

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 Data Center	Applicable For	Applicable Services
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	Zoho Survey
Amazon Web Services(CDN)	To provide content delivery	Worldwide	US, EU, IN, AU	All the customers	Zoho PageSense, Site 24x7

	network to improve speed of data transmission			around the globe	
BulkSMS	Sending text messages to individuals, or multiple persons simultaneously	Ireland, South Africa	US, EU, IN, AU	All the customers around the globe	Site24x7, ManageEngine MDMCloud
Clickatell	Sending text messages to individuals, or multiple persons simultaneously	Ireland	US, EU, IN, AU	All the customers around the globe	Site24x7, ManageEngine AlarmsOne (Used only in US DC), ManageEngine MDMCloud, ManageEngine ADSelfServicePlus
CLX Communications	To communicate Two Factor Authentication (TFA) information To parse CVs, resume or other candidate information	Ireland, Sweden, North California, Ashburn	US, EU, IN, AU	All the customers around the globe	Zoho Accounts
Daxtra	A shipping service used to deliver goods/items	Singapore	US, EU, IN, AU	All the customers around the globe	Zoho Recruit
Easy Post	To carry out translation between	US	US, EU, IN, AU	All the customers around the globe	Zoho Inventory, Zoho Books
Google Translate			US, EU, IN, AU	All the customers around the globe	Zoho Creator (Premium and Ultimate Edition), Zoho Survey (Pro)

	different languages				and Enterprise Edition), Zoho SalesIQ (Enterprise Edition)
Kaleyra	Sending SMS notifications to our customers in India and to their clients.	India	US, EU, IN, AU	All the customers globally but delivering SMSs to Indian Mobile numbers	Zoho Books, Zoho Invoice, Zoho Inventory, Zoho Expense, Zoho Payroll, Zoho Subscriptions, Zoho Checkout, Zoho Daybook App, Site24x7
Litmus	To preview the Zoho Campaigns output in various browsers	US-EAST	US, EU, IN, AU	All the customers around the globe	Zoho Campaigns
OpenTok	To conduct & enhance real-time video processing services.	North America, Europe, APAC	US, EU, IN		Zoho ShowTime
Perfios	To fetch bank transactions statements	Singapore, India	US, IN	All the customers signed up for Indian Edition	Zoho Books, Zoho Expense
Postal Methods	To deliver hard copies of commercial documents.	US	US, EU, IN	All the customers signed up for US Edition	Zoho Invoice, Zoho Books, Zoho Inventory
Tata	To provide in-bound dialling	USA- LA, NY, Canada-	US, EU, IN, AU	All the customers	Zoho Meeting

services Montreal, around the
 Toronto, globe
 Europe-
 London,
 Frankfurt and
 Madrid,Asia-
 Singapore, HK
 and Australia

TeleSign	To communicate Two Factor Authentication (TFA) information Sending text messages to individuals, or multiple persons simultaneously	US	US, EU, IN, AU	All the customers around the globe	Zoho Accounts
Twilio	Sending text messages to individuals, or multiple persons simultaneously	US-East-1	US, EU, IN, AU	All the customers around the globe	Site24x7, ManageEngine AlarmsOne (Used only in US DC)
Veryfi	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	Zoho Expense, Zoho Books, Zoho Invoice
Voxbone	To provide inbound dialling services	Belgium, Germany, Hong Kong, USA	US, EU, IN, AU	All the customers around the globe	Zoho Meeting
Yodlee	To fetch bank transactions statements	US	US, EU, IN, AU	All the customers around the globe	Zoho Books, Zoho Expense

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.
- 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.

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