

Medallia

Medallia's Subprocessors

To support delivery of software and professional services, Medallia, Inc. (or one of our subsidiaries listed below) may use data processors with access to certain customer data (each, a "**Subprocessor**"). This page provides important information about the identity, location and role of each Subprocessor. Terms used on this page but not defined have the meaning set forth in the master agreement or the superseding written agreement between the parties (the "**Agreement**").

The Subprocessors we engage with may change. To receive updates to this list, please sign up [here](#). If you do not wish to receive automatic updates via email, please check this page frequently for updates.

Technology Providers

The Subprocessors listed provide technology for each of the Medallia products indicated. If Customer does not purchase a product listed, then those subprocessors shall not apply.

Medallia Experience Cloud Core Platform

Data is hosted in Medallia co-location data centers.

The following are optional for specific implementations.

Subprocessor Name	Corporate Location	Processing Description
Google Inc. (Optional)	USA	Translates feedback text, if enabled.
Twilio Inc. (Optional)	USA	Provides SMS routing and delivery services.
Engagehub (Optional)	UK	Provides SMS routing and delivery services.
Oracle Inc. (Optional)	Regional	Regional hosting in certain locations.

Medallia for Digital

Data is hosted in Medallia co-location data centers.

The following are optional for specific implementations.

Subprocessor Name	Corporate Location	Processing Description
Amazon Web Services, Inc. (Optional)	USA	Hosts platform data.
Usersnap GmbH (Optional)	Austria	Screen capture functionality, if enabled.
Oracle Inc. (Optional)	Regional	Regional hosting in certain locations.

Strikedeck

Subprocessor Name	Corporate Location	Processing Description
Amazon Web Services, Inc.	USA	Hosts platform data.
GFN DSelva Infotech Pvt Ltd	India	Development and quality assurance.
Palo Alto Databases, Inc.	USA	Support for application ETL.

Medallia CX Journeys

Subprocessor Name	Corporate Location	Processing Description
Amazon Web Services, Inc.	USA	Renders front-end html and reports.
Google Inc.	USA	Data storage and processing.
Twilio Inc.	USA	Sendgrid service used for platform generated emails.
Redis Labs Ltd.	USA	Redis for Caching service maintains state for cookies.

Medallia Ideas (formerly Crowdicity)

Subprocessor Name	Corporate Location	Processing Description
Amazon Web Services, Inc.	USA	Hosts platform data. Archives security logs for security incident monitoring and detection.
Twilio Inc.	USA	Sendgrid service used for platform generated emails.
Google, Inc.	USA	Google Analytics is used to gather information about product use.
Clouinary Ltd.	USA	Storage for user uploads.

Medallia Concierge (formerly Zingle)

Subprocessor Name	Corporate Location	Processing Description
Amazon Web Services, Inc.	USA	Hosts platform data.
Google Inc.	USA	Data storage and processing for MMS messages.
Twilio, Inc, Smooch Technologies ULC, Postmark (Wildbit, LLC), or Bandwidth Inc.	USA and Canada	Provides SMS routing and delivery services. Customer and Medallia shall mutually agree on the provider(s) of choice.
Rollbar, Inc.	USA	Manages system logs for diagnosis and resolution of technical issues.
Mode Analytics, Inc.	USA	Provides in-product analytics.
Segment.io, Inc.	USA	Tracks Zingle product usage.

Medallia Video (formerly LivingLens)

Subprocessor Name	Corporate Location	Processing Description
Amazon Web Services, Inc.	USA, Canada, Ireland, or Australia (customer choice)	Hosts platform data.
MongoDB	USA	Database storage for platform.
Elasticsearch AS	USA	Search and analytics.
Splunk Inc.	USA	Internal log reporting.
Google, Inc.	USA	Software-based object recognition.
International Business Machines Corporation (IBM Corp.)	USA	Watson natural language processing for sentiment analysis.
Microsoft Corporation	USA	Hosting for reporting application, software-based machine translation and facial blurring.
Affectiva, Inc.	USA	Software-based recognition of facial emotions.
Cantab Research Limited (Speechmatics)	UK	Software-based speech recognition (speech-to-text).
Participatory Culture Foundation (Amara)	USA	Human transcription and translation services.
Rev.com Inc.	USA	Human transcription services.

