List of Sub-Processors

Last updated: November 24, 2026

Nasuni engages third party service providers to help us support and scale the Services, Software, and Solutions. Where these service providers process any Customer Data or Personal Data in connection with the Services, Software, and Solutions, they are classified as sub-processors and must meet Nasuni's due diligence requirements.

This document describes the sub-processors that Nasuni engages today; this list is subject to change at Nasuni's discretion. Where subprocessors are located outside the European Economic Area, United Kingdom, or Switzerland, Nasuni ensures that appropriate transfer mechanisms are in place, including Standard Contractual Clauses or adequacy decisions, as applicable. Details of applicable transfer mechanisms for each subprocessor are available upon request by contacting privacy@nasuni.com.

Nasuni will provide advance notice of material changes to this list in accordance with the Data Processing Addendum (https://www.nasuni.com/legal/data-processing-addendum/). Where technically feasible, you may request to opt out of a specific sub-processor's processing of your Personal Data by emailing privacy@nasuni.com. Nasuni will use commercially reasonable efforts to accommodate such requests. Note that certain sub-processors are integral to the delivery of the Solutions, and opting out may result in reduced functionality or unavailability of the Solutions or specific features. Nasuni will notify you of any such impact before processing your opt-out request.

/ DEFINITIONS

"*Account information*" means any data associated with a customer's account, such as username and password, email address, billing address, phone number, and payment details.

"*System Data*" means operational, technical, statistical, usage, and performance data generated through the operation and use of the Solutions, as further described in Nasuni's Master Subscription and Services Agreement. System Data may include IP addresses, device identifiers, access logs, and usage metrics.

All other definitions have the same meaning as in the Master Services and Subscription Agreement (https://www.nasuni.com/legal/master-subscription-and-services-agreement/).

/ USE OF AI

Some of Nasuni's sub-processors use artificial intelligence (AI) technologies, including large language models (LLMs), in the course of providing their services. For example, AI may be used to support features such as call transcription and analysis, summarization, search, or internal customer support tooling.

Where AI is used, it is subject to appropriate safeguards designed to protect Personal Data, including data minimization, purpose limitations, and the technical and organizational security measures described in Annex II.

Nasuni contractually requires its AI and LLM-based sub-processors to refrain from using Customer Data or Personal Data to develop, train, improve, or fine-tune their AI models or any third-party foundation models. This prohibition applies regardless of whether the data has been pseudonymized.

Sub-processors that use AI or machine learning technologies in the course of providing their services are identified with "Yes" in the "AI Used" column of the table below. A designation of "No" indicates that, to Nasuni's knowledge, the sub-processor does not use AI or machine learning in the processing activities relevant to the Solutions. Sub-processor AI practices may change over time; Nasuni will use commercially reasonable efforts to keep this designation current and will reflect any material changes in updated versions of this list.

For additional information about a specific sub-processor's use of AI, please refer to that sub-processor's privacy documentation and terms of service.

/ SUB-PROCESSORS

Sub-processors apply when you engage with Nasuni as an organization and purchase or use any of our Services, Software, or Solutions. Customer Data may be processed by the sub-processors in this section only if a Customer chooses to provide Customer Data in interactions with Nasuni. These sub-processors do not have automated, continuous data transfers from any of our Services, Software, or Solutions unless otherwise noted

Sub-processor	Applicability	Nature and Purpose of Processing	Categories of Personal Data	Country	AI Used
6sense	All	Account intelligence and intent data	Account Information, System Data	United States	Yes
Agiliad LLC	All	QA automation, regression testing, software development, testing/debugging, engineering support	Account Information, Customer Data, System Data	United States	No
Anthropic	All	AI-powered features and agent infrastructure (Claude LLM via MCP)	Account Information, Customer Data, System Data	United States	Yes
Atlassian	All	Engineering project management, issue tracking, internal collaboration (Jira, Confluence)	Account Information, System Data	United States	Yes
AWS	All	Cloud infrastructure hosting, data storage, monitoring and platform operations; AI Activate processes data continuously as part of platform operations.	Account Information, Customer Data, System Data	United States	No
ChurnZero	Resilio	Customer success management, customer engagement, account health monitoring, and renewal tracking	Account Information, System Data	United States	No

Sub-processor	Applicability	Nature and Purpose of Processing	Categories of Personal Data	Country	AI Used
Clari	All	Revenue forecasting, pipeline intelligence, and sales activity analysis	Account Information, System Data	United States	Yes
Descartes	All	Export compliance screening and restricted party list management	Account Information	Canada	No
Document360	All	Knowledge base management and self-service documentation for customers and internal teams	Account Information, System Data	United Kingdom	Yes
Gainsight	All	Customer success management, health scoring, renewal tracking	Account Information, System Data	United States	No
Gong	All	Sales revenue intelligence — recording, transcription, and AI analysis of sales calls and customer interactions	Account Information, System Data	United States	Yes
Google	All	Workplace productivity and collaboration (Google Workspace: email, calendar, docs, Meet)	Account Information, System Data	United States	Yes
HubSpot	All	Marketing automation, CRM, and customer communications	Account Information	United States	Yes
Microsoft	All	Workplace productivity and collaboration (Microsoft 365: Teams, Outlook, SharePoint)	Account Information	United States	No
OpenAI	All	AI-assisted internal tooling and customer support operations	Account Information, System Data	United States	Yes
PostHog	All	Product analytics, session replay, feature flags, and user behavior tracking	Account Information, System Data	United States	Yes

Sub-processor	Applicability	Nature and Purpose of Processing	Categories of Personal Data	Country	AI Used
Qualified	All	Sales pipeline generation and real-time visitor engagement (website chat and lead qualification)	Account Information	United States	Yes
Salesforce	All	Customer account management, opportunity tracking, and sales operations	Account Information	United States	Yes
Sentry	All	Application error tracking, performance monitoring, and debugging	System Data	United States	Yes
SerNet GmbH	All	Samba engineering support, release qualification, patch integration, product bug root-cause support	Account Information, Customer Data, System Data	Germany	No
Snowflake	All	Cloud data warehousing and analytics — storage and processing of operational and business intelligence data	Account Information, System Data	United States	Yes
Tableau	All	Data visualization, business intelligence dashboards, and operational reporting	Account Information, System Data	United States	No
WorkRamp	All	Learning management system (LMS) for employee training, customer education, and partner enablement	Account Information	United States	Yes
ZoomInfo	All	B2B contact data enrichment and prospecting	Account Information	United States	No

/ NASUNI AFFILIATES

Entity Name	Entity Country
DryvIQ LLC	United States
Nasuni GmbH	Germany
Nasuni Ireland	Ireland
Nasuni UK Ltd	United Kingdom
Resilio, LLC	United States

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