



# Service Specific Subprocessors

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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.

Filter by Applicable Services

APPLICABLE SERVICES	ENTITY NAME	PURPOSE	LOCATION OF PROCESSING	APPLICABLE DATA CENTER	APPLICABLE FOR
1. Zoho Survey	Amazon Simple Email Service (SES)	Sending emails to multiple persons simultaneously	US West (Oregon) US-West-2 ,  Europe (Ireland) EU-West-1	US, EU, IN, AU	All the customers around the globe
1. Zoho PageSense 2. Site24x7	Amazon Web Services(CDN)	To provide content delivery network to improve speed of data transmission	Worldwide	US, EU, IN, AU	All the customers around the globe
1. Site24x7 2. ManageEngine MDMCloud	BulkSMS	Sending text messages to individuals, or multiple persons simultaneously	Ireland, South Africa	US, EU, IN, AU	All the customers around the globe
1. Site24x7 2. ManageEngine AlarmsOne (Used only in US DC) 3. ManageEngine MDMCloud 4. ManageEngine ADSelfServicePlus	Clickatell	Sending text messages to individuals, or multiple persons simultaneously	Ireland	US, EU, IN, AU	All the customers around the globe
1. Zoho Accounts	Sinch (formally known as CLX Communication)	To send SMS during: a. Two Factor Authentication(TFA) b. Sign-up using SMS c. Sign-in using SMS d. Account	Ireland, Sweden, North California, Ashburn	US, EU, IN, AU	All the customers around the globe

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

1. Zoho Bigin 2. Site24x7 3. ManageEngine AlarmsOne (Used only in US DC)	Twilio	Sending text messages to individuals, or multiple persons simultaneously	US-East-1	US, EU, IN, AU	All the customers around the globe
1. Zoho Expense 2. Zoho Books 3. Invoice	Verify	To extract data from the documents uploaded for autoscan.	US (east and west coasts), Canada, Europe (Frankfurt), Asia / Pacific (Australia)	US, EU, IN, AU	All the customers around the globe
1. Zoho Meeting	Voxbone	To provide in-bound dialling services	Belgium, Germany,Hong Kong, USA	US, EU, IN, AU	All the customers around the globe
1. Zoho Books 2. Zoho Expense	Yodlee	To fetch bank transactions statements	US	US, EU, IN, AU	All the customers around the globe

**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](#).