

20231207 - List of approved Sub-processors
Last updated 07/12/2023

Name	Birdie Entity this applies to:	Subject matter, nature and purpose of processing	Location of processing	Art. 46 Transfer mechanism
Amazon Web Services	UK, Germany	Storage and hosting	UK	N/A
Amplitude	UK, Germany	Analytics	USA	The company is part of the UK Extension to the EU-U.S. Data Privacy Framework.
Atlassian, Inc.	UK, Germany	Bug tracking on the platform	Australia	Data is stored in the EU but the DPA is signed with Australia, hence we have IDTA in place with an International Transfer Agreement
Datadog	UK, Germany	Application Monitoring and Error Tracking Software.	EU	Contract is signed with USA (The company is part of the UK Extension to the EU-U.S. Data Privacy Framework).
Functional Software Inc. (Sentry)	UK, Germany	Application Monitoring and Error Tracking Software.	USA	The company is part of the UK Extension to the EU-U.S. Data Privacy Framework.
Google Cloud Platform (GCP)	UK, Germany	Storage and hosting	EU	N/A
Hound Technology, Inc. (Honeycomb)	UK, Germany	Platform performance management	USA	The company is part of the UK Extension to the EU-U.S. Data Privacy Framework.
Intercom R&D Unlimited Company	UK, Germany	Customer support	Ireland (EU)	N/A
Looker	UK, Germany	Looker is a subsidiary of Google that provides business intelligence software and big data analytics platform.	EU	N/A
MessageBird B.V.	UK	MessageBird is a Cloud Communications Platform as a Service (CPaaS) that provides Voice, SMS, Chat, and RCS solutions	Netherlands (EU)	N/A
Microsoft Azure Active Directory (Azure AD)	UK, Germany	A cloud-based identity and access management (IAM) solution	UK and EU	N/A

Planhat	UK, Germany	Customer communications management, prioritisation, automating internal workflows and process playbooks	UK and EU	N/A
ProductBoard, Inc	UK, Germany	Feedback collection for product development	USA	The company is part of the UK Extension to the EU-U.S. Data Privacy Framework.
Snowflake	UK, Germany	Storage and hosting of core data for analytics purposes	EU	N/A
Thinkific	UK, Germany	Training platform for users	Canada	N/A
Twilio Inc (Segment).	UK, Germany	Analytics	EU	N/A
Twilio Inc (Sendgrid)	UK, Germany	Email alerts	EU	N/A
Vonage Ltd.	UK, Germany	Transactional SMS. Vonage is our SMS provider. We send summaries of alerts & login links through them.	UK	N/A
Zivver	UK, Germany	Secure file transfer eg. at the end of the contract to return data, or to share data securely	EU	N/A
Zoom	UK, Germany	Web meetings	Germany	Contract is signed with the USA, and we have SCC/IDTA with a transfer impact assessment