

# Sub-Processors

Date Posted: 25 July, 2025

Effective Date: 24 August, 2025

Perceptyx uses certain sub-processors to assist in providing Perceptyx services. A sub-processor is a third party data processor engaged by Perceptyx who agrees to receive personal data from Perceptyx intended for processing activities necessary to support delivery of services. Perceptyx performs due diligence on the technical and organizational security measures of all sub-processors and requires each to commit to obligations regarding their security controls and applicable regulations for the protection of personal data.

The table below shows information for each sub-processor including the sub-processing activity, the company's location of processing, the services in which the sub-processor is used and the lawful transfer mechanism.

To see archived versions of Perceptyx 's Authorized Sub-processors, click [here](#).

## Third Party Sub-Processors

Entity Name	Sub Processing Activity	Entity Country	Product(s)	Lawful Transfer Mechanism
Amazon Web Services, Inc.	Cloud compute servers and storage; communications	USA, EU	All Perceptyx Products	Data Privacy Framework, SCC
Microsoft Corporation	Cloud compute servers and storage, and/or language translation of comments	USA	All Perceptyx Products	Data Privacy Framework, SCC
Google LLC	Cloud computing as well as incidental account management and administration	USA	All Perceptyx Products	Data Privacy Framework, SCC
Datadog, Inc.	Infrastructure monitoring	USA	All Perceptyx Products	Data Privacy Framework, SCC
Mixpanel, Inc.	Product Analytics	USA	All Perceptyx Products	Data Privacy Framework, SCC
OKTA, Inc. (IaaS)	IDP MFA SSO SAML provider	USA	All Perceptyx Products	Data Privacy Framework, SCC
Snowflake, Inc.	Data warehouse	USA, EU	All Perceptyx Products	Data Privacy Framework, SCC
Splunk, Inc.	Security monitoring, logging and analytics	USA	All Perceptyx Products	Data Privacy Framework, SCC

Slack, Inc.	Incidental account administration	USA	Customer Support	Data Privacy Framework, SCC
Textline, Inc.	Customer support	USA	Customer Support	SCC
Call Experts, LLC	Customer support	USA	Customer Support	SCC
Freshworks Inc.	Used to receive and track customer support tickets	USA	Customer Support	Data Privacy Framework, SCC
LenioLabs, LLC	Supplemental product engineering support and professional services.	Argentina, Chile, Uruguay, Peru	Product Support, Professional Services	SCC
Encora Digital LLC	Supplemental product engineering support and professional services.	Bolivia, Colombia, India, Mexico, Peru	Product Support, Professional Services	SCC
Multiplier Technologies Pte. Ltd.,	Supplemental product engineering support and professional services.	Argentina, Armenia, Australia, Czech Republic, Poland, Romania, USA	Product Support, Professional Services	SCC
HRIZONS	Supplemental integration support and professional services	USA United Kingdom	Integration support, professional services.	SCC

Optional Third Party Sub-Processors

Entity Name	Sub Processing Activity	Entity Country	Product(s)	Lawful Transfer Mechanism
OpenAI, LLC	AI capabilities, including generative AI	USA	Generative AI Products (Customer opt in required). Consulting services.	SCC
Twilio, Inc.	Text messages for launching surveys; communications.	USA	Core (formerly Ask)	Data Privacy Framework, SCC

Responsive Translation Services (Clark Media Corp)	Translation of non-English materials, including survey questions	USA	All Perceptyx Products	SCC
Boomi, LP	Integration PaaS, API Management	United States Canada United Kingdom Germany Singapore Australia	Select Integrations	Data Privacy Framework, SCC

Perceptyx may also engage one or more of its affiliates as sub-processor to deliver some or all of the services.

Entity Name	Sub Processing Activity	Entity Country
Perceptyx, Inc.	General services and support	USA
Perceptyx Canada, Inc.	General services and support	Canada

**What responsibilities and liabilities does Perceptyx have as processors to its customers?**

In addition to our contractual obligations to our customers, the data controllers, Perceptyx has its own responsibilities under data privacy legislation as a data processor. If we fail to meet our obligations, or act outside of or against the data controller’s instructions, we may be liable for damages in legal proceedings, or be subject to fines or other penalties or corrective measures.

As a data processor, we engage sub-processor services in accordance with our customers’ general written authorization. Perceptyx enters into agreements with each subprocessor, including Data Privacy Agreements (DPAs) and Standard Contractual Clauses (SCCs) as applicable. We remain liable to our customers for the compliance of any sub-processors we engage.

**How does Perceptyx select Sub-processors to support our service?**

In selecting a new sub-processor, Perceptyx conducts an extensive vetting process to meet our strategic goals and values. All sub-processors appointed by Perceptyx must meet the same controls we have committed to in our customer contracts and must comply with applicable data privacy laws.

**When does Perceptyx communicate about sub-processors?**

Perceptyx and the customer agree to the authorized list of sub-processors when a new customer signs their agreement. Perceptyx also provides notice via email when a sub-processor is added or changed, with an opportunity to object.

**We have no objections. Do we need to make any changes to our agreements??**

No. If a customer does not object within the 30-day window, approval of the sub-processor is implied and no further action is needed. If individual customers object or have immediate contract requirements, please reach out to your [privacy@perceptyx.com](mailto:privacy@perceptyx.com) for support.

### **Objecting to a Sub-Processor**

Please submit your objection via [this LINK](#). If you have additional questions, please reach out to your Customer Success Manager for further support.