

Subprocessors

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Clientor uses the third-party service providers below to run the C2R.ai (Clientor) platform. "Subprocessors" process Customer Data (including our customers' Contacts' information, call recordings, transcripts and messages) on our behalf under our Data Processing Addendum. Each is bound by written data protection terms at least as protective as our commitments to customers, and our AI model providers are contractually prohibited from training their models on Customer Data.

1. Subprocessors that process Customer Data

- Anthropic, PBC (United States). Purpose: AI model processing (Claude) for agent conversations, summaries, Business Brain research and the agent builder. Data: conversation text, transcripts, knowledge-base content, business profile data. Status: active.
- OVHcloud (OVH SAS and its affiliates; data center region: [OVH REGION]). Purpose: application hosting, databases and workflow engine infrastructure. Data: all Customer Data stored in the platform. Status: active.
- Amazon Web Services, Inc. (United States). Purpose: encrypted object storage for call recordings and files, backups, and key management for credential encryption. Data: recordings, files, backups. Status: active.
- Cloudflare, Inc. (global network). Purpose: content delivery, DNS, DDoS protection and web application firewall. Data: network traffic, including IP addresses and data in transit. Status: active.
- Clerk, Inc. (United States). Purpose: User sign-in, multi-factor authentication, single sign-on and organization membership. Data: Users' names, emails, sign-in data (not Contact data). Status: active.
- Postmark (ActiveCampaign, LLC) (United States). Purpose: delivery of agent emails, notifications and receipts. Data: email addresses, email content. Status: active.
- Google LLC (United States). Purpose: Google Places API for business research; Google Workspace (Calendar, Gmail) access where a customer connects it. Data: business listing data; calendar and email data the customer connects. Status: active.
- Functional Software, Inc. (Sentry) (United States). Purpose: application error monitoring. Data: error reports and technical metadata, with personal data scrubbed. Status: active.
- [VOICE PROVIDER] (United States). Purpose: telephone numbers, call connection, speech recognition, voice synthesis and call recording. Data: phone numbers, call audio, recordings, transcripts, call metadata. Status: active for the demo; will process customer calls when voice agents launch.
- ElevenLabs, Inc. (United States). Purpose: voice cloning and speech synthesis for the demo in your own voice and for cloned voices in Voice Studio. Data: voice recordings, the voice

models made from them, and the text to be spoken. Status: active for the demo; processes customer voices when Voice Studio cloning is enabled.

- [SMS PROVIDER] (United States). Purpose: SMS and MMS delivery, A2P 10DLC brand and campaign registration. Data: phone numbers, message content, registration details. Status: will be added before text messaging launches.
- [EMBEDDINGS PROVIDER] (United States). Purpose: converting knowledge-base text into search vectors. Data: knowledge-base and business profile text. Status: will be added before knowledge search launches.
- Meta Platforms, Inc. (United States / Ireland). Purpose: WhatsApp Business Platform messaging, where a customer enables WhatsApp. Data: WhatsApp numbers and message content. Status: will be added before WhatsApp launches.

Our workflow engine (n8n) is self-hosted on our own infrastructure and is not a separate subprocessor.

2. Service providers for our own business

These providers process data for which Clientor is the controller (website visitors, demo users, account holders and billing), not Customer Data:

- Stripe, Inc. (United States): payment processing and subscription billing. Card and bank details are entered directly with Stripe.
- Google LLC (United States): Google Tag Manager and Google Analytics on our marketing websites (with consent), and Google Workspace for our own email and documents.
- Telegram (Telegram FZ-LLC) (United Arab Emirates / global): internal notifications of new demo requests to our team. Status: being retired; demo leads will move into our own systems.
- Clerk, Postmark, Cloudflare, OVHcloud, AWS and Anthropic also process our own account, website and demo data for the purposes described above.

3. Changes and notifications

We give at least 30 days' notice before a new subprocessor begins processing Customer Data, by updating this page and emailing subscribers. To subscribe to updates, email [PRIVACY EMAIL] with the subject "Subprocessor updates", or turn on notifications in Settings ? Data & privacy. Customers may object as described in section 5.3 of the Data Processing Addendum.

4. Contact

Questions about our subprocessors: [PRIVACY EMAIL].