Subprocessors

Zapier engages with third-party subprocessors and Zapier affiliates to help us provide services to our customers. These subprocessors store Customer Content (content you submit to your Zapier account) and assist Zapier with processing it (posted date: September 20, 2023):

Prior version

Core Infrastructure Subprocessors

Name	Nature of Processing	Location
Amazon Web Services, Inc. (AWS)	Third party hosting provider	USA
CloudAMQP	Processing event-based workflows used by Zapier services	USA
DataDog	Application performance monitoring, infrastructure and network monitoring, and error capturing	USA
Google Cloud	Third party hosting provider	USA
Heroku	Deployment and management of Zapier services	USA

Other Subprocessors

Name	Nature of Processing	Location
FullStory	Analytics to improve Zapier services	USA
Intercom	Customer service platform used for technical support chat management	USA
Looker	Business intelligence software used to analyze Zapier services usage	USA
OpenAI	Functionality to supplement and provide additional capabilities for Zapier services. Note: Customer Content will not be used by OpenAI for modeling purposes.	USA
Pinecone	Vector database to facilitate vector search features.	USA
Sentry	Debugging and support tool used for error reporting	USA
Vitally	Customer success health scoring, and user engagement/usage tool	USA
Zendesk	Customer service platform used for technical support ticket management	USA

Service-Specific Subprocessors

Zapier Service	Name	Nature of Processing	Location
Translate by Zapier	Google Translate	Language translations of customer queries	USA
Email by Zapier	Mailgun	Email sending capabilities per customer queries	USA
SMS by Zapier	Twilio	SMS sending capabilities per customer queries	USA
Interfaces (Beta)	SendGrid	Email sending capabilities within Interfaces	USA
Interfaces (Beta)	Uploadcare	File uploading capabilities within Interfaces	USA
WhatsApp Notifications	WhatsApp	WhatsApp chat sending capabilities per customer queries	USA

Affiliate Subprocessors

Name	Service(s) Provided	Location(s)
Zapier Australia Pty Ltd.	Zapier services and support	Australia, with a branch in New Zealand
Zapier Automation Inc.	Zapier services and support	Canada
Zapier Automation Ireland Ltd.	Zapier services and support	Ireland, with a branch in Spain
Zapier UK Ltd.	Zapier services and support	UK

Updates to Subprocessors

As Zapier's business continues to grow and evolve, these subprocessors may change. Sign up to receive email notifications about future updates to these lists.