moengage

List of Sub-processors

Used in connection with the MoEngage Services

This Schedule details the list of Sub-processors material to MoEngage's provision of the MoEngage Services.

(effective as of the Effective Date; subject to change)

Last Modified: 25th January 2024

MoEngage, Inc. ("MoEngage") uses certain Sub-processors, whether third parties or subsidiaries of MoEngage (as described below) and third parties, who process Personal Data on behalf of MoEngage and in connection with MoEngage's provision of the MoEngage Services to its customers. Capitalized terms used herein without definition are used as defined in the Agreement.

Sub-processors are subject to written agreements that contain confidentiality and security commitments, in substance the same as those in the DPA with respect to the protection of Personal Data to the extent applicable to the nature of the services provided by such Sub-processor. MoEngage remains responsible for the acts and omissions of its Sub-processors pursuant to the DPA.

Following is the list of Sub-processors used by MoEngage to provide its Services. Depending upon a Customer's use of the MoEngage Services e.g. geographical location of the Customer, not all Sub-Processors will be needed to deliver the MoEngage

Services. Sub-processors receive, store, structure, categorize, analyze, handle, process, and send Personal Data, as applicable and in accordance with the Agreement. The Sub-processors Process Personal Data until the earlier of (i) the completion of the Processing provided by such Sub-processor, and (ii) the duration of the Agreement, subject to the terms of the Agreement and the Documentation.

Customers shall provide appropriate contact details through MoEngage's applicable subscription mechanism in order to receive notice of new Sub-processors. More information on Sub-processors, including their contact details and available notification mechanisms, can be in this document. Table A - 1, 2 & 3 below are applicable to all customers.

A. MoEngage SaaS Application

1. Storage and Analytics Services

MoEngage Sub-processor Name	Services Provided	Applicability	Type of data processed	Location of Processing	Contact Information
Amazon Web Services	Third-party hosting provider	US datacenter-based SaaS Application	PII & Non-PII	United States - Northern Virginia (DC-01)	
Amazon Web Services	Third-party hosting provider	EU datacenter-based SaaS Application	PII & Non-PII	European Union - Frankfurt (DC-02)	
Amazon Web Services	Third-party hosting provider	IN datacenter-based SaaS Application	PII & Non-PII	Asia Pacific - India, Mumbai (DC-03)	https://aws.amazon.com/contact-us/
Amazon Web Services	Third-party hosting provider	US datacenter-based SaaS Application	PII & Non-PII	United States - Ohio (DC-04)	https://aws.amazon.com/contact-us/compliance-support/
Amazon Web Services	Third-party hosting provider	Singapore datacenter-based SaaS Application	PII & Non-PII	Asia Pacific - Singapore (DC-05)	

2. Message Providers - SMS/MMS, Push and Email Delivery Services

MoEngage Sub-processor Name	Services Provided	Type of data processed	Location of Processing	Contact Information
Sendgrid	MoEngage default Email Delivery Provider for Notification to tenant users and Campaigns	PII & Non-PII	United States	privacy@twilio.com

3. Monitoring, Diagnostic, and Support Services

MoEngage Sub-processor Name	Services Provided	Type of data processed	Location of Processing	Contact Information
Sentry, registered under Functional Software, Inc.	Error tracking platform used by the MoEngage Services to capture errors that occur in the MoEngage Services. Error messages may include dashboard user [SaaS tenant account user only] metadata such as user identifiers to Sentry for support and application troubleshooting and improving performance.	PII & Non-PII	Iowa, United States	compliance@sentry.io
LogRocket	Session recording platform and may receive	PII & Non-PII	United States	privacy@logrocket.co

	dashboard user [SaaS tenant account user only] metadata. This is used for support and application troubleshooting and improving performance.			m
Zendesk	MoEngage External [Customer Facing] Ticket management tool for support services. Tickets may contain dashboard user metadata, and error messages for troubleshooting and improving performance	PII & Non-PII	United States	privacy@zendesk.com

