



Service Specific Sub-processors and Third Parties

Information about the sub-processors, content delivery networks, and third parties that Zoho engages to support the provision of the Zoho Services.

(Last Updated on : 18th June, 2026)



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34



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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.

Third Party Service Providers

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).

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.

AI Service Providers

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.

Onboarding Process of a Subprocessor/Service Provider

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.

Sub-Processor directory

Search for a sub-processor or service...

Category of provider

All applicable services

All data centers

Reset All

Showing 34 of 34 providers

Sub-Processors — 17 providers

Provider Name

Total Services

Amazon CDN

13 SERVICES

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho PageSense	To provide a content delivery network to improve the speed of data transmission	Worldwide	US EU IN AU JP CA KSA	All the customers around the globe	Static webpage content custom scripts
2 ManageEngine Site24x7	To provide a content delivery network to improve the speed of data transmission	Worldwide	US EU IN AU JP CA KSA	All the customers around the globe	Static webpage content custom scripts
3 Zoho Books	To provide a content delivery network to improve the speed of data transmission	Worldwide	US IN	All the customers around the globe who have signed up in the US or IN DC.	Static webpage content IP address
4 Zoho Invoice	To provide a content delivery network to improve the speed of data transmission	Worldwide	US IN	All the customers around the globe who have signed up in the US or IN DC.	Static webpage content IP address
5 Zoho Inventory	To provide a content delivery network to improve the speed of data transmission	Worldwide	US IN	All the customers around the globe who have signed up in the US or IN DC.	Static webpage content IP address
6 Zoho Expense	To provide a content delivery network to improve the speed of data transmission	Worldwide	US IN	All the customers around the globe who have signed up in the US or IN DC.	Static webpage content IP address
7 Zoho Payroll	To provide a content delivery network to improve the speed of data transmission	Worldwide	US IN	All the customers around the globe who have signed up in the US or IN DC.	Static webpage content IP address
8 Zoho Billing	To provide a content delivery network to improve the speed of data transmission	Worldwide	US IN	All the customers around the globe who have signed up in the US or IN DC.	Static webpage content IP address
9 Zoho Checkout	To provide a content delivery network to improve the speed of data transmission	Worldwide	US IN	All the customers around the globe who have signed up in the US or IN DC.	Static webpage content IP address
10 Zoho FSM	To provide a content delivery network to improve the speed of data transmission	Worldwide	US IN	All the customers around the globe who have signed up in the US or IN DC.	Static webpage content IP address
11 Zoho Practice	To provide a content delivery network to improve the speed of data transmission	Worldwide	US IN	All the customers around the globe who have signed up in the US or IN DC.	Static webpage content IP address
12 TrainerCentral	To provide a content delivery network to improve the speed of data transmission	Worldwide	US IN	All the customers around the globe who have signed up in the US or IN DC.	Static webpage content IP address
13 Zoho Marketing Automation	To provide a content delivery network to improve the speed of data transmission	Worldwide	US EU IN AU JP CA KSA	All the customers around the globe	Static webpage content custom scripts

Amazon SNS

1 SERVICE

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Shifts	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	US IN AU	All the customers around the globe	Phone number

Brave Search API

1 SERVICE

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Writer	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	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

1 SERVICE

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Recruit	To parse CVs, resumes, or other candidate information, as well as job descriptions.	In Ireland for US, IN, AU, EU, JP, CA, SA DCs; In UAE for UAE DC	US IN AU EU JP CA KSA UAE	All customers around the globe who use CVs, resumes, or similar candidate information parsing.	Resume Job Description

as well as your descriptions in languages other than English.

Easy Post

2 SERVICES

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Books	A shipping service used to deliver goods/items	In the US for all the DCs	US IN AU JP CA	All the customers around the globe	Customer's postal address (Shipment dispatch address) End user's postal address (Shipment destination address) Shipment specific details (Eg: Dimension, weight of the package, etc)
2 Zoho Inventory	A shipping service used to deliver goods/items	In the US for all the DCs	US IN AU JP CA	All the customers around the globe	Customer's postal address (Shipment dispatch address) End user's postal address (Shipment destination address) Shipment specific details (Eg: Dimension, weight of the package, etc)

Google Translate

3 SERVICES

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Creator	To carry out translation between different languages	In the US for US, IN, AU, JP and CA DCs; In the EU for EU DC	US EU IN AU JP CA	All the customers around the globe who have signed up for Premium and Ultimate Edition	Application meta data (Eg: Application name, Form name, Fields name, etc) Static content of the creator website other than the User/Application specific data
2 Zoho Survey	To carry out translation between different languages	In the US for US, IN, AU, JP, CA and SA DCs; In the EU for EU DC	US EU IN AU JP CA KSA	All the customers around the globe who have signed up for Pro and Enterprise Edition	Survey meta data (Eg: Survey name, Question message, Option message, etc) created by the customer 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
3 Zoho SalesIQ	To carry out translation between different languages	In the US for all the DCs	US IN AU	All the customers around the globe who have signed up for Enterprise Edition	Chat text

