

Note: Below is a reference copy of Zapier’s previous Subprocessor list from September 8, 2025. Please note that this information is now outdated; it was replaced by Zapier’s current Subprocessor list, which may be accessed at: 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

Posted Date: September 8, 2025

Effective Date: September 22, 2025

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:

Core Infrastructure Subprocessors

Name	Nature of Processing	Location
Amazon Web Services, Inc. (AWS)	Cloud service provider	USA
CloudAMQP	Processing event-based workflows used by Zapier services	USA
Databricks	Data intelligence platform	USA
DataDog	Application performance monitoring, infrastructure and network monitoring, and error capturing	USA
Google Cloud	Cloud service provider	USA
Heroku	Deployment and management of Zapier services	USA
Redis	Data storage and caching	USA

Other Subprocessors

Name	Nature of Processing	Location
Ada	Customer service platform used for technical support chat management	USA
Algolia	Search functionality for Zapier content, including templates, blog posts, and apps	USA
FullStory	Analytics to improve Zapier services	USA
Gong	Call recording and transcribing platform to be used by Zapier's sales and support teams in the context of providing services and technical support	USA
Looker	Business intelligence software used to analyze Zapier services usage	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
Zendesk	Customer service platform used for technical support ticket management	USA
Zoom	Video conferencing and communications platform to be used by Zapier's sales and support teams in the context of providing services and technical support	USA

AI Functionality Subprocessors

Name	Nature of Processing	Location
Amazon Web Services, Inc. (AWS)	Artificial intelligence provider	USA

Name	Nature of Processing	Location
Anthropic	Artificial intelligence provider	USA
Google Cloud	Artificial intelligence provider	USA
Microsoft Azure AI	Artificial intelligence provider	USA
OpenAI	Artificial intelligence provider	USA

Customer Content will not be used by AI Functionality Subprocessors for modeling purposes.

Zapier has implemented OpenAI’s [Zero Day Retention \(ZDR\) feature](#). If a customer uses their own OpenAI key, the terms of the customer’s agreement with OpenAI will govern how OpenAI handles that customer’s data instead. Zapier’s [data retention policy](#) continues to govern how Zapier handles customer data.

Service-Specific Subprocessors

Name	Zapier Service	Nature of Processing	Location
BrightData	Agents (Beta)	Web search capabilities per customer queries	USA
Firecrawl	Chatbots (Beta), Agents (Beta)	Knowledge source gathering capabilities within Chatbots and Agents	USA
Google Translate	Translate by Zapier	Language translations of customer queries	USA
Liveblocks	Canvas (Beta)	Collaboration capabilities within Canvas	USA
Madkudu	Lead Score by Zapier	Information gathering capabilities about leads submitted by customer	USA

Name	Zapier Service	Nature of Processing	Location
		queries	
Mailgun	Email by Zapier	Email sending capabilities per customer queries	USA
Stytch	Interfaces	End-user authentication capabilities within Interfaces	USA
Twilio	SMS by Zapier	SMS sending capabilities per customer queries	USA
Uploadcare	Interfaces, Chatbots (Beta)	File uploading capabilities within Interfaces	USA
WhatsApp	WhatsApp Notifications	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 India Private Limited	Zapier services and support	India
Zapier UK Ltd.	Zapier services and support	UK

Updates to Subprocessors

As Zapier's business continues to grow and evolve, these subprocessors may change. Subscribe to announcements in our [Trust Center](#) to receive email notifications about future updates to these lists.

Change Log

Change Date: September 8, 2025

Description of Change: Added Gong and Zoom as subprocessors.