

List of Sub-processors

Access Control Cloud Applications

1. SCOPE

Salto uses certain suppliers for making available Salto's access control cloud applications and all related services to our customers. Some of these suppliers may need to process personal data of our Clients on our behalf for rendering the services they have been engaged for.

In any case, Salto warrants to enter into a data processing agreement with all such suppliers. Among others, Salto requires its sub-processors to implement appropriate technical and organizational measures to ensure a sufficient level of security. Salto reserves the right to make modifications on the engaged sub-processors in accordance with the data processing agreement subscribed between the Clients and Salto, keeping the below list up-to-date. Any interested client can subscribe by clicking [here](#) for receiving updates about changes on sub-processors.

2. LIST OF SUB-PROCESSORS

Depending on the access control application you are using. Below you can find the complete and updated list of sub-processors engaged for each of our cloud applications:

Salto Nebula

Entity name	Service description	Entity location
Salto Group companies	Technical support services to clients	Country of the Salto company assisting with the technical issue (company belonging to the geographical area of the client will be assigned)
Google LLC	Hosting and analytics services	California (USA) - Processing data in the EEA
Cockroach Labs, Inc.	Database services	New York (USA) - Processing data in the EEA
Twilio Ireland Limited	Twilio Verify, passwordless sign in code verification	Ireland
SendGrid Twilio	Email service	Colorado (USA)
Salesforce Inc.	Tech support ticketing	California (USA)

Salto Homelok

Entity name	Service description	Entity location
Salto Group companies	Technical support services to clients	Country of the Salto company assisting with the technical issue (company belonging to the geographical area of the client will be assigned)
Google LLC	Hosting and analytics services	California (USA) - Processing data in the EEA
Cockroach Labs, Inc.	Database services	New York (USA) - Processing data in the EEA
Twilio Ireland Limited	Twilio Verify, passwordless sign in code verification	Ireland
SendGrid Twilio	Email service	Colorado (USA)

Entity name	Service description	Entity location
Salesforce Inc.	Tech support ticketing	California (USA)

Salto KS

Entity name	Service description	Entity location
Salto CloudWorks, B.V. (Salto Group company)	Development, maintenance and provision of the Salto KS services	Netherlands
Salto Group companies	Technical support services to clients	Country of the Salto company assisting with the technical issue (company belonging to the geographical area of the client will be assigned)
Microsoft Ireland Operations Limited	Hosting services and email services for support ticketing	Ireland
MessageBird, B.V.	SMS and mobile push notification services	Netherlands
Google LLC	Usage analytics	California (USA)
OneTrust Technology Limited	Cookie preference management	United Kingdom
The Rocket Science Group LLC (d/b/a Mailchimp)	Email notification services	Atlanta (USA)
Freshdesk Inc.	Support ticketing	Delaware (USA) - Processing data in the EEA
Datadog Inc.	Logging and monitoring services	Delaware (USA)
Joincube, Inc. (d/b/a Beamer)	Management of user feedback	Delaware (USA) - Processing data in the EEA
Bluefield ICT Solutions B.V.	License plate recognition service (only if the relevant feature is used)	Netherlands
MaxMind, Inc.	IP address geographical lookup to enhance login security	Massachusetts (USA)

Salto XS4 Com

Entity name	Service description	Entity location
Salto CloudWorks, B.V. (Salto Group company)	Development, maintenance and provision of the XS4com services	Netherlands
SALTO Group companies	Technical support services to clients	Country of the SALTO company assisting with the technical issue (company belonging to the geographical area of the client will be assigned)
Microsoft Ireland Operations Limited	Hosting services and email services for support ticketing	Ireland
LiveKit Incorporated	Enabling video-calls between users	USA
MessageBird, B.V.	Push notification services	Netherlands
The Rocket Science Group LLC (d/b/a Mailchimp)	Email notification services	Atlanta (USA)
Freshdesk Inc.	Support ticketing	Delaware (USA) - Processing data in the EEA
Datadog Inc.	Logging and monitoring services	Delaware (USA)
MaxMind, Inc.	IP address geographical lookup to enhance login security	Massachusetts (USA)

Salto Orion

Entity name	Service description	Entity location
Salto CloudWorks, B.V. (Salto Group company)	Development, maintenance and provision of the Salto Orion services	Netherlands
SALTO Group companies	Technical support services to clients	Country of the SALTO company assisting with the technical issue (company belonging to the geographical area of the client will be assigned)
Microsoft Ireland Operations Limited	Hosting services and email services for support ticketing	Ireland
Google LLC	Usage analytics and email services for support ticketing	California (USA)
OneTrust Technology Limited	Cookie preference management	United Kingdom
The Rocket Science Group LLC (d/b/a Mailchimp)	Email notification services	Atlanta (USA)
Freshdesk Inc.	Support ticketing	Delaware (USA) - Processing data in the EEA
Datadog Inc.	Logging and monitoring services	Delaware (USA)

Salto Space

The sub-processors indicated below are only applicable when the client is using the optional functionality of facial recognition access control.

Entity name	Service description	Entity location
Clay Solutions, B.V. (Salto Group company)	Development, maintenance, and provision of the cloud enrollment service.	Netherlands
SALTO Group companies	Technical support services to clients	Country of the SALTO company assisting with the technical issue (company belonging to the geographical area of the client will be assigned)

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