Google Cloud Speech-to-Text

3 SERVICES

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho CRM	To convert speech to text also called speech transcription.	In the US for the US, IN, CA, SA, JP & AU DCs; In the EU for the EU DC	US EU IN CA KSA 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	To convert speech to text also called speech transcription.	In the US for the US, IN, CA, SA, JP & AU DCs; In the EU for the EU DC	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
3 Zoho ResearchStudio	To convert speech to text also called speech transcription.	In the US for the US, AU & IN DCs; In the EU for the EU DC	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

1 SERVICE

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Voice	To convert text to audio.	In the US for US DC; In the EU for EU DC	US EU	All the customers around the globe who have signed up in the applicable data centers and make use	Text prompt

of text prompts for greetings and IVR menus.

> Litmus

2 SERVICES

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Campaigns	To preview the Zoho Campaigns output in various browsers	In the US-East for all the DCs	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	To preview the Zoho Campaigns output in various browsers	In the US-East for all the DCs	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

5 SERVICES

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Books	E-Invoice provider for Mexico	US	US	All the customers around the globe who have signed up for Mexico Edition in US DC	Customer's RFC Number (Tax Registration Number) Customer's Digital Seal Certificate (CSD or Certificado de Sello Digital) (certificate + key) Customer's Password for the key Recipient's RFC Number (Tax Registration Number) ZohoBooks SmarterWeb Credentials Customer's Sales transactions (Invoices, Credit notes)
2 Zoho Invoice	E-Invoice provider for Mexico	US	US	All the customers around the globe who have signed up for Mexico Edition in US DC	Customer's RFC Number (Tax Registration Number) Customer's Digital Seal Certificate (CSD or Certificado de Sello Digital) (certificate + key) Customer's Password for the key Recipient's RFC Number (Tax Registration Number) ZohoBooks SmarterWeb Credentials Customer's Sales transactions (Invoices, Credit notes)
3 Zoho Inventory	E-Invoice provider for Mexico	US	US	All the customers around the globe who have signed up for Mexico Edition in US DC	Customer's RFC Number (Tax Registration Number) Customer's Digital Seal Certificate (CSD or Certificado de Sello Digital) (certificate + key) Customer's Password for the key Recipient's RFC Number (Tax Registration Number) ZohoBooks SmarterWeb Credentials Customer's Sales transactions (Invoices, Credit notes)
4 Zoho Billing	E-Invoice provider for Mexico	US	US	All the customers around the globe who have signed up for Mexico Edition in US DC	Customer's RFC Number (Tax Registration Number) Customer's Digital Seal Certificate (CSD or Certificado de Sello Digital) (certificate + key) Customer's Password for the key Recipient's RFC Number (Tax Registration Number) ZohoBooks SmarterWeb Credentials Customer's Sales transactions (Invoices, Credit notes)
5 Zoho Solo	E-Invoice provider for Mexico	US	US	All the customers around the globe who have signed up for Mexico Edition in US DC	Customer's RFC Number (Tax Registration Number) Customer's Digital Seal Certificate (CSD or Certificado de Sello Digital) (certificate + key)

Customer's Password for the key

Recipient's RFC Number (Tax
Registration Number)

ZohoBooks SmarterWeb
Credentials

Customer's Sales transactions
(Invoices, Credit notes)

› MapMyIndia (MAPPLS)

1 SERVICE

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho CRM	To render data on maps and provide address auto-suggestions	India for IN DC	IN	All the customer whose account is hosted in IN DC	Text typed by users to show address suggestions based on the input Geo-coordinates (latitude/longitude) of addresses to plot them on map

› Perfios

2 SERVICES

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Books	To fetch bank transactions statements	In India for all the DCs	US IN	All the customers who have signed up for Indian Edition & GCC Edition in US or IN DC	Bank PDF Statements
2 Zoho Expense	To fetch bank transactions statements	In India for all the DCs	US IN	All the customers who have signed up for Indian Edition & GCC Edition in US or IN DC	Bank PDF Statements

› SignDesk

1 SERVICE

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Sign	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	IN	All the customers around the globe who have signed up in the IN DC (paid edition)	First Party & Second party - Name, Address First Party ID details - PAN / Driver License / Voter ID / Passport Number / Aadhaar / TAN Document Category - The type of document for which e-stamp is procured

› Signzy

6 SERVICES

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Books	To validate customers and vendors PAN.	In India for all the DCs	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
2 Zoho Invoice	To validate customers and vendors PAN.	In India for all the DCs	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
3 Zoho Inventory	To validate customers and vendors PAN.	In India for all the DCs	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
4 Zoho Billing	To validate customers and vendors PAN.	In India for all the DCs	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
5 Zoho Spend	To validate customers and vendors PAN.	In India for all the DCs	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
6 Zoho Procurement	To validate customers and vendors PAN.	In India for all the DCs	US IN EU	All customers who have signed up for the India edition in the US, IN, or EU DCs and have	Customers and Vendors PAN

been granted early access.

