe who have signed up for <b>US Edition</b> in US or IN or AU DC	1. Invoice PDF 2. End users' address 3. Address of Zoho customer
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 2. First Party ID details - PAN / Driver License / Voter ID / Passport Number / Aadhaar / TAN 3. Document Category - The type of document for which e-stamp is procured
Veryfi	To extract data from the documents uploaded for auto scan.	In the US(East and West) for the US DC  In Canada, Europe (Frankfurt) for the EU DC  In Asia / Pacific (Australia) for the IN & AU DCs	1. Zoho Expense 2. Zoho Books 3. Zoho Invoice 4. Zoho Inventory	US, EU, IN, AU	All the customers around the globe	1.Receipts uploaded by the customers 2. Country and Currency of the customer.
Yodlee	To fetch bank transactions statements	In the US for all the DCs	1. Zoho Books 2. Zoho Expense	US, IN, AU	All the customers around the globe who have signed up in the US or IN or AU DC	Bank account information and its transactions.

## 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

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: 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 g. Recipient authentication when signing/approving documents h. Initiating secure signature collection requests via mobile	In Switzerland and Germany for all the DCs	To provide the service and for additional purposes according to their privacy policy.	1. Zoho Accounts, 2. Zoho Sign, 3. Zoho Recruit, 4. Zoho Notebook	US, EU, IN, AU	All the customers around the globe	1. Phone number 2. SMS content
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, 2. Zoho Assist, 3. Zoho Lens	US, EU, IN, AU	All the customers around the globe	1. Phone number 2. SMS content
				4. ManageEngine MDM Cloud	US, EU, IN, AU	All the customers around the globe	1. Phone number 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, 2. Zoho Assist, 3. Zoho Lens	US, EU, IN, AU	All the customers around the globe	1. Phone number 2. SMS content
				4. ManageEngine AlarmsOne	US	All the customers around the globe who have signed up in the US DC	1. Phone number 2. SMS content
				5. ManageEngine MDM Cloud	US, EU, IN, AU	All the customers around the globe	1. Phone number 2. SMS content
				6. ManageEngine ADSelfServicePlus	US, EU, IN, AU	All the customers around the globe	1. Phone number 2. SMS content
Kaleyra	Sending SMS notifications to our customers and to their clients.	In India for all the DCs	To provide the service and for additional purposes according to their privacy policy.	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. Zakya (Restricted Users)	US, EU, IN, AU	All the customers around the globe who have signed up for <b>India Edition</b> and all the users who have chosen the org country as <b>India(In their Global Edition)</b> delivering SMSs only to <b>Indian Mobile numbers</b>	1. Email IDs and phone number of primary contact from Zoho 2. Business transaction details (Eg: invoice number, amount, date, etc..) of our customers 3. Zoho's DLT registration details
				10. Site24x7 11. Zoho Assist, 12. Zoho Lens	US, EU, IN, AU	All the customers around the globe with <b>Indian Mobile numbers</b> configured	1. Phone number 2. SMS content
				13. ManageEngine		All the customers around the globe	1. Phone

				MDM Cloud	US, EU, IN, AU	with Indian Mobile numbers configured	number 2. SMS content
	To send SMS notifications to our Customers, Users and to their Clients.	US, UK, EU and IN for all the DCs	To provide the service and for additional purposes according to their privacy policy.	14. Zoho CRM	US, EU, IN, AU	All the customers around the globe (paid edition)	1. SMS content 2. Sender ID 3. Recipient's Phone number.
Sinch (formerly CLX)	To send SMS for: 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 g. Recipient authentication when signing/approving documents h. Initiating secure signature collection requests via mobile	In North California, Ashburn for the US, IN & AU DCs  In Ireland, Sweden for the EU DC	To provide the service and for additional purposes according to their privacy policy.	1. Zoho Accounts, 2. Zoho Sign, 3. Zoho Recruit, 4. Zoho Notebook	US, EU, IN, AU	All the customers around the globe. European phone numbers are processed in Ireland and Sweden.	1. Phone number 2. SMS content
Tata communications	To provide in-bound dialing services	In the US for all DCs	To provide the service and for additional purposes according to their privacy policy.	Zoho Meeting	US, IN, AU	All the customers around the globe	CDR (Call Details Record)
TeleSign	To send SMS for: 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 g. Recipient authentication when signing/approving documents h. Initiating secure signature collection requests via mobile	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, 2. Zoho Sign, 3. Zoho Workerly, 4. Zoho Notebook, 5. Zoho Recruit	US, EU, IN, 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 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.	Zoho Campaigns	US, EU, IN, AU	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 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	All the customers around the globe	End users' phone number and the documents of customer (to purchase phone numbers)
				2. Site24x7, 3. Zoho Assist, 4. Zoho Lens	US, EU, IN, AU	All the customers around the globe	Phone number and the content (to be delivered to the customer) for SMS and Voice calls
				5. ManageEngine AlarmsOne	US	All the customers around the globe signed up in the US DC	SMS - Customer's IT alarm data, Display name of the entity and severity of the alert.  Call - Phone number is used to send call notification



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.	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 globe.	Email address of the sender
Bandwidth(Voxbone)	To provide in-bound dialing services	In Belgium for all the DCs	To provide the service and for additional purposes according to their privacy policy.	Zoho Meeting	US, EU, IN, AU	All the customers around the globe	CDR (Call Details Record)

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.