

Annex IV – List of Subprocessors

Atomicwork maintains an up-to-date list of its authorised Subprocessors as under. The list includes the identity of each Subprocessor, a description of the services provided, and the location of processing. Customer may subscribe to notifications of new Subprocessors and may object to changes in accordance with Section 4.5 of the DPA (<https://atomicwork.com/legal/DPA>).

Last updated: 27 August 2026. This Annex reflects the subprocessor list published at <https://trust.atomicwork.com/subprocessors>.

Name of Subprocessor	Services provided	Location of Subprocessor (Country)	Data Transfer Mechanism	Subject Matter and Nature
AWS (Amazon Web Services)	Provides cloud infrastructure and hosting services for the storage and processing of Customer Data.	United States of America, Ireland	Standard Contractual Clauses (Module Three – Processor to Processor)	All customer data
Azure OpenAI	Provides AI model services that form part of the ensemble architecture supporting Atom, the AI assistant within the Atomicwork platform.	United States of America, Canada, France, Sweden, Switzerland, United Kingdom, Japan, Australia	SCCs (Module Three – Processor to Processor)	Customer conversations with Atomicwork
Google Cloud Platform (GCP)	Provides cloud infrastructure and AI services (Vertex AI / Gemini) for the processing and analysis of Customer Data and to support application functionality.	United States of America	SCCs (Module Three – Processor to Processor)	Customer conversations with Atomicwork
Twilio	Provides email delivery and notification services for the transmission of automated messages and alerts to users.	United States of America and Ireland	SCCs (Module Three – Processor to Processor)	User email addresses are stored in SendGrid for automated notifications
Sentry	Provides application performance monitoring and error tracking services to log and analyze system events.	United States of America and Germany	SCCs (Module Three – Processor to Processor)	User actions in Atomicwork
Groq	Provides AI inference acceleration services to optimize latency in specific components of the pipeline.	United States of America	SCCs (Module Three – Processor to Processor)	AI Inference Acceleration
Lansweeper Inc	Provides IT asset discovery and inventory management software that automatically scans, identifies, and maintains detailed records of hardware and software assets across an organization's network.	Belgium, Netherlands	Intra-EEA transfer – no SCCs required (adequacy relied upon for UK and Swiss transfers)	Processes IT asset discovery and inventory data (device