› Storecove (Peppol)

4 SERVICES

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Books	To integrate with the Peppol network for e-invoicing.	In the EU for all the DCs	US AU EU	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. All the customers around the globe who have signed up for the Australia Edition in the AU or US DCs.	Customers' Sales and Purchase transactions In the case of Belgium and Germany, Customers' VAT ID (Tax Registration Number) In the case of Australia, customers' ABN details (Tax Registration Details)
2 Zoho Inventory	To integrate with the Peppol network for e-invoicing.	In the EU for all the DCs	US AU EU	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. All the customers around the globe who have signed up for the Australia Edition in the AU or US DCs.	Customers' Sales and Purchase transactions In the case of Belgium and Germany, Customers' VAT ID (Tax Registration Number) In the case of Australia, customers' ABN details (Tax Registration Details)
3 Zoho Invoice	To integrate with the Peppol network for e-invoicing.	In the EU for all the DCs	US AU EU	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. All the customers around the globe who have signed up for the Australia Edition in the AU or US DCs.	Customers' Sales and Purchase transactions In the case of Belgium and Germany, Customers' VAT ID (Tax Registration Number) In the case of Australia, customers' ABN details (Tax Registration Details)
4 Zoho Billing	To integrate with the Peppol network for e-invoicing.	In the EU for all the DCs	US AU EU	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. All the customers around the globe who have signed up for the Australia Edition in the AU or US DCs.	Customers' Sales and Purchase transactions In the case of Belgium and Germany, Customers' VAT ID (Tax Registration Number) In the case of Australia, customers' ABN details (Tax Registration Details)

› Verify

4 SERVICES

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Expense	To extract data from the documents uploaded for auto scan.	In the US (East and West) for the US DC; In Canada for the CA DC; In Europe for the EU DC; In Asia/Pacific (Australia) for the IN & AU DCs	US EU IN AU CA	All the customers around the globe	Receipts uploaded by the customers Country and Currency of the customer
2 Zoho Books	To extract data from the documents uploaded for auto scan.	In the US (East and West) for the US DC; In Canada for the CA DC; In Europe for the EU DC; In Asia/Pacific (Australia) for the IN & AU DCs	US EU IN AU CA	All the customers around the globe	Receipts uploaded by the customers Country and Currency of the customer
3 Zoho Invoice	To extract data from the documents uploaded for auto scan.	In the US (East and West) for the US DC; In Canada for the CA DC; In Europe for the EU DC; In Asia/Pacific (Australia) for the IN & AU DCs	US EU IN AU CA	All the customers around the globe	Receipts uploaded by the customers Country and Currency of the customer
4 Zoho Inventory	To extract data from the documents uploaded for auto	In the US (East and West) for the US	US EU IN AU CA	All the customers around the globe	Receipts uploaded by the customers

scan.

DC; In Canada for the CA DC; In Europe for the EU DC; In Asia/Pacific (Australia) for the IN & AU DCs

Country and Currency of the customer

› Yodlee

2 SERVICES

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Books	To fetch bank transaction statements	In the US for all the DCs	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
2 Zoho Expense	To fetch bank transaction statements	In the US for all the DCs	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

