



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 |
| Mailgun | Transactional emails | November 1, 2018 | 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 31, 2018 | United States of America |
| PandaDoc | Esignatures and document management | June 1, 2018 | United States of America |

| Sub-processor | Purpose | Start Date | Location |
|---------------|---|---------------|--------------------------|
| Calendly | Online scheduling | July 25, 2022 | United States of America |
| Stunning | Subscription notifications | July 25, 2022 | United States of America |
| Cookiebot | Browser cookie compliance | May 1, 2018 | Denmark |
| PostHog | Usage analytics | July 26, 2023 | United States of America |
| FastSpring | Merchant of record for KnowledgeOwl subscription and invoice payments | July 10, 2024 | United States of America |

Change History

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 (SurveyGizmo) 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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