# LIST OF MEDRIO SUB-PROCESSORS as of 26 Aug 2026

| Name of Authorized Sub- Processor | Address | Contact Person Name, position, contact information | Description of processing | Country in which sub-processing will take place |
|---|---|---|---|---|
| Buchanan Technologies Inc. | 1026 Texan Trail Suite 200 Grapevine, TX 76051 | Hitech Ruparelia, Senior Vice President hruparelia@buchanan.com | Development and Support services (RTSM only) | India |
| Smartlook | Lidicka 2030/20 602 00 Brno Czech Republic | Marty Prucha marty@smartlook.com Head of Customer Success | Web Analysis:heat maps, session recordings | EU |
| Google Cloud Platform | 1600 Amphitheatre Parkway Mountain View, CA 94043, USA | Hratch Achadjian Google Cloud Account Executive hja@google.com | Hosting services | North America (NA) and Europe (EU) |
| Salesforce.com | 415 Mission St, San Francisco, CA 94105 | N/A | CRM services | NA |
| India QA | #202, Second Floor, Sai Apex, Sakore Nagar, Viman Nagar, Pune-411014 | Ravinder Singh Director of India Operations rsingh@medrio. com | Development and Support services | India |
| Panexeo | Panaxeo, s.r.o. Kutuzovova 11 831 01 Bratislava | Lubos Gelanyi Project Manager lubos.gelanyi@panaxeo.com | Development and Support services | Slovakia |
| Medbay Software Solutions | A-702, Binori Pristine, Opp. Titanium City Centre, Hetvee Tower | PakShah Director sshah@medbayservices.com | Development and Support services | India |


Public Distributable

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|---|---|---|---|---|
| | Lane, Ahmedabad- 380015 | | | |
| Sendgrid | 889 Winslow St, Redwood City, CA 94063 | N/A | Outbound email services | NA |
| Twilio | 375 Beale St #300, San Francisco, CA 94105 | N/A | 2 Factor Authentication | NA |
| Oracle | Oracle Building 100, 100 Oracle Pkwy, Redwood City, CA 94065 | Cathal Wilson Account Manager - Cloud Technology cathal.wilson@oracle.com | Hosting services (RTSM only) | NA and UK |
| Pulsant | Bluesquare House Priors Way Maidenhead SL6 2HP | N/A | Hosting services (RTSM only) | UK |
| Mailgun | 112 E Pecan St. #1135 San Antonio, TX 78205 | N/A | Outbound email services | NA and EU |
| Alibaba Cloud | 525 Almanor Ave Suite 400, Sunnyvale, CA 94085 | N/A | Hosting services for mainland China environment only | Mainland China |
| Atlassian Jira Software | 350 Bush Street Floor 13 San Francisco, CA 94104 United States | Gabe Kaplan Enterprise Advocate gkaplan2@atlassian.com | CRM Services | NA |


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|---|---|---|---|---|
| Pendo.io, Inc. | 301 Hillsborough St Raleigh, NC 27603 | N/A | Customer survey data | NA |
| Microsoft/ Microsoft Azure | One Microsoft Way Redmond WA, 98052-6399 | N/A | We utilize **Microsoft Azure** as a primary cloud provider. Microsoft engages authorized sub-processors, including **Databricks, Inc.** for Azure Databricks services. You can view the full, updated list of Microsoft's authorized vendors on the Microsoft Online Services Subprocessor List | NA and EU |
| SMASH AI | SMASH AI, Salt Lake City UT | Kelly Philips CEO kphillipps@smashcr.com | Software/ Engineering Support | NA |
| Smartsheet | 500 108th Avenue NE, Bellevue, WA, United States | Anissa Garcia Customer Success Manager, anissa.garcia@smartsheet.com | Project Management Software | EU |


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|---|---|---|---|---|
| G2 | 100 S Wacker Dr. STE 600 Chicago, IL 60606 | N/A | Marketing integration with Pendo | US |

Reviewed and approved by:

Signed by:

Walter O (Neil) McClenney

Signer Name: Walter O (Neil) McClenney
Signing Reason: I approve this document
Signing Time: 26-Aug-2026 | 08:54:01 EDT

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Sr. VP, Chief Compliance Officer (DPO)


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