Third Party Service Providers — 16 providers

Provider Name		Total Services				
› AMD		10 SERVICES				
APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	ROLE OF THE THIRD PARTY SERVICE PROVIDER	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Accounts	To send SMS for: Two Factor Authentication (TFA), Sign-up using SMS, Sign-in using SMS, Account Recovery using SMS, Forgot password recovery method, Addition of a number to your account	In Switzerland and Germany for all the DCs	To provide the service and for additional purposes according to their privacy policy.	US EU IN AU JP CA KSA UK	All the customers around the globe	Phone number SMS content
2 Zoho Sign	To send SMS for: Recipient authentication when signing/approving documents, 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.	US EU IN AU JP CA KSA	All the customers around the globe	Phone number SMS content
3 Zoho Recruit	To send SMS notifications with a link to the mobile app, allowing users to sign in or sign up for the service.	In Switzerland and Germany for all the DCs	To provide the service and for additional purposes according to their privacy policy.	US EU IN AU JP CA KSA UK	All the customers around the globe	Phone number SMS content
4 Zoho Notebook	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 Switzerland and Germany for all the DCs	To provide the service and for additional purposes according to their privacy policy.	US EU IN AU JP CA KSA	All the customers around the globe	Phone number SMS content
5 ManageEngine Log360 Cloud	To send SMS notifications related to product configurations.	In Switzerland and Germany for all the DCs	To provide the service and for additional purposes according to their privacy policy.	US EU IN AU JP CA KSA UK	All the customers around the globe.	Phone number SMS content
6 ManageEngine Site24x7	Sending text messages to individuals, or multiple persons simultaneously	In Switzerland and Germany for all the DCs	To provide the service and for additional purposes according to their privacy policy.	CA KSA US EU IN AU JP	All the customers around the globe.	Phone number SMS content
7 Zoho Assist	Sending text messages to individuals, or multiple persons simultaneously	In Switzerland and Germany for all the DCs	To provide the service and for additional purposes according to their privacy policy.	CA KSA	All the customers around the globe.	Phone number SMS content
8 Zoho Lens	Sending text messages to individuals, or multiple persons simultaneously	In Switzerland and Germany for all the DCs	To provide the service and for additional purposes according to their privacy policy.	CA KSA	All the customers around the globe.	Phone number SMS content
9 ManageEngine MDM Cloud	Sending text messages to individuals, or multiple persons simultaneously	In Switzerland and Germany for all the DCs	To provide the service and for additional purposes according to their privacy policy.	CA KSA	All the customers around the globe.	Phone number SMS content
10 ManageEngine Identity360	To send SMS notification for: Verifying user identity through Two-Factor Authentication (TFA), Adding a phone number to a user account	In Switzerland and Germany for all the DCs	To provide the service and for additional purposes according to their privacy policy.	US UK EU IN CA AU	All the customers around the globe.	Phone Number SMS Content
› AVOXI, Inc.		1 SERVICE				
APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	ROLE OF THE THIRD PARTY SERVICE PROVIDER	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Voice	To provide in-bound and out-bound dialling services.	In USA for US DC	To provide the service and for additional purposes	US	All the customers around the globe	CDR (Call Details Record)

according to their privacy policy.

who have signed up in the US DC and purchased DiD and Toll Free numbers from AVOXL.

Document of customers (to purchase phone numbers)

› Belgacom International Carrier Services SA (BICS)

1 SERVICE

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	ROLE OF THE THIRD PARTY SERVICE PROVIDER	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Voice	To provide in-bound and out-bound dialling services.	Belgium	To provide the service and for additional purposes according to their privacy policy.	EU	All the customers around the globe who have signed up in the EU DC and purchased DiD and Toll Free numbers from BICS.	CDR (Call Details Record) Document of customers (to purchase phone numbers)

› BulkSMS

4 SERVICES

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	ROLE OF THE THIRD PARTY SERVICE PROVIDER	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 ManageEngine Site24x7	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.	US EU IN AU JP CA KSA	All the customers around the globe	Phone number SMS content
2 Zoho Assist	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.	US EU IN AU JP CA KSA UK	All the customers around the globe	Phone number SMS content
3 Zoho Lens	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.	US EU IN AU JP CA KSA UK	All the customers around the globe	Phone number SMS content
4 ManageEngine MDM Cloud	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.	US EU IN AU JP CA KSA UK	All the customers around the globe	Phone number SMS content

› Clickatell

6 SERVICES

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	ROLE OF THE THIRD PARTY SERVICE PROVIDER	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 ManageEngine Site24x7	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.	US EU IN AU JP CA KSA	All the customers around the globe	Phone number SMS content
2 Zoho Assist	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.	US EU IN AU JP CA KSA UK	All the customers around the globe	Phone number SMS content
3 Zoho Lens	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.	US EU IN AU JP CA KSA UK	All the customers around the globe	Phone number SMS content
4 ManageEngine AlarmsOne	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.	US	All the customers around the globe who have signed up in the US DC	Phone number SMS content
5 ManageEngine MDM Cloud	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.	US EU IN AU JP CA KSA UK	All the customers around the globe	Phone number SMS content
6 ManageEngine ADSelfServicePlus	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.	On-Premise	All the customers around the globe	Phone number SMS content

› Kaleyra

23 SERVICES

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	ROLE OF THE THIRD PARTY SERVICE PROVIDER	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Books	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.	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	Email IDs and phone number of primary contact from Zoho Business transaction details (Eg: invoice number, amount, date, etc..) of our customers Zoho's DLT registration details

2	Zoho Invoice	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.	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	Email IDs and phone number of primary contact from Zoho Business transaction details (Eg: invoice number, amount, date, etc..) of our customers Zoho's DLT registration details
3	Zoho Inventory	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.	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	Email IDs and phone number of primary contact from Zoho Business transaction details (Eg: invoice number, amount, date, etc..) of our customers Zoho's DLT registration details
4	Zoho Expense	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.	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	Email IDs and phone number of primary contact from Zoho Business transaction details (Eg: invoice number, amount, date, etc..) of our customers Zoho's DLT registration details
5	Zoho Payroll	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.	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	Email IDs and phone number of primary contact from Zoho Business transaction details (Eg: invoice number, amount, date, etc..) of our customers Zoho's DLT registration details
6	Zoho Billing	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.	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	Email IDs and phone number of primary contact from Zoho Business transaction details (Eg: invoice number, amount, date, etc..) of our customers Zoho's DLT registration details
7	Zoho Checkout	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.	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	Email IDs and phone number of primary contact from Zoho Business transaction details (Eg: invoice number, amount, date, etc..) of our customers Zoho's DLT registration details
8	Zoho Daybook App	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.	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	Email IDs and phone number of primary contact from Zoho Business transaction details (Eg: invoice number, amount, date, etc..) of our customers Zoho's DLT registration details
9	Zoho POS	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.	US IN	All the customers around the globe who have signed up for India Edition and all the	Email IDs and phone number of primary contact from Zoho Business transaction

