# Sana Sub-processors

Last updated: 11 February 2025

**Scope**

Capitalized terms used in this documentation are defined in Sana's [MSA](#) and/or [DPA](#). For each sub-processor that we use, we apply the principles of least privilege. This means that each third-party system shall only have access to the minimum data required to fulfill its purpose.

Many Services offer multiple alternative locations to process and/or store Subscriber Data. Except as set forth in the "Additional Details" column in the tables below, each cell listing countries in the table below represents an available "region" in which the sub-processor processes and/or stores data for a given purpose. When a Service offers alternative locations to process/and or store data, the Subscriber may be able to choose their region during the setup process or by working with a Sana Sales Representative. You may also request to have your Subscribe Data for a Service or feature hosted in a different region, which may be accommodated, subject to availability.

If you have any questions about where your data is stored that this documentation does not answer, please contact your Sana Sales Representative. .

**Subscription to notifications**

Any and all changes to the list of approved sub-processors will be posted at [https://sanalabs.com/download/legal/subprocessors.pdf](https://sanalabs.com/download/legal/subprocessors.pdf) and will indicate the date the list was last updated. You may subscribe to notifications of a change of or new sub-processors for each applicable Service [here](#). If you subscribe, Sana will provide notification of any change of or new sub-processor(s) for the applicable Service.

## SANA LEARN

| Sub-processor | Legal Entity | Processing Purpose | Data categories | Location | Country | Safeguards for transfers | Additional Details |
|---|---|---|---|---|---|---|---|
| **Ably** | Ably Realtime Ltd. Fora 21-33 Great Eastern Street London, UK EC2A 3EJ | Real-time messaging | Device, Content, Activity | EEA/EU | Ireland | SCC incl. UK Addendum | |
| **Agora, Inc.** | Agora, Inc., 2804 Mission College Blvd., Santa Clara, CA 95054, USA | Audio video streaming | Content, Device, Activity | USA | USA | SCC incl. UK Addendum | Agora does not store any streaming data or user data except for caching for transmission purposes. No data is retained. |
| **Brevo – Sendinblue** | Sendinblue, 06 boulevard Haussmann 75008 Paris, France | Transactional mailing (Default email provider used for sending notifications, invites etc.) | User | EEA/EU | France Belgium | SCCs EU-US DPF | Brevo rents storage bays in datacenters in France. Data is stored within the cloud infrastructure provided by Google Cloud (GCP) in Belgium. |
| **Cloudinary** | Cloudinary Ltd., of 20 Aharon Bart St., Petah Tikva, 4951448, Israel | Content hosting | Content (Images, recordings) | USA (US customers) EEA/EU (EU customers) | USA Ireland Germany | SCC EU-U.S. DPF | Cloudinary has datacenters in multiple locations (US, EU and APAC), that will be used according to Sana's specific requirements. Cloudinary's default datacenter is based in the US. |
| **DeepL** | DeepL SE Maarweg 165 50825 Cologne Germany | Content translations | Content | EEA/EU | Finland Sweden | SCC | |

| Elevenlabs | Eleven Labs Inc 69 Madison Ave 2484, New York, NY 10016 | Content generation (Text to speech) | Content | Determined by User location: USA EEA/EU Singapore | USA Netherlands Singapore | EU-US DPF SCC incl. UK Addendum | Hosting is dependent on the user location. All data is transferred to the US for storage. |
|---|---|---|---|---|---|---|---|
| Gladia | Gladia, 38 rue de la Tremblaie 35510 Cesson-Sévigné, France | Recordings / Audio Transcription API | User, Content | EEA/EU | France | SCCs EU-US DPF | |
| Google Cloud (GCP) | Google Ireland Ltd., Gordon House Barrow Street Dublin 4 Ireland | Hosting infra Search Infra / Content generation | User, Content, Performance, Device, Activity | EEA/EU (default) USA (option for US customers) | Regional hosting at rest | SCC EU-U.S. DPF incl. UK Ext. Swiss-U.S. DPF | |
| Intercom | Intercom R&D Unltd. Co, Stephen Court, 18-21 St., Dublin 2, Ireland | Support, Interaction data | Support | EEA/EU | Ireland | SCC EU-US DPF | |
| Microsoft Azure | Microsoft Ireland Operations, Ltd. Dublin 18, D18 P521, Ireland | Search infra / Cloud Services | Content | EEA/EU | Regional hosting at rest | SCC incl. UK & Swiss Addendum EU-U.S. DPF incl. UK Ext. Swiss-U.S. DPF | |
| OpenAI | OpenAI Ireland Ltd., 117-126 Sheriff Street Upper, Dublin 1, D01 YC43, Ireland | Search infra / Content generation | Content | Worldwide with primary location in US | Worldwide routing | SCC incl. UK Addendum | Enterprise API in private instance and zero data retention. This implies that data bounces on OpenAI's APIs without any retention. No training of LLMs are allowed using Sana or Sana's customers data. |
| Recall | Hyperdoc Inc., 2261 Market Street #4339, San Francisco, CA | Meeting transcriptions and recordings | User, Content | EEA/EU | Germany | SCC incl. UK Addendum | |

