

Below is a reference copy of Zapier's previous Subprocessor list from November 22, 2023. Please note that this information is now outdated; it was replaced by Zapier's current Subprocessor list, which may be accessed at: <https://www.zapier.com/legal/subprocessors>

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: December 15, 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
Redis	Data storage and caching	USA

Other Subprocessors

Name	Nature of Processing	Location
FullStory	Analytics to improve Zapier services	USA
Infinity Support Group	Technical support ticket management for customers	USA, Philippines
Intercom	Customer service platform used for technical support chat management	USA
Looker	Business intelligence software used to analyze Zapier services usage	USA
Microsoft	Artificial intelligence provider <u>Note:</u> Customer Content will not be used by Microsoft for modeling purposes	USA
OpenAI	Artificial intelligence provider <u>Note:</u> 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
Vitaly	Customer success health scoring, and user engagement/usage tool	USA

Name	Nature of Processing	Location
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
Canvas (Alpha)	Liveblocks	Collaboration capabilities within Canvas	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)	Stytch	End-user authentication capabilities within Interfaces	USA
Interfaces (Beta), Chatbots (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.