					users who have chosen the org country as India (In their Global Edition) delivering SMSs only to Indian Mobile numbers	details (Eg: invoice number, amount, date, etc..) of our customers Zoho's DLT registration details
10 ManageEngine Site24x7	Sending SMS and Voice-call notifications to customers with Indian mobile numbers configured.	In India for all the DCs	To provide the service and for additional purposes according to their privacy policy.	US EU IN AU JP CA KSA	All the customers around the globe with Indian Mobile numbers configured	Phone number Alert content
11 Zoho Assist	Sending SMS notifications to customers with Indian Mobile numbers configured	In India for all the DCs	To provide the service and for additional purposes according to their privacy policy.	US EU IN AU JP CA KSA UK	All the customers around the globe with Indian Mobile numbers configured	Phone number SMS content
12 Zoho Lens	Sending SMS notifications to customers with Indian Mobile numbers configured	In India for all the DCs	To provide the service and for additional purposes according to their privacy policy.	US EU IN AU JP CA KSA UK	All the customers around the globe with Indian Mobile numbers configured	Phone number SMS content
13 ManageEngine MDM Cloud	Sending SMS notifications to customers with Indian Mobile numbers configured	In India for all the DCs	To provide the service and for additional purposes according to their privacy policy.	US EU IN AU JP CA KSA UK	All the customers around the globe with Indian Mobile numbers configured	Phone number SMS content
14 Zoho CRM	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.	US EU IN AU CA KSA UK	All the customers around the globe with Indian Mobile numbers configured.	SMS content Sender ID Recipient's Phone number
15 Zoho Campaigns	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.	US IN AU EU CA KSA	All the users around the globe with their accounts hosted in the applicable data centers for delivering messages to Indian phone numbers.	Phone number SMS content
16 Zoho Marketing Automation	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.	US EU IN AU JP CA KSA	All users around the globe with their accounts hosted in the applicable data centers and for delivering messages to Indian phone numbers.	Phone number SMS content
17 Zoho Accounts	To send SMS for: Two Factor Authentication (TFA), Sign-up using SMS, Sign-in using SMS, Account Recovery using SMS, Forgot password recovery method, 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.	US EU IN AU JP CA KSA UK	All users around the globe with their accounts hosted in the applicable data centers and for delivering messages to Indian phone numbers.	Phone number SMS content
18 Zoho Sign	To send SMS for: Recipient authentication when signing/approving documents, Initiating secure signature collection requests via mobile	In India for all the DCs	To provide the service and for additional purposes according to their privacy policy.	US EU IN AU JP CA KSA	All users around the globe with their accounts hosted in the applicable data centers and for delivering messages to Indian phone numbers.	Phone number SMS content
19 Zoho Notebook	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	To provide the service and for additional purposes according to their privacy policy.	US EU IN AU JP KSA	All users around the globe with their accounts hosted in the applicable data centers and for delivering messages to Indian phone numbers.	Phone number SMS content
20 Zoho Recruit	To send SMS notifications with a link to the mobile app, allowing users to sign in or sign up for the service.	In India for all the DCs	To provide the service and for additional purposes according to their privacy policy.	US EU IN AU JP KSA	All users around the globe with their accounts hosted in the applicable data centers and for delivering messages to Indian phone	Phone number SMS content

