

Betterteam Subprocessor List

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About this list

Techturelab, Inc., doing business as Betterteam ("Betterteam"), engages the service providers below to process personal data on behalf of Betterteam customers in connection with the Betterteam platform and related services. Each provider is authorized only for the stated purpose and is subject to written data protection, confidentiality, and security obligations.

Processing location means the country or region in which customer personal data may be stored or accessed for the Betterteam service. It does not merely identify the vendor's headquarters. Actual locations can depend on Betterteam's selected hosting region, enabled features, support activity, and the customer's configuration.

Authorized Subprocessors

Processor	Processing location(s)	Purpose of processing
Amazon Web Services, Inc. (AWS)	Customer-selected AWS region(s); support or service operations may involve other countries permitted under AWS terms.	Cloud infrastructure, hosting, database, storage, backup, content delivery, logging, and related security and availability services used to operate the Betterteam platform.
Anthropic, PBC	United States and other regions used for the contracted Anthropic service; routing may include the U.S., Europe, Asia, and Australia unless otherwise configured.	Artificial-intelligence model inference for specifically enabled Betterteam features, such as analyzing or summarizing authorized text and generating workforce insights or recommendations. Inputs may include prompts and selected customer content; outputs are returned to Betterteam.
Google LLC and/or applicable Google contracting affiliate — Google Cloud Platform	Betterteam-selected Google Cloud region(s); support access may occur from additional locations.	Cloud infrastructure, hosting, storage, database, analytics, security, and related platform services, but only if used for the Betterteam customer environment.
Google LLC and/or applicable Google contracting affiliate — Google Workspace	Multi-country service and support locations under Google Workspace terms. Data-region controls may apply by service and subscription.	Business email, documents, file storage, calendars, and collaboration used for authorized customer communications and operational support. This entry applies only where customer personal data is placed in Workspace.
Zoom Communications, Inc.	United States and other locations supporting the selected Zoom services; meeting routing and storage depend on account configuration and data-center selections.	Video meetings, demonstrations, onboarding, support, and—only when enabled and appropriately notified—cloud recording, transcription, and meeting summaries involving customer representatives or users.
Microsoft Corporation — Microsoft Azure	Betterteam-selected Azure region(s); limited controlled remote access may occur from other disclosed locations.	Cloud infrastructure, hosting, storage, database, networking, monitoring, security, backup, and related platform services, but only where used for Betterteam customer environments.
Microsoft Corporation — Microsoft 365	Multi-country service and support locations under Microsoft terms; core data location depends on tenant geography and workload.	Business email, document storage, productivity, collaboration, and customer communications. This entry applies only where customer personal data is placed in Microsoft 365.
OpenAI, L.L.C.	United States or Europe for eligible API deployments, depending on contracted product and configured data-residency controls.	Artificial-intelligence model inference for specifically enabled Betterteam features, including classification, extraction, summarization, content generation, and workforce insight or recommendation support. Inputs may include prompts and selected customer content; outputs are returned to Betterteam.

Processor (Continuation)	Processing location(s)	Purpose of processing
ReversingLabs U.S. Inc. or contracted ReversingLabs affiliate	United States; other locations may apply under the contracted service.	Malware detection, file reputation, software-supply-chain analysis, and threat intelligence used to identify malicious or suspicious files, packages, URLs, or other artifacts. Submitted artifacts may contain metadata or personal data.
Snowflake Inc.	Region selected for Betterteam's Snowflake account on AWS, Azure, or Google Cloud. Data remains in the selected region at rest unless replication, sharing, support, or cross-region features are enabled.	Cloud data warehouse and analytics infrastructure used to store, organize, query, and analyze authorized workforce and product data and to produce reporting, aggregated insights, and operational analytics.
Merge API, Inc.	United States; transfers to and access from other jurisdictions may occur through Merge's disclosed subprocessors and are governed by its DPA and applicable transfer safeguards.	Unified API and integration infrastructure used to connect Betterteam with customer-authorized HR, payroll, recruiting, accounting, CRM, ticketing, file-storage, knowledge-base, or related systems. Depending on the connected system and permissions, Merge may authenticate linked accounts and synchronize, normalize, read, or write employee identity, employment, organizational, payroll or benefits, recruiting, support, and integration metadata at the customer's direction.
ZenLeads Inc. (Apollo.io)	United States and other locations disclosed under Apollo's terms.	Sales intelligence, prospecting, contact enrichment, and sales-engagement workflows for Betterteam business contacts. Apollo is not a customer-support platform. Apollo may act independently for its contributor database, so it should remain on this list only if it processes customer personal data solely for Betterteam.
HubSpot, Inc.	United States, European Union, Australia, Canada, and other locations depending on subscription, hosting choice, enabled features, affiliates, and support.	Customer relationship management, sales and marketing operations, website forms, customer communications, implementation and support case management, and account lifecycle administration involving customer representatives and users.
Stripe, Inc. and/or applicable Stripe contracting affiliate	United States, European Economic Area, United Kingdom, and other locations used by the applicable Stripe entity and its disclosed service providers, depending on account country, product, and transaction flow.	Payment processing, subscription billing, invoicing, fraud prevention, refunds, chargebacks, tax or payment compliance, and related financial operations. Stripe may process payer and customer contact details, payment-method tokens, transaction data, and billing records. For certain regulated payment, fraud, and compliance activities, Stripe may act as an independent controller rather than solely as Betterteam's subprocessor.
Sendinblue SAS, trading as Brevo, or applicable Brevo contracting affiliate	European Union. Brevo states that database hosting is in France and Germany, with Google Cloud storage in Belgium. Support access may involve other disclosed affiliates.	Transactional email delivery, including account activation, verification, password reset, security alerts, survey invitations, intervention messages, and other service notifications; may process recipient details, message content, delivery status, and email-event data.
Zendesk, Inc. and/or applicable Zendesk contracting affiliate	United States, European Union, United Kingdom, Japan, Australia, and other disclosed service or support locations, depending on hosting choice and enabled features.	Customer support and service management, including ticket intake, customer and user communications, issue history, knowledge-base services, troubleshooting, routing, and—if enabled—AI-assisted support features.