

Third-Party Subprocessors

brainCloud may engage the third party entities below (each, a “subprocessor”) to process personal data that you include in your use of brainCloud. Each subprocessor upholds brainCloud’s commitments in the [brainCloud DPA](#) as referenced in their own DPA listed in the table below.

The subprocessors may change from time-to-time and will be updated on this page.

The list of subprocessors and links in the table are current as at April 30, 2024.

Third Party Entity	Description of Processing	Data Types	Location	Data Protection Addendum of Third Party Entity
Amazon Web Services, Inc.	Cloud Provider	brainCloud runs on AWS which hosts the personal data you store in brainCloud	San Francisco, CA, USA	https://docs.aws.amazon.com/whitepapers/latest/navigating-gdpr-compliance/aws-data-processing-addendum-dpa.html
Okta, Inc.	Authentication Services (Limited to select Okta-enabled SSO users.)	Okta receives and stores basic information in the course of authenticating you into the service via federated single sign in (e.g, first and last name, business contact info, email).	San Francisco, CA, USA	https://www.okta.com/sites/default/files/2023-12/DATA-PROCESSING-ADDENDUM-Dec.15.2023.pdf
MongoDB, Inc.	Database Services	brainCloud stores data in MongoDB databases	New York City, NY, USA	https://www.mongodb.com/legal/data-processing-agreement
Twilio	2FA and SMS Alerts	If you turn on two-factor authentication or SMS alerts, Twilio receives basic info to provide you authentication codes and text alerts (e.g., phone number)	San Francisco, CA, USA	https://www.twilio.com/en-us/legal/data-protection-addendum

Intercom R&D Unlimited Co.	Chat Support	<p>If you initiate a chat in the brainCloud website, Intercom receives basic info related to your case (e.g., name, email, phone number, company, country, brainCloud ID).</p> <p>If you include other personal data in your support chats (e.g., snippets of code, application behaviour), this information would also be processed by Intercom.</p>	San Francisco, CA, USA	https://www.intercom.com/legal/data-processing-agreement
Stripe	Payment Processor	Stripe receives billing information, such as your name, credit card details, and address, if you pay for brainCloud services by credit card.	San Francisco, CA, USA	https://stripe.com/en-ca/legal/dpa
StaxBill (Fusebill)	Payment Processor	StaxBill receives billing information, such as your name, credit card details, and address, if you pay for brainCloud services by credit card.	Ottawa, Ontario, Canada	https://cdn2.hubspot.net/hubfs/547412/FuseBill%20July-%202018/PDFs/Fusebill%20DPA%20-%20CMG%20Revised%20-%20June%2018%202018.pdf