					numbers.	
21 ManageEngine Log360 Cloud	To send SMS notifications related to product configurations.	In India for all the DCs	To provide the service and for additional purposes according to their privacy policy.	US AU KSA EU JP CA IN UK	All users around the globe with their accounts hosted in the applicable data centers and for delivering messages to Indian phone numbers.	Phone number SMS content
22 Zoho Desk	To send Helpcenter Signup & Signin OTP to the end-users/clients of our customers.	US, EU and IN for all the DCs	To provide the service and for additional purposes according to their privacy policy.	US AU EU CA KSA IN	All the customers around the globe with Indian Mobile numbers configured.	SMS content Sender ID Recipient's Phone number
23 ManageEngine Identity360	To send SMS notification for: Verifying user identity through Two-Factor Authentication (TFA), Adding a phone number to a user account	In India for all the DCs	To provide the service and for additional purposes according to their privacy policy.	US IN EU UK 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.	Phone Number SMS Content
NTT 1 SERVICE						
APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	ROLE OF THE THIRD PARTY SERVICE PROVIDER	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Voice	To provide in-bound dialling services.	US	To provide the service and for additional purposes according to their privacy policy.	US	All the users around the globe who have signed up in the US DC and purchased unlimited DID numbers.	CDR (Call Details Record) Verification documents of customers (to purchase phone numbers)
Sinch (formerly CLX) 6 SERVICES						
APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	ROLE OF THE THIRD PARTY SERVICE PROVIDER	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Accounts	To send SMS for: Two Factor Authentication (TFA), Sign-up using SMS, Sign-in using SMS, Account Recovery using SMS, Forgot password recovery method, Addition of a number to your account	In North California, Ashburn for the US, IN, AU, JP, CA, SA & UK DCs; In Ireland, Sweden for the EU DC	To provide the service and for additional purposes according to their privacy policy.	US AU KSA EU JP CA IN UK	All the customers around the globe, European phone numbers are processed in Ireland and Sweden.	Phone number SMS content
2 Zoho Sign	To send SMS for: Recipient authentication when signing/approving documents, Initiating secure signature collection requests via mobile	In North California, Ashburn for the US, IN, AU, JP, CA, SA & UK DCs; In Ireland, Sweden for the EU DC	To provide the service and for additional purposes according to their privacy policy.	US AU KSA EU JP CA IN	All the customers around the globe	Phone number content (to be delivered to the customer) for SMS and Voice calls
3 Zoho Recruit	To send SMS notifications with a link to the mobile app, allowing users to sign in or sign up for the service.	In North California, Ashburn for the US, IN, AU, JP, CA, SA & UK DCs; In Ireland, Sweden for the EU DC	To provide the service and for additional purposes according to their privacy policy.	US AU KSA EU JP CA IN UK	All the customers around the globe	Phone number content (to be delivered to the customer) for SMS and Voice calls
4 Zoho Notebook	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 North California, Ashburn for the US, IN, AU, JP, CA, SA & UK DCs; In Ireland, Sweden for the EU DC	To provide the service and for additional purposes according to their privacy policy.	US AU KSA EU JP CA IN	All the customers around the globe	Phone number content (to be delivered to the customer) for SMS and Voice calls
5 ManageEngine Log360 Cloud	To send SMS notifications related to product configurations.	In North California, Ashburn for the US, IN, AU, JP, CA, SA & UK DCs; In Ireland, Sweden for the EU DC	To provide the service and for additional purposes according to their privacy policy.	US AU KSA EU JP CA IN UK	All the customers around the globe	Phone number SMS content
6 ManageEngine Identity360	To send SMS notification for: Verifying user identity through Two-Factor Authentication (TFA)	In North California, Ashburn for the US, IN, AU, JP, CA, SA & UK DCs; In Ireland, Sweden for the EU DC	To provide the service and for additional purposes according to their privacy policy.	US IN EU UK CA AU	All the customers around the globe, European phone numbers are	Phone Number SMS Content

Adding a phone number to a user account

JP, CA, SA & UK DCs; In Ireland, Sweden for the EU DC

processed in Ireland and Sweden.

> Tata Communications

3 SERVICES

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	ROLE OF THE THIRD PARTY SERVICE PROVIDER	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Meeting	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.	US IN AU JP CA	All the customers around the globe	CDR (Call Details Record)
2 Zoho Webinar	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.	US IN AU JP CA	All the customers around the globe	CDR (Call Details Record)
3 Zoho Voice	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.	US	All the customers around the globe who have signed up in the US DC and purchased TATA DID and Toll Free numbers	CDR (Call Details Record) Document of customers (to purchase phone numbers)

> TeleSign

7 SERVICES

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	ROLE OF THE THIRD PARTY SERVICE PROVIDER	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Accounts	To send SMS for: Two Factor Authentication (TFA), Sign-up using SMS, Sign-in using SMS, Account Recovery using SMS, Forgot password recovery method, 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.	US EU IN AU JP CA KSA	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.)	Phone number SMS content
2 Zoho Sign	To send SMS for: Recipient authentication when signing/approving documents, 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.	US EU IN AU JP CA KSA	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.)	Phone number SMS content
3 Zoho Workerly	To send SMS to client portal users for: Sign-In using SMS, Forgot password recovery method	In the US, UK, and EU for all the DCs	To provide the service and for additional purposes according to their privacy policy.	US EU IN AU JP CA KSA	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.)	Phone number SMS content
4 Zoho Notebook	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 the US, UK, and EU for all the DCs	To provide the service and for additional purposes according to their privacy policy.	US EU IN AU JP KSA	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.)	Phone number SMS content
5 Zoho Recruit	To send SMS notifications with a link to the mobile app, allowing users to sign in or sign up for the service.	In the US, UK, and EU for all the DCs	To provide the service and for additional purposes according to their privacy policy.	US EU IN AU JP CA KSA	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.)	Phone number SMS content