Sense360

Subprocessor Name	Corporate Location	Processing Description
Amazon Web Services, Inc.	USA	Hosts platform data.
DataDog	USA	Platform traffic log.

Medallia Speech

Subprocessor Name	Corporate Location	Processing Description
Amazon Web Services, Inc.	USA	Hosts platform data.
Way With Words Limited	South Africa	Transcription for Custom Model Tuning.
Summa Linguae Technologies	USA	Transcription for Custom Model Tuning.
Xelex	USA	Transcription for Custom Model Tuning.

Voci

Subprocessor Name	Corporate Location	Processing Description
Amazon Web Services, Inc.	USA	Hosts platform data.
Way With Words Limited	South Africa	Transcription for Custom Model Tuning.
Summa Linguae Technologies	USA	Transcription for Custom Model Tuning.
Xelex	USA	Transcription for Custom Model Tuning.

Agent Connect (formerly Stella Connect)

Subprocessor Name	Corporate Location	Processing Description
Amazon Web Services, Inc.	USA	Hosts platform data.
Mailchimp	USA	Email service provider.

Digital Experience Analytics (DXA) (formerly Decibel)

Subprocessor Name	Corporate Location	Processing Description
Oracle Inc.	Regional	Hosting of platform data.
Amazon Web Services, Inc.	USA and EU	Data processing activities.

Agile Research (formerly Checkmarket)

Subprocessor Name	Corporate Location	Processing Description
Amazon Web Services, Inc.	USA, EU, Canada, Singapore (customer choice)	Hosts platform data.
MessageBird B.V. (Optional)	Netherlands	Message Gateway (only SMS telephone and text messages).

Medallia Experience Orchestration (MXO) (formerly Thunderhead)

Subprocessor Name	Corporate Location	Processing Description
Atlassian Pty Ltd.	USA, Germany, Ireland, Singapore, and Australia	Support issue tracking tool and service status monitoring.
Joincube, Inc. (aka. "Beamer")	USA	In-app notifications in MXO.
Microsoft Azure	USA, Europe, Australia	MXO operates its Services from Microsoft Azure. Data stored in Azure is held within MXO's Azure subscriptions across multiple geographic regions.
Twilio Inc.	USA	Sendgrid service used for platform generated emails.
Zendesk, Inc.	USA	Customer support services.

Mindful

Subprocessor Name	Corporate Location	Processing Description
Amazon Web Service	USA	Hosts platform data: Telephone numbers, Callback requests
Twilio Inc.	USA	Twilio operates a collection of DNS-addressable network edges around the world, called Edge Locations. Edge Locations allow Mindful to control the geographic location where our application's network traffic enters and exits Twilio's platform Telephone numbers, Callback requests
Aerialink Inc.	USA	Aerialink provides mobile connection services through SMS (Short Message Service) functionality.
Google LLC (Looker Studio)	USA	Modeled, anonymized application data for business intelligence and reporting
Snowflake Inc.	USA	Callbacks, messages, platform data for business intelligence and reporting

Medallia Subsidiaries used for Tech Support and Infrastructure

Medallia employees at its subsidiaries may access Customer Data to provide technical support, cloud operations, product troubleshooting, and infrastructure maintenance.

USA, Canada, Mexico, UK, Czech, Israel, Belgium, Spain, Argentina, Singapore, Australia, India, Philippines, Netherlands.

Basic Technical Support Subprocessors

The Subprocessors listed provide basic technical support & troubleshooting for Medallia products, and may have limited temporary access to personal data if required to resolve a support item.

Subprocessor Name	Corporate Location	Processing Description
Effective Teleservices Pvt Ltd	India	Implementation, servicing and technical support.
Infinit Outsourcing, Inc.	Philippines	Technical support.

Optional Servicing Partners

The following are optional servicing partners which are available if requested by a customer in specific regions/locations.

Subprocessor Name	Corporate Location	Processing Description
Excers Inc.	USA	Implementation and servicing.
Experis US, Inc.	USA	Topic building for text analytics.
Gemseek Consulting Limited	Bulgaria	Implementation and servicing.
SM Technologies Limited	Brazil	Implementation and servicing.
Omega3c S.r.l.	Italy	Implementation and servicing (Italy only).
RunRoom S.L.	Spain	Implementation and servicing (Southern Europe only).
SaaSxChange	Puerto Rico	Implementation and servicing.
Higher Oak Consulting Limited	UK	Implementation and servicing.