



# List of Sub-processors

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Below is a list of sub-processors we work with. Subscribe using the link above to receive updates.

Sub-processor	Purpose	Start Date	Location
Amazon Web Services (AWS)	Cloud infrastructure hosting	June 1, 2015	United States of America
Stripe	Online payment processing	June 1, 2015	United States of America Ireland
Alchemer (Formerly SurveyGizmo)	Customer surveys (e.g. annual survey)	June 1, 2015	United States of America
Help Scout	Help desk software	June 1, 2015	United States of America
Fullstory	User session recordings and analytics	June 1, 2015	United States of America
G Suite	Business apps for email, calendar, collaboration, file sharing/storage, website and user analytics, and productivity.	June 1, 2015	United States of America
QuickBooks Online	Invoicing	June 1, 2015	United States of America
Slack	Team collaboration and communication	June 1, 2015	United States of America
Mailchimp	Email campaigns	June 1, 2015	United States of America
Statuspage	Status and incident communication	April 30, 2018	United States of America
Asana	Internal task and project management	October 23, 2018	United States of America
CookieYes	Browser cookie compliance	May 15, 2026	United Kingdom

Sub-processor	Purpose	Start Date	Location
Mailgun	Transactional emails	November 1, 2018	United States of America
Zapier	Workflow automation and app integrations	December 10, 2019	United States of America
Calendly	Online scheduling	July 25, 2022	United States of America
Stunning	Subscription notifications	July 25, 2022	United States of America
FastSpring	Merchant of record for KnowledgeOwl subscription and invoice payments	July 10, 2024	United States of America
Framer B.V.	Website and form hosting	February 11, 2026	Netherlands
Anthropic PBC	AI-assisted internal data analysis and operations	March 26, 2026	United States of America
Tally	Web forms	May 29, 2026	Belgium
GitHub	Source code hosting and version control for internal development projects	June 5, 2026	United States of America

## Change History

### June 16, 2026

- Added Asana
  - During a recent review of our sub-processor list, we noticed that due to the limited nature of data processing, Asana had not been included during the original creation of the sub-processor list. This change corrects this original oversight.
- Added GitHub
  - While we have used GitHub for source code hosting since 2018, it did not begin processing limited personal data on our behalf until the creation of an internal tooling repository on June 5, 2026. The start date reflects when this data processing began.

### May 29, 2026

- Added Tally

### May 15, 2026

- Removed Cookiebot
- Added CookieYes

### March 26, 2026

- Added Anthropic PBC

### March 5, 2026

- Removed PandaDoc and PostHog

February 24, 2026

- Added Framer B.V.
  - During a recent review of our sub-processor list, we noticed that Framer had not been added when we switched our website contact form from Alchemer to Framer. This change corrects that oversight.

February 16, 2026

- Added Zapier
  - During a recent review of our sub-processor list, we noticed that due to the limited nature of data processing, Zapier had not been included during the original creation of the sub-processor list. This change corrects this original oversight.

October 2, 2025

- Removed Bento

August 27, 2024

- Removed HubSpot

July 10, 2024

- Added FastSpring as merchant of record for subscription and invoice payments
- Removed ProfitWell

July 5, 2024

- Removed FirstOfficer and Plausible

July 3, 2024

- Added Bento for email and marketing automation

August 31, 2023

- Added HubSpot for CRM

July 26, 2023

- Added PostHog for product usage analytics

July 22, 2023

- Removed Chameleon

June 29th, 2023

- Added Chameleon

March 17th, 2023

- Added Plausible and Cookiebot
  - While customer data is not sent to either Plausible or Cookiebot for processing, use of KnowledgeOwl can initiate connections to sites owned by these organizations. This means that the IP you are connecting from is disclosed to these sites.

October 7th, 2022

- **Beginning of change tracking**
  - **Added Alchemer**
    - **Alchemer (SurvyGizmo) does not act as a sub-processor to any customer data during normal application use and only receives limited customer information when a survey response is recorded (e.g. during the annual customer satisfaction survey). During a recent review of our sub-processor list, we noticed that due to the limited nature of data processing, Alchemer had not been included during the original creation of the sub-processor list. This change corrects this original oversight.**
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