are of UK/EU origin.)						
6 ManageEngine Log360 Cloud	To send SMS notifications related to product configurations.	In the US, UK, and EU for all the DCs	To provide the service and for additional purposes according to their privacy policy.	US EU IN AU JP CA KSA UK	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.)	Phone number SMS content
7 ManageEngine Identity360	To send SMS notification for: Verifying user identity through Two-Factor Authentication (TFA), Adding a phone number to a user account	In the US, UK, and EU for all the DCs	To provide the service and for additional purposes according to their privacy policy.	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.)	Phone number SMS content
Telnix 3 SERVICES						
APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	ROLE OF THE THIRD PARTY SERVICE PROVIDER	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Campaigns	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.	US EU IN AU CA KSA	All the users around the world with their accounts hosted in the applicable data centers for delivering messages to US, Canada phone numbers.	Phone Number SMS Content
2 Zoho Voice	To provide: in-bound dialling services, 2-way SMS and MMS service to end-users/clients (having US or Canada phone number) of our customers, 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.	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 Telnix Numbers.	CDR (Call Details Record) Verification documents of customers (to purchase phone numbers) Phone number Message content for SMS and MMS
3 Zoho Marketing Automation	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.	US EU IN AU JP CA KSA	All the users around the world with their accounts hosted in the applicable data centers for delivering messages to US, Canada phone numbers.	Phone Number SMS Content
Twilio 6 SERVICES						
APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	ROLE OF THE THIRD PARTY SERVICE PROVIDER	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Bigin	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.	US EU IN AU JP	All the customers around the globe	End users' phone number Documents of customer (to purchase phone numbers)
2 ManageEngine Site24x7	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.	US EU IN AU JP CA KSA	All the customers around the globe	Phone number content (to be delivered to the customer) for SMS and Voice calls
3 Zoho Assist	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.	US EU IN AU JP CA KSA UK	All the customers around the globe	Phone number content (to be delivered to the customer) for SMS and Voice calls
4 Zoho Lens	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.	US EU IN AU JP CA KSA UK	All the customers around the globe	Phone number content (to be delivered to the customer) for SMS and Voice calls

5	ManageEngine AlarmsOne	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.	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
6	Zoho CRM	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.	US JP UK EU CA KSA	All the customers around the globe who have enabled the built-in telephony feature.	End users' phone numbers Verification documents of customer (for purchasing phone numbers)
Value First				6 SERVICES			
APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	ROLE OF THE THIRD PARTY SERVICE PROVIDER	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED	
1	Zoho Accounts	To send SMS for: Two Factor Authentication (TFA), Sign-up using SMS, Sign-in using SMS, Account Recovery using SMS, Forgot password recovery method, 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.	US AU KSA EU JP UK IN CA	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.	Phone number SMS content
2	Zoho Sign	To send SMS for: Recipient authentication when signing/approving documents, Initiating secure signature collection requests via mobile	In India for all the DCs	To provide the service and for additional purposes according to their privacy policy.	US AU KSA EU JP CA	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.	Phone number SMS content
3	Zoho Notebook	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	To provide the service and for additional purposes according to their privacy policy.	US AU EU JP KSA IN	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.	Phone number SMS content
4	Zoho Recruit	To send SMS notifications with a link to the mobile app, allowing users to sign in or sign up for the service.	In India for all the DCs	To provide the service and for additional purposes according to their privacy policy.	US AU EU JP KSA IN	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.	Phone number SMS content
5	ManageEngine Log360 Cloud	To send SMS notifications related to product configurations.	In India for all the DCs	To provide the service and for additional purposes according to their privacy policy.	US AU KSA EU JP UK IN CA	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.	Phone number SMS content
6	ManageEngine Identity360	To send SMS notification for: Verifying user identity through Two-Factor Authentication (TFA), Adding a phone number to a user account	In India for all the DCs	To provide the service and for additional purposes according to their privacy policy.	US IN UK CA EU 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.	Phone Number SMS Content
Validity				2 SERVICES			
APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	ROLE OF THE THIRD PARTY SERVICE PROVIDER	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED	
1	Zoho Campaigns	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.	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
2	Zoho Marketing Automation	Spam filtering, fraud detection, to improve	In the US for all the DCs	To provide the service and for additional purposes	US IN AU	All the customers of Zoho Marketing	Email address of the sender

deliverability of Zoho Campaigns

according to their privacy policy.

Automation who have signed up in the US or IN or AU DC across the globe.

