

LIST OF SUB-PROCESSORS – EU Servers/Data Residency

Product(s)	Sub-processing Activities	In what countries is the Customer Personal Data stored by Subprocessors?	What countries does PandaDoc transfer and process Customer Personal Data in?	In what countries does PandaDoc access, for Customer Service Customer Personal Data?
Amazon Web Services	Cloud Service Provider	Europe (EEA, Frankfurt)	Europe (EEA, Frankfurt)	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Salesforce	Cloud-based Sales Services	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
HubSpot	Software products for inbound marketing, sales, and customer service	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Google Workspace & Analytics	User, employee and applicant data is maintained in GSuite	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Recurly	Payment Subscription Management	Europe (EEA)	Europe (EEA)	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Amplitude	Product analytics	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Segment	Data infrastructure	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South

				America, United States
Chilipiper	Meeting scheduler	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Zendesk	Cloud service provider	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
FullStory	User data for user research	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Mailgun Technologies, Inc.	Mailgun Technologies, Inc.	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
SalesLoft	Sales engagement platform	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Imperva	WAF and DDoS Protection	Europe (EEA)	Europe (EEA)	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Stitch	ETL data pipeline	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico,

				Europe (EEA), Europe (Non EEA), South America, United States
Wootric	NPS Surveys	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Gainsite	Customer success management platform helps CSMs to optimise their work.	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Ada	Online Chatbot for Customer Service and Sales Inquires	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Gong	Sales Efficiency Tool	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Netsuite	Enterprise Resource Planning	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Appcues	Onboarding tours, announcements and surveys	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States

Pusher	Hosted API Service	Europe (EEA)	Europe (EEA)	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Twilio	Communication API; SMS Provider	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Zoom	Meeting Platform	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Braintree	Payment Gateway for Credit Cards	EU, US, Asia Pacific (Sydney)	PandaDoc cannot access this information from the payment gateway	PandaDoc cannot access this information from the payment gateway
Authorize.net	Payment Gateway for Credit Cards	United States, Europe (EEA), Switzerland, UK	PandaDoc cannot access this information from the payment gateway	PandaDoc cannot access this information from the payment gateway
PayPal	Payment Gateway	United States, Brazil, China, Singapore, Australia, Japan, Europe (EEA) Turkey, UK, Russia	PandaDoc cannot access this information from the payment gateway	PandaDoc cannot access this information from the payment gateway
GoCardless	Payment Gateway	United State, Europe (EEA)	PandaDoc cannot access this information from the payment gateway	PandaDoc cannot access this information from the payment gateway
OpenAI	AI for textbox suggestions	US	US	United States, Europe (EEA)

LIST OF SUB-PROCESSORS – US Servers/Data Residency

Product(s)	Sub-processing Activities	In what countries is the Customer Personal Data stored by Subprocessors?	What countries does PandaDoc transfer and process Customer Personal Data in?	In what countries does PandaDoc access, for Customer Service Customer Personal Data?
Amazon Web Services	Cloud Service Provider	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Salesforce	Cloud-based Sales Services	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
HubSpot	Software products for inbound marketing, sales, and customer service	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Google Workspace & Analytics	User, employee and applicant data is maintained in GSuite	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Recurly	Payment Subscription Management	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Amplitude	Product analytics	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Segment	Data infrastructure	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non

				EEA), South America, United States
Chilipiper	Meeting scheduler	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Zendesk	Cloud service provider	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
FullStory	User data for user research	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Mailgun Technologies, Inc.	Mailgun Technologies, Inc.	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
SalesLoft	Sales engagement platform	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Imperva	WAF and DDoS Protection	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States

Stitch	ETL data pipeline	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Wootric	NPS Surveys	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Gainsite	Customer success management platform helps CSMS to optimise their work.	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Gong	Sales Efficiency Tool	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Ada	Online Chatbot for Customer Service and Sales Inquires	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Netsuite	Enterprise Resource Planning	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Appcues	Onboarding tours, announcements and surveys	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South

				America, United States
Pusher	Hosted API Service	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Twilio	Communication API; SMS Provider	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Zoom	Meeting Platform	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
UploadCare	File Management Service	United States	United States	Asia-Pacific, Canada, Central America/ Caribbean/ Mexico, Europe (EEA), Europe (Non EEA), South America, United States
Braintree	Payment Gateway for Credit Cards	EU, US, Asia Pacific (Sydney)	PandaDoc cannot access this information from the payment gateway	PandaDoc cannot access this information from the payment gateway
Authorize.net	Payment Gateway for Credit Cards	United States, Europe (EEA), Switzerland, UK	PandaDoc cannot access this information from the payment gateway	PandaDoc cannot access this information from the payment gateway
PayPal	Payment Gateway	United States, Brazil, China, Singapore, Australia, Japan, Europe (EEA) Turkey, UK, Russia	PandaDoc cannot access this information from the payment gateway	PandaDoc cannot access this information from the payment gateway
GoCardless	Payment Gateway	United State, Europe (EEA)	PandaDoc cannot access this information from the payment gateway	PandaDoc cannot access this information from the payment gateway

Open AI	AI for textbox suggestions (Customer information is not used to train the AI tool)	United States	United States	United States, Europe (EEA)
Persona	Biometric Identification for Notarized Documents	United States	United States	United States, Europe (EEA)

