



## List of Sub-processors

### Used in connection with the MoEngage Services

This Schedule details the list of Sub-processors material to MoEngage's provision of the MoEngage Services.

(effective as of the Effective Date; subject to change)

Last Modified: 26th September 2024

MoEngage, Inc. ("MoEngage") uses certain Sub-processors, whether third parties or subsidiaries of MoEngage (as described below) and third parties, who process Personal Data on behalf of MoEngage and in connection with MoEngage's provision of the MoEngage Services to its customers. Capitalized terms used herein without definition are used as defined in the Agreement.

Sub-processors are subject to written agreements that contain confidentiality and security commitments, in substance the same as those in the DPA with respect to the protection of Personal Data to the extent applicable to the nature of the services provided by such Sub-processor. MoEngage remains responsible for the acts and omissions of its Sub-processors pursuant to the DPA.

Following is the list of Sub-processors used by MoEngage to provide its Services. Depending upon a Customer's use of the MoEngage Services e.g. geographical location of the Customer, not all Sub-Processors will be needed to deliver the MoEngage

Services. Sub-processors receive, store, structure, categorize, analyze, handle, process, and send Personal Data, as applicable and in accordance with the Agreement. The Sub-processors Process Personal Data until the earlier of (i) the completion of the Processing provided by such Sub-processor, and (ii) the duration of the Agreement, subject to the terms of the Agreement and the Documentation.

Customers shall provide appropriate contact details through MoEngage's applicable subscription mechanism in order to receive notice of new Sub-processors. More information on Sub-processors, including their contact details and available notification mechanisms, can be found in this document. Tables A - 1, 2 & 3 below are applicable to all customers.

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## A. MoEngage SaaS Application

### 1. Storage and Analytics Services

MoEngage Sub-processor Name	Services Provided	Applicability	Type of data processed	Location of Processing	Contact Information
Amazon Web Services	Third-party hosting provider	US datacenter-based SaaS Application	PII & Non-PII	United States - Northern Virginia (DC-01)	<a href="https://aws.amazon.com/contact-us/">https://aws.amazon.com/contact-us/</a>  <a href="https://aws.amazon.com/contact-us/compliance-support/">https://aws.amazon.com/contact-us/compliance-support/</a>
Amazon Web Services	Third-party hosting provider	EU datacenter-based SaaS Application	PII & Non-PII	European Union - Frankfurt (DC-02)	
Amazon Web Services	Third-party hosting provider	IN datacenter-based SaaS Application	PII & Non-PII	Asia Pacific - India, Mumbai (DC-03)	
Amazon Web Services	Third-party hosting provider	US datacenter-based SaaS Application	PII & Non-PII	United States - Ohio (DC-04)	
Amazon Web Services	Third-party hosting provider	Singapore datacenter-based SaaS Application	PII & Non-PII	Asia Pacific - Singapore (DC-05)	
Amazon Web Services	Third-party hosting provider	Indonesia datacenter-based SaaS Application	PII & Non-PII	Jakarta, Indonesia (DC-06)	

### 2. Message Providers - SMS/MMS, Push and Email Delivery Services

MoEngage Sub-processor Name	Services Provided	Type of data processed	Location of Processing	Contact Information
Sendgrid	MoEngage default Email Delivery Provider for Notification to tenant users and Campaigns	PII & Non-PII	United States	privacy@twilio.com
Amazon Simple Email Service (SES)	MoEngage default Email Delivery Provider for Notification to tenant users and Campaigns in the EU	PII & Non-PII	Luxembourg, European Union India & Other regions	aws-EU-privacy@amazon.com
Twilio	MoEngage default SMS Delivery Provider for Notification to tenant users and Campaigns	PII & Non-PII	United States & Other regions	privacy@twilio.co
Sinch	MoEngage default SMS Delivery Provider for Notification to tenant users and Campaigns	PII & Non-PII	United States & Other regions	dpo@sinch.com.

### 3. Monitoring, Diagnostic, and Support Services

MoEngage Sub-processor Name	Services Provided	Type of data processed	Location of Processing	Contact Information
LogRocket	Session recording platform and may receive dashboard user [SaaS tenant account user only] metadata. This is used for support and application troubleshooting and improving performance.	PII & Non-PII	United States	privacy@logrocket.com
Zendesk	MoEngage External [Customer Facing] Ticket management tool for support services. Tickets may contain dashboard user metadata, and error messages for troubleshooting and improving performance	PII & Non-PII	United States	privacy@zendesk.com

### 4. Marketing and Lead generation

MoEngage Sub-processor Name	Services Provided	Type of data processed	Location of Processing	Contact Information
LinkedIn	Customer lead generation	PII & Non-PII	United States	<a href="https://www.linkedin.com/help/linkedin/ask/TSO-DPO">https://www.linkedin.com/help/linkedin/ask/TSO-DPO</a>

### B. MoEngage Website Sub-processors [moengage.com] (Only applicable to website visitors of moengage.com)

MoEngage Sub-processor Name	Services Provided	Type of data processed	Location of Processing	Contact Information
OneTrust	Cookie Compliance Tool	PII & Non-PII	Ireland	dpo@onetrust.com
Hubspot	Customer Relationship Management (CRM) tool used by Marketing	PII & Non-PII	United States/ European Union - Germany (Based on end-users location)	<a href="https://www.hubspot.com/company/contact">https://www.hubspot.com/company/contact</a>
WordPress	Website Publishing Platform	Non-PII	United States/ European Union (Based	<a href="https://wordpress.org/support/forums/">https://wordpress.org/support/forums/</a>