Bandwidth (Voxbone)

2 SERVICES

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	ROLE OF THE THIRD PARTY SERVICE PROVIDER	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Meeting	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.	US EU IN AU JP CA KSA UK	All the customers around the globe	CDR (Call Details Record)
2 Zoho Webinar	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.	US EU IN AU JP CA KSA UK	All the customers around the globe	CDR (Call Details Record)

Etisalat

8 SERVICES

APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	ROLE OF THE THIRD PARTY SERVICE PROVIDER	APPLICABLE DATA CENTER	APPLICABILITY	DATA PROCESSED
1 Zoho Accounts	To send SMS for: Two Factor Authentication (TFA), Sign-up using SMS, Sign-in using SMS, Account Recovery using SMS, Forgot password recovery method, 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.	UAE	All user accounts hosted in the applicable data centers and for delivering messages to Global phone numbers.	Phone number SMS content
2 Zoho Sign	To send SMS for: Recipient authentication when signing/approving documents, Initiating secure signature collection requests via mobile	In UAE for UAE DC	To provide the service and for additional purposes according to their privacy policy.	UAE	All user accounts hosted in the applicable data centers and for delivering messages to Global phone numbers.	Phone number SMS content
3 Zoho Notebook	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 UAE for UAE DC	To provide the service and for additional purposes according to their privacy policy.	UAE	All user accounts hosted in the applicable data centers and for delivering messages to Global phone numbers.	Phone number SMS content
4 Zoho Recruit	To send SMS notifications with a link to the mobile app, allowing users to sign in or sign up for the service.	In UAE for UAE DC	To provide the service and for additional purposes according to their privacy policy.	UAE	All user accounts hosted in the applicable data centers and for delivering messages to Global phone numbers.	Phone number SMS content
5 ManageEngine Site24x7	Sending text messages to individuals, or multiple persons simultaneously	In UAE for UAE DC	To provide the service and for additional purposes according to their privacy policy.	UAE	All user accounts hosted in the applicable data centers and for delivering messages to Global phone numbers.	Phone number SMS content
6 Zoho Assist	Sending text messages to individuals, or multiple persons simultaneously	In UAE for UAE DC	To provide the service and for additional purposes according to their privacy policy.	UAE	All user accounts hosted in the applicable data centers and for delivering messages to Global phone numbers.	Phone number SMS content
7 Zoho Lens	Sending text messages to individuals, or multiple persons simultaneously	In UAE for UAE DC	To provide the service and for additional purposes according to their privacy policy.	UAE	All user accounts hosted in the applicable data centers and for delivering messages to Global phone numbers.	Phone number SMS content
8 ManageEngine MDM Cloud	Sending text messages to individuals, or multiple persons simultaneously	In UAE for UAE DC	To provide the service and for additional purposes according to their privacy policy.	UAE	All user accounts hosted in the applicable data centers and for delivering messages to Global phone numbers.	Phone number SMS content

Provider Name		Total Services			
OpenAI		10 SERVICES			
APPLICABLE SERVICE	SERVICE	LOCATION OF PROCESSING	APPLICABLE DATA CENTER		DATA PROCESSED
1 Zoho Notebook	To provide AI-generated content and assistance based on user input	US	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
2 Zoho Sites	To provide AI-generated content and assistance based on user input	US	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
3 Endpoint Central	To provide AI-generated PowerShell scripts and Sensors in DEX.	US	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
4 Vani	To summarize text from various elements in a Zone within the Vani service, and to generate flowchart diagrams based on user prompts.	US	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 For flowchart generation: A natural language prompt provided by the user describing the desired flowchart.
5 Zoho Desk	Support Specialist (AI Agent): Generates and sends AI-generated replies to incoming email threads when a ticket is assigned to the Support Specialist Agent. 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	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
6 Zoho AppTics	To analyze application crash logs, provide debugging suggestions, and assist with generating responses for app store reviews.	US	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 Replies features. For crash log analysis: Anonymized crash log data For responding to store reviews: Publicly available app reviews from the respective app stores
7 Zoho Social	AI-generated content and Image based on user input	US	US	IN AU CA JP	All Customers who enabled Zia Integrations in Zoho Social. User input including prompts for generating Content, Image & Replies
8 Zoho Bigin	1) Summarize - Generates concise summaries of CRM records, notes, whatsapp messages, emails to give users a quick overview. 2) Email Writing Assistant - Suggests and drafts professional emails based on user intent. 3) Churn Analyser - Analyses CRM data of churned customers to identify patterns and surface the likely reasons behind customer churn. 4) Cross Sell Genie - Recommends relevant products or services to existing customers based on their purchase history and CRM profile. 5) Email-in Reply Assistant - Automatically drafts replies to incoming emails using CRM context and conversation history.	US	US	IN AU	All the customers around the globe in Premier, Bigin 360 and Zoho One Plans and have enabled the AI functionality. Customer and business data stored in Bigin — including records, notes, emails, and interaction history — is shared with OpenAI to power Zia AI features. The data shared is limited to what is relevant to the specific feature being used.
9 Zoho People	To execute actions, generate data-backed reports and insights, summarize policies, provide writing assistance, and in-app navigation based on the user input	US	JP		All users of the organization based on configurations set by the administrator User inputs including text, audio prompts, and file uploads
10 ManageEngine CloudSuite	To provide AI generated content and assistance based on user input	US	US	IN JP CA	Customers who have enabled TAC User queries, Product KBs, help desk logs, and other data

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.