| Synthesia | Synthesia Ltd., Kent House, 14/17 Market Place, London, United Kingdom, W1W 8AJ | Video avatar generation | Content, Device, Activity | EEA/EU | Ireland | SCC incl. UK Addendum | Storage and processing is performed within the cloud infrastructure provided by Amazon Web Services (AWS). |
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## SANA AI

| Sub-processor | Legal Entity | Processing Purpose | Data categories | Location | Country | Safeguards for transfers | Additional Details |
|---|---|---|---|---|---|---|---|
| **Anthropic** | Anthropic PBC, 548 Market Street, PMB 90375, San Francisco, CA 94104, United States | Search and model infra | Content (Search queries) | USA | USA | SCC incl. Swiss & UK Addendum | Zero Data Retention configuration |
| **Cloudinary** | Cloudinary Ltd., of 20 Aharon Bart St., Petah Tikva, 4951448, Israel | Content hosting | Content (Images, recordings) | USA (US customers) EEA/EU (EU customers) | USA Ireland Germany | EU-US DPF SCC | Cloudinary has datacenters in multiple locations (US, EU and APAC), that will be used according to Sana's specific requirements. Cloudinary's default datacenter is based in the US. |
| **Gladia** | Gladia, 38 rue de la Tremblaie 35510 Cesson-Sévigné, France | Recordings / Audio Transcription API | User, Content | EEA/EU | France | SCC EU-US DPF | |
| **Google Cloud (GCP)** | Google Ireland Ltd., Gordon House Barrow Street Dublin 4 Ireland | Hosting infra Search Infra / Content generation | User, Content, Performance, Device, Activity | EEA/EU (default) USA (option for US customers) | Regional hosting at rest | SCC EU-U.S. DPF incl. UK Ext. Swiss-U.S. DPF | |
| **Intercom** | Intercom R&D Unltd. Co, Stephen Court, | Support, Interaction data | Support | EEA/EU | Ireland | SCC EU-US DPF | |

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| | 18–21 St., Dublin 2, Ireland | | | | | | |
| **Microsoft Azure** | Microsoft Ireland Operations, Ltd. Dublin 18, D18 P521, Ireland | Search infra / Cloud Services | Content | EEA/EU | Regional hosting at rest | SCC incl. Swiss & UK Addendum EU–U.S. DPF incl. UK Ext. Swiss–U.S. DPF | |
| **OpenAI** | OpenAI Ireland Ltd., 117–126 Sheriff Street Upper, Dublin 1, D01 YC43, Ireland | Search infra / Content generation | Content | Worldwide with primary location in US | Worldwide routing | SCC incl. UK Addendum | Enterprise API in private instance and zero data retention. This implies that data bounces on OpenAI's APIs without any retention. No training of LLMs are allowed using Sana or Sana's customers data. |
| **Recall** | Hyperdoc Inc., 2261 Market Street #4339, San Francisco, CA | Meeting transcriptions and recordings | User, Content | EEA/EU | Germany | SCC incl. UK Addendum | |
| **Twilio / SendGrid** | Twilio Ireland Limited, 3 Dublin Landings, North Wall Quay, Dublin 1, Ireland | Transactional emailing | User, Content | USA (US customers) EEA/EU (EU customers) | USA Ireland | EU–U.S. DPF SCC | |
| **Vespa** | Vespa.AI AS, Prinsensgate 49, 7011 Trondheim, Norway | Search infra | User, Content, Performance, Device, Activity | EEA/EU | Germany | SCC | |