Subprocessors

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Prior Version

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.

Service Infrastructure and Operations

These are subprocessors that we use in operating the Service:

Name	Nature of Processing	Location
Algolia	Search functionality for Zapier content, including templates, blog posts, and apps	USA
Amazon Web Services (AWS)	Cloud service and artificial intelligence provider	USA
Anthropic	Artificial intelligence provider	USA
Bright Data	Web search capabilities per customer queries	USA
Databricks	Data intelligence	USA
Datadog	Application performance monitoring, infrastructure and network monitoring, and error capturing	USA
Firecrawl	Knowledge source gathering capabilities	USA
Fullstory	Analytics to improve Zapier services	USA

Name	Nature of Processing	Location
Google	Cloud service and artificial intelligence provider	USA
Heroku	Deployment and management of Zapier services	USA
Liveblocks	Collaboration capabilities	USA
Looker	Analysis of Zapier services usage	USA
Microsoft	Artificial intelligence provider	USA
OpenAI	Artificial intelligence provider	USA
Pinecone	Vector database for search features	USA
Redis	Data storage and caching	USA
Sentry	Debugging and support for error reporting	USA
Stytch	End-user authentication capabilities	USA
Uploadcare	File uploading capabilities	USA
Vercel	Cloud service provider	USA

Customer Content will not be used by artificial intelligence 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.

Support

These are subprocessors that we use in providing technical support to our customers:

Name	Nature of Processing	Location
Ada	Technical support chat management	USA
Gong	Call recording and transcribing for services and technical support	USA
Vitally	Customer success health scoring, and user engagement/usage	USA
Zendesk	Technical support ticket management	USA
Zoom	Video conferencing and communications for services and technical support	USA

Zapier Service-Specific

These are subprocessors that provide specific “by Zapier” services:

Name	Zapier Service	Nature of Processing	Location
Google	Translate by Zapier	Language translations of customer queries	USA
MadKudu	Lead Score by Zapier	Information gathering capabilities about leads submitted by customer queries	USA
Mailgun	Email by Zapier	Email sending capabilities per customer queries	USA
Twilio	SMS by Zapier	SMS sending capabilities per customer queries	USA
WhatsApp	WhatsApp Notifications	WhatsApp chat sending capabilities per customer queries	USA

Zapier Affiliates

These Zapier affiliates help provide Zapier services and support to customers:

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

Updates

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.