

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	AU	All the US, EU, IN, 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, customers AU All the around the globe
Clickatell	Sending text messages to individuals, or multiple persons simultaneously	Ireland	US, EU, IN, customers AU All the around the globe
CLX	To communicate Two Factor Authentication (TFA) information To parse CVs, resume or other candidate information A shipping service used to deliver goods/items	Ireland, Sweden, North California, Ashburn	US, EU, IN, customers AU All the around the globe
Daxtra		Singapore	US, EU, IN, customers AU All the around the globe
Easy Post		US	US, EU, IN, customers AU All the around the globe
Google Translate	To carry out translation between		US, EU, IN, All the AU customers around the globe
			Zoho Creator Zoho Books Zoho Survey (Pro)
			Site24x7, ManageEngine MDMCloud Site24x7, ManageEngine AlarmsOne (Used only in US DC), ManageEngine MDMCloud, ManageEngine ADSelfServicePlus Zoho Accounts Zoho Recruit Zoho Inventory, Zoho Books 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 India and to their clients.	US, EU, IN, AU	All the Zoho Books, Zoho customers Invoice, Zoho globally Inventory, Zoho but Expense, Zoho delivering Payroll, Zoho SMSs to Subscriptions, Indian Zoho Checkout, Mobile Zoho Daybook numbers App, Site24x7	
Litmus	To preview the Zoho Campaigns output in various browsers	US-EAST	All the Zoho Campaigns customers around the globe	
OpenTok	To conduct & enhance real-time video processing services.	North America, Europe, APAC	Zoho ShowTime	
Perfios	To fetch bank transactions statements	Singapore, India	US, IN	All the Zoho Books, Zoho customers signed up for Indian Expense Edition
Postal Methods	To deliver hard copies of commercial documents.	US	US, EU, IN	All the Zoho Books, Zoho customers signed up for US Inventory Edition
Tata	To provide in-bound dialling	USA- LA, NY, Canada	US, EU, IN, AU	All the Zoho Meeting customers

	services	Montreal, Toronto, Europe- London, Frankfurt and Madrid, Asia- Singapore, HK and Australia	around the globe
TeleSign	To communicate Two Factor Authentication (TFA) information Sending text messages to individuals, or multiple persons simultaneously	US US-East-1	All the US, EU, IN, customers AU around the globe
Twilio	To extract data from the documents uploaded for autoscan.	US (east and west coasts), Canada, Europe (Frankfurt), Asia / Pacific (Australia)	All the US, EU, IN, customers AU around the globe
Veryfi	To provide in- bound dialling services	Belgium, Germany, Hong Kong, USA	All the US, EU, IN, customers AU around the globe
Voxbone	To fetch bank transactions statements	US	All the US, EU, IN, customers AU around the globe
Yodlee			Zoho Books, Zoho Expense, Zoho Books, Zoho Invoice
			Zoho Meeting
			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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