B. MoEngage Website Sub-processors [moengage.com] (Only applicable to website visitors of moengage.com)

MoEngage Sub-processor Name	Services Provided	Type of data processed	Location of Processing	Contact Information
OneTrust	Cookie Compliance Tool	PII & Non-PII	Ireland	dpo@onetrust.com
Hubspot	Customer Relationship Management (CRM) tool used by Marketing	PII & Non-PII	United States/ European Union - Germany (Based on end-users location)	https://www.hubspot.com/company/contact
WordPress	Website Publishing Platform	Non-PII	United States/ European Union (Based on end-users location)	https://wordpress.org/support/forums/
WPEngine (WP-managed hosting)	WordPress Hosting Platform	Non-PII	United States/ European Union (Based on end-users location)	https://wordpress.org/support/forums/
Demandbase	Account-Based Marketing (ABM) Software	PII & Non-PII	United States	privacy@demandbase.com
Drift	Website chatbot	PII & Non-PII	United States/ European Union (Based on end-users location)	privacy@drift.com
LinkedIn Ads	Advertisement Platform	Non-PII	United States	https://www.linkedin.com/help/linkedin/ask/

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Facebook Ads	Advertisement Platform	Non-PII	United States	dpo@fb.com
Google Analytics	Analytics platform	Non-PII	United States/ European Union/ Singapore (Based on end-users location)	dpo-google@google.com
Doubleclick.net	Cookie-based Analytics platform	Non-PII	United States	info@doubleclick-online.com
Gartner	Cookie-based Analytics platform	Non-PII	United States	privacy@gartner.com
Target	Cookie-based Analytics from Demandbase	Non-PII	United States	Privacy.Request@target.com.

C. MoEngage Website Sub-processors HashGrowth.com] (Only applicable to website visitors of hashgrowth.com)

MoEngage Sub-processor Name	Services Provided	Type of data processed	Location of Processing	Contact Information
OneTrust	Cookie Compliance Tool	PII & Non-PII	Ireland	dpo@onetrust.com
Hubspot	Customer Relationship Management (CRM) tool used by Marketing	PII & Non-PII	United States/ European Union - Germany (Based on end-users location)	https://www.hubspot.com/company/contact
WordPress	Website Publishing Platform	Non-PII	United States/ European Union (Based on end-users location)	https://wordpress.org/support/forums/
WPEngine (WP-managed hosting)	WordPress Hosting Platform	Non-PII	United States/ European Union (Based on end-users location)	https://wordpress.org/support/forums/
Demandbase	Account-Based Marketing (ABM) Software	PII & Non-PII	United States	privacy@demandbase.com
Doubleclick.net	Cookie-based Analytics platform	Non-PII	United States	info@doubleclick-online.com

			United States/ European Union/ Singapore (Based on end-users location)	
Google Analytics	Analytics platform	Non-PII		dpo-google@google.com
Facebook Ads	Advertisement Platform	Non-PII	United States	dpo@fb.com

D. MoEngage Website Sub-processors [Push Amplification.com] (Only applicable to website visitors of pushamplification.com)

MoEngage Sub-processor Name	Services Provided	Type of data processed	Location of Processing	Contact Information
OneTrust	Cookie Compliance Tool	PII & Non-PII	Ireland	dpo@onetrust.com
Hubspot	Customer Relationship Management (CRM) tool used by Marketing	PII & Non-PII	United States/ European Union - Germany (Based on end-users location)	https://www.hubspot.com/company/contact
WordPress	Website Publishing Platform	Non-PII	United States/ European Union (Based on end-users location)	https://wordpress.org/support/forums/
WPEngine (WP-managed hosting)	WordPress Hosting Platform	Non-PII	United States/ European Union (Based on end-users location)	https://wordpress.org/support/forums/
Demandbase	Account-Based Marketing (ABM) Software	PII & Non-PII	United States	privacy@demandbase.com
Doubleclick.net	Cookie-based Analytics platform	Non-PII	United States	info@doubleclick-online.com
Target	Cookie-based Analytics from Demandbase	Non-PII	United States	Privacy.Request@target.com.
Google Analytics	Analytics platform	Non-PII	United States/ European Union/ Singapore (Based on	dpo-google@google.com

			end-users location)	
Facebook Ads	Advertisement Platform	Non-PII	United States	dpo@fb.com