

Service Specific Subprocessors

Zoho uses certain sub-processors and content delivery networks to assist it in providing the Zoho Services as described in the [Data Processing Addendum](#) (DPA).

What is a Sub-processor

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

Process followed to on-board a Sub-Processor

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

Entity Name	Purpose	Location of Processing	Applicable Services
Amazon Simple Email Service (SES)	Sending emails to multiple persons simultaneously To provide content delivery	US-East	Zoho Survey
Amazon Web Services(CDN)	network to improve speed of data transmission		Zoho PageSense

BulkSMS	Sending text messages to individuals, or multiple persons simultaneously	Ireland, South Africa	Site24x7, ManageEngine AlarmsOne, ManageEngine MDMCloud
Clickatell	Sending text messages to individuals, or multiple persons simultaneously	Ireland	Site24x7, ManageEngine AlarmsOne, ManageEngine MDMCloud, ManageEngine ADSelfServicePlus
CLX Communications	To communicate Two Factor Authentication (TFA) information	Ireland, Sweden, North California, Ashburn	Zoho Accounts
Daxtra	To parse CVs, resume or other candidate information	Singapore	Zoho Recruit
Easy Post	To deliver hard copies of commercial documents	US	Zoho Inventory
Google Translate	To carry out translation between different languages		Zoho Creator, Zoho Survey, Zoho SalesIQ
Litmus	To preview Zoho Campaigns output in	US-EAST	Zoho Campaigns

OpenTok	various browsers To conduct & enhance real- time video processing services.	North America, Europe, APAC	Zoho ShowTime Learn more
Postal Methods	To deliver hard copies of commercial documents.	US	Zoho Invoice, Zoho Books, Zoho Inventory
TeleSign	To communicate Two Factor Authentication (TFA) information Sending text messages to individuals, or multiple persons simultaneously	US	Zoho Accounts
Twilio	To provide in- bound dialling services	US-East-1	Site24x7, ManageEngine AlarmsOne
Voxbone	To provide in- bound dialling services	Belgium, Germany, Hong Kong, USA	Zoho Meeting
Yodlee	To fetch bank transactions statements	US	Zoho Books, Zoho Expense

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