Sana Sub-processors

Last updated: 8 October 2026

Scope

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 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 Sub-processors

Last updated: 8 October 2026

Sub-processor	Legal Entity	Processing Purpose	Data categories	Product(s)	Processing Location	Processing 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	Sana Learn / Workday Learn, powered by Sana	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	Sana Learn / Workday Learn, powered by Sana	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.
Amazon Web Services	Amazon Web Services, Inc. 410 Terry Ave N, WA. 98109 Seattle, USA	Search Database	Content	Sana Enterprise	EEA/EU USA	Germany USA	SCC EU-US DPF	
		Cloud services / infrastructure for core products	User, Content	Sana Agents / Sana Core / Sana Enterprise	USA Singapore Germany Canada Australia United Kingdom Japan India	USA Singapore Germany Canada Australia United Kingdom Japan India	SCC incl. UK Addendum	
		Pipedream connector processor	User, Content	Sana Agents / Sana Enterprise	USA	USA	SCC incl. UK & Swiss Addendum EU-U.S. DPF incl. UK Ext. Swiss-U.S. DPF	
Anthropic	Anthropic PBC, 548 Market Street, PMB 90375, San Francisco, CA 94104, United States	Search and model infra	Content (Search queries)	Sana Agents / Sana Core / Sana Enterprise	USA	USA	SCC incl. Swiss & UK Addendum	Zero Data Retention configuration

Sana Sub-processors

Last updated: 8 October 2026

Brevo - Sendinblue	Sendinblue, 06 boulevard Haussmann 75008 Paris, France	Transactional mailing (Default email provider used for sending notifications, invites etc.)	User	Sana Learn / Workday Learn, powered by Sana	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)	Sana Learn / Workday Learn, powered by Sana Sana Agents / Sana Core / Sana Enterprise	USA (default) EEA/EU	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.
Datadog	Datadog, Inc. 620 8th Ave 45th Floor, NY 10018 New York, USA	Pipedream connector processor. Cloud services / infrastructure for core products. Monitoring / logging	User, Content, Logs	Sana Agents / Sana Core / Sana Enterprise	USA	USA	SCC incl. UK & Swiss Addendum EU-U.S. DPF incl. UK Ext. Swiss-U.S. DPF	
DeepL	DeepL SE Maarweg 165 50825 Cologne Germany	Content translations	Content	Sana Learn / Workday Learn, powered by Sana	EEA/EU	Finland Sweden	SCC	
D-ID	Simpleshow USA Corp. 8200 NW 41st Street, Ste 200 Doral, FL 33166	Video avatar generation	Content, Device, Activity	Sana Learn / Workday Learn, powered by Sana	EEA/EU	Sweden	SCC	
Elevenlabs	Eleven Labs Inc 69 Madison Ave 2484, New York, NY 10016	Content generation (Text to speech)	Content	Sana Learn / Workday Learn, powered by Sana Sana Agents / Sana Core / Sana Enterprise	USA EEA/EU	USA Belgium	EU-US DPF SCC incl. UK Addendum	US hosting as default for US workspaces. Belgium as default for EU workspaces. ZDR enabled for all workspaces.

Sana Sub-processors

Last updated: 8 October 2026

Gladia	Gladia, 38 rue de la Tremblaie 35510 Cesson-Sévigné, France	Recordings / Audio Transcription API	User, Content	Sana Learn / Workday Learn, powered by Sana Sana Agents / Sana Core / Sana Enterprise	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 Internet Security Services (web application firewall, DDoS attack prevention and related security services)	User, Content, Performance, Device, Activity	Sana Learn / Workday Learn, powered by Sana Sana Agents / Sana Core / Sana Enterprise	EEA/EU (default) USA (option for US customers)	Regional hosting at rest	SCC EU-U.S. DPF incl. UK Ext. Swiss-U.S. DPF	
Hatchet	Hatchet Technologies, Inc. 1111b S Governors Ave 7493, 19904 Dover, Delaware, USA	Task infrastructure	User, Content	Sana Agents / Sana Core / Sana Enterprise	EEA/EU	Ireland	SCC EU-US DPF	
Intercom	Intercom R&D Unltd. Co, Stephen Court, 18-21 St., Dublin 2, Ireland	Support, Interaction data	Support	Sana Learn / Workday Learn, powered by Sana Sana Agents / Sana Core / Sana Enterprise	EEA/EU	Ireland	SCC EU-US DPF	
Jina	Jina AI GmbH Prinzessinnenstraße 19-20 10969 Berlin Germany	Web content extraction and search via Reader API. URLs are submitted for content parsing and markdown conversion. User search queries are submitted for web search and content retrieval	Content (search queries); URLs submitted for processing	Sana Learn / Workday Learn, powered by Sana	USA (default) EEA/EU	USA Belgium	SCC EU-US DPF	US hosting as default.

