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)	Application hosting, file storage and delivery, and AI features through Amazon Bedrock (Anthropic Claude and Cohere models, which run inside AWS)	June 1, 2015	United States of America
Stripe	Online payment processing, subscription billing and invoicing	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
Google Workspace	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
Google reCAPTCHA	Spam protection on login, signup and contact forms (KnowledgeOwl EU uses ALTCHA instead, which sends no IP addresses to a third party)	June 1, 2015	United States of America

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Sub-processor	Purpose	Start Date	Location
Public script, font and icon libraries	Scripts, fonts and icons loaded by the KnowledgeOwl app and knowledge bases: Cloudflare cdnjs, jsDelivr, unpkg, Google Hosted Libraries, jQuery CDN, Tailwind CDN and Font Awesome	June 1, 2015	Worldwide (content delivery networks)
Gravatar (Automattic)	Profile pictures (avatars) next to comments in knowledge bases and the app (not used in KnowledgeOwl EU)	June 1, 2015	United States of America
Phone.com	Company phone lines, including voicemails from customers	October 1, 2016	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
Mailgun	Transactional emails	November 1, 2018	United States of America
PagerDuty	On-call alerts for our emergency phone line, including emergency voicemails from customers	July 8, 2019	United States of America
Zapier	Workflow automation and app integrations	December 10, 2019	United States of America
MongoDB Atlas	Primary application database (hosted in AWS)	June 19, 2022	United States of America
Calendly	Online scheduling	July 25, 2022	United States of America
Stunning	Subscription notifications	July 25, 2022	United States of America
SendSafely	Encrypted file transfer when customers send us files such as SSL certificates	June 1, 2023	United States of America
FastSpring	Merchant of record for KnowledgeOwl subscription and invoice payments	July 10, 2024	United States of America
Wistia	Help and tutorial videos inside the KnowledgeOwl app	August 15, 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

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Sub-processor	Purpose	Start Date	Location
Plausible	Cookie-less usage analytics on our website, Support knowledge base, and the app's signup and getting-started pages	April 1, 2026	Estonia (company) Germany and Finland (data processing)
CookieYes	Browser cookie compliance	May 15, 2026	United Kingdom
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
Demio	Webinar registration and hosting	September 9, 2026	United States of America

Change History

November 21, 2026

- Completed a full review of our vendors as part of our SOC 2 work, which led to the changes below. The vendors added were already in use and were missing from this list. None of them is new, and listing them now doesn't change how we handle your data.
  - Added MongoDB Atlas (our application database since June 2022)
  - Added Plausible (cookie-less analytics; we stopped using it in July 2024 and started again in April 2026)
  - Added Google reCAPTCHA (spam protection on login, signup and contact forms since 2015; KnowledgeOwl EU uses ALTCHA instead, which sends no IP addresses to a third party)
  - Added public script, font and icon libraries (scripts, fonts and icons that load in the app and knowledge bases)
  - Added Gravatar (profile pictures next to comments; not used in KnowledgeOwl EU)
  - Added Phone.com (our company phone lines since 2016)
  - Added PagerDuty (alerts for our emergency phone line since 2019)
  - Added SendSafely (secure file transfer for files such as SSL certificates since 2023)
  - Added Wistia (help videos in the app since 2024)
  - Added Demio (webinar registration since September 2026)
  - Updated Amazon Web Services' purpose to include file storage and delivery, and AI features through Amazon Bedrock (Anthropic Claude and Cohere models, which run inside AWS)
  - Updated Stripe's purpose: starting January 1, 2027, Stripe will also handle subscription billing and invoicing
  - Renamed G Suite to Google Workspace

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

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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

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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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