



# 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
Cookiebot	Browser cookie compliance	May 1, 2018	Denmark
Mailgun	Transactional emails	November 1, 2018	United States of America

Sub-processor	Purpose	Start Date	Location
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

## Change History

March 26, 2026

- Added Anthropic PBC to list of sub-processors

March 5, 2026

- Removed PandaDoc and PostHog

February 24, 2026

- Added Framer B.V. to list of sub-processors
  - 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 to list of sub-processors
  - 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 to the list of sub-processors**

**March 17th, 2023**

- **Added Plausible and Cookiebot to list of sub-processors**
  - **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 to list of sub-processors**
    - **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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