Sana Sub-processors

Last updated: 8 October 2026

Merge	Merge API, Inc., 353 Sacramento St., Floor 21, San Francisco, CA 94111	Third party integrations provider	Content	Sana Agents / Sana Core / Sana Enterprise	USA	USA	SCC incl. Swiss & UK Addendum	
Microsoft Azure	Microsoft Ireland Operations, Ltd. Dublin 18, D18 P521, Ireland	Search infra / Cloud Services	Content	Sana Learn / Workday Learn, powered by Sana Sana Agents / Sana Core / Sana Enterprise	EEA/EU	Regional hosting at rest	SCC incl. UK & Swiss Addendum EU-U.S. DPF incl. UK Ext. Swiss-U.S. DPF	
Mistral	Mistral AI, 15 rue des Halles, 75001 Paris, France	Search Infra / Content generation	Content (search queries)	Sana Agents / Sana Core / Sana Enterprise	EEA/EU	Sweden	SCC EU-US DPF	Zero Data Retention configuration
Modal	Modal Inc, 222 Broadway, 10038 New York, USA	Sandboxed code execution	Content (code, files provided for code processing)	Sana Agents / Sana Core / Sana Enterprise	EEA/EU	Belgium, Germany, Ireland, France, Netherlands, Sweden	SCC EU-US DPF	Data deleted after processing.
OpenAI	OpenAI Ireland Ltd., 117-126 Sheriff Street Upper, Dublin 1, D01 YC43, Ireland	Search infra / Content generation	Content	Sana Learn / Workday Learn, powered by Sana Sana Agents / Sana Core / Sana Enterprise	Worldwide routing OR EEA/EU & Switzerland (option only for EU only customers)	Worldwide routing OR Routing within EEA/EU & Switzerland (option only for EU only customers)	SCC incl. UK Addendum EU-US DPF	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. Routing is dependent on configurations as agreed between the Subscriber and Sana. If no specific agreement has been entered into, default worldwide routing will apply.

Sana Sub-processors

Last updated: 8 October 2026

Redis Labs	Redis, Inc. 303 2nd St., North Tower Suite 525, CA 94107 San Francisco, USA	Pipedream connector processor. Cloud services / infrastructure for core products. Primary data store	User, Content	Sana Agents / Sana Core / Sana Enterprise	USA	USA	SCC incl. UK & Swiss Addendum	
Recall	Hyperdoc Inc., 2261 Market Street #4339, San Francisco, CA	Meeting transcriptions and recordings	User, Content	Sana Agents / Sana Core / Sana Enterprise Sana Learn / Workday Learn, powered by Sana	USA EEA/EU Japan	USA Germany Japan	SCC incl. UK Addendum	
SendGrid (Twilio)	Twilio Inc. 101 Spear Street, Fifth Floor, San Francisco, California, 94105, US	Transactional mailing (Default email provider used for sending notifications)	User	Sana Agents / Sana Core / Sana Enterprise	USA EEA/EU	USA Ireland	SCC incl. UK Addendum EU-US DPF	
Sentry	Functional Software, Inc. dba Sentry, 45 Fremont St 8th fl, CA 94105 San Francisco, USA	Direct processor: Error alerting, logs, and trace information. Pipedream connector processor: Cloud services / infrastructure for core products. Exception / error monitoring	Logs	Sana Learn / Workday Learn, powered by Sana Sana Agents / Sana Core / Sana Enterprise	EEA/EU	Germany	SCC incl. UK & Swiss Addendum EU-U.S. DPF incl. UK Ext. Swiss-U.S. DPF	
Vespa.ai	VESPA.AI NORWAY AS Prinsensgate 49, 7011 Trondheim, Norway	Search database	Content	Sana Learn / Workday Learn, powered by Sana Sana Agents / Sana Core / Sana Enterprise	EEA/EU	Germany	SCC incl. UK Addendum	

Sana Sub-processors

Last updated: 8 October 2026

Sana engages affiliated entities within the Workday group as sub-processors to deliver the Services, including support and maintenance. The list of authorized Workday affiliates is maintained in the 'Workday Affiliate Subprocessors' section of the Workday Subprocessor List, available at: https://www.workday.com/en-us/legal/subprocessors.html.