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			on end-users location)	
WPEngine (WP-managed hosting)	WordPress Hosting Platform	Non-PII	United States/ European Union (Based on end-users location)	<a href="https://wordpress.org/support/forums/">https://wordpress.org/support/forums/</a>
Demandbase	Account-Based Marketing (ABM) Software	PII & Non-PII	United States	<a href="mailto:privacy@demandbase.com">privacy@demandbase.com</a>
Drift	Website chatbot	PII & Non-PII	United States/ European Union (Based on end-users location)	<a href="mailto:privacy@drift.com">privacy@drift.com</a>
LinkedIn Ads	Advertisement Platform	Non-PII	United States	<a href="https://www.linkedin.com/help/linkedin/ask/TSO-DPO">https://www.linkedin.com/help/linkedin/ask/TSO-DPO</a>
Facebook Ads	Advertisement Platform	Non-PII	United States	<a href="mailto:dpo@fb.com">dpo@fb.com</a>
Google Analytics	Analytics platform	Non-PII	United States/ European Union/ Singapore (Based on end-users location)	<a href="mailto:dpo-google@google.com">dpo-google@google.com</a>
DoubleClick.net	Cookie-based Analytics platform	Non-PII	United States	<a href="mailto:info@doubleclick-online.com">info@doubleclick-online.com</a>
Gartner	Cookie-based Analytics platform	Non-PII	United States	<a href="mailto:privacy@gartner.com">privacy@gartner.com</a>
Target	Cookie-based Analytics from Demandbase	Non-PII	United States	<a href="mailto:Privacy.Request@target.com">Privacy.Request@target.com</a>

**C. MoEngage Website Sub-processors HashGrowth.com] (Only applicable to website visitors of hashgrowth.com)**

MoEngage Sub-processor Name	Services Provided	Type of data processed	Location of Processing	Contact Information
OneTrust	Cookie Compliance Tool	PII & Non-PII	Ireland	<a href="mailto:dpo@onetrust.com">dpo@onetrust.com</a>
Hubspot	Customer Relationship Management (CRM) tool used by Marketing	PII & Non-PII	United States/ European Union - Germany (Based on end-users)	<a href="https://www.hubspot.com/company/contact">https://www.hubspot.com/company/contact</a>

			location)	
WordPress	Website Publishing Platform	Non-PII	United States/ European Union (Based on end-users location)	<a href="https://wordpress.org/support/forums/">https://wordpress.org/ support/forums/</a>
WPEngine (WP-managed hosting)	WordPress Hosting Platform	Non-PII	United States/ European Union (Based on end-users location)	<a href="https://wordpress.org/support/forums/">https://wordpress.org/ support/forums/</a>
Demandbase	Account-Based Marketing (ABM) Software	PII & Non-PII	United States	<a href="mailto:privacy@demandbase.com">privacy@demandbase.com</a>
DoubleClick.net	Cookie-based Analytics platform	Non-PII	United States	<a href="mailto:info@doubleclick-online.com">info@doubleclick-online.com</a>
Google Analytics	Analytics platform	Non-PII	United States/ European Union/ Singapore (Based on end-users location)	<a href="mailto:dpo-google@google.com">dpo-google@google.com</a>
Facebook Ads	Advertisement Platform	Non-PII	United States	<a href="mailto:dpo@fb.com">dpo@fb.com</a>

**D. MoEngage Website Sub-processors [Push Amplification.com] (Only applicable to website visitors of pushamplification.com)**

MoEngage Sub-processor Name	Services Provided	Type of data processed	Location of Processing	Contact Information
OneTrust	Cookie Compliance Tool	PII & Non-PII	Ireland	<a href="mailto:dpo@onetrust.com">dpo@onetrust.com</a>
Hubspot	Customer Relationship Management (CRM) tool used by Marketing	PII & Non-PII	United States/ European Union - Germany (Based on end-users location)	<a href="https://www.hubspot.com/company/contact">https://www.hubspot.com/ company/contact</a>
WordPress	Website Publishing Platform	Non-PII	United States/ European Union (Based on end-users location)	<a href="https://wordpress.org/support/forums/">https://wordpress.org/ support/forums/</a>
WPEngine	WordPress Hosting Platform	Non-PII	United States/	<a href="https://wordpress.org/">https://wordpress.org/</a>

(WP-managed hosting)			European Union (Based on end-users location)	support/forums/
Demandbase	Account-Based Marketing (ABM) Software	PII & Non-PII	United States	privacy@demandbase.com
DoubleClick.net	Cookie-based Analytics platform	Non-PII	United States	info@doubleclick-online.com
Target	Cookie-based Analytics from Demandbase	Non-PII	United States	Privacy.Request@target.com.
Google Analytics	Analytics platform	Non-PII	United States/ European Union/ Singapore (Based on end-users location)	dpo-google@google.com
Facebook Ads	Advertisement Platform	Non-PII	United States	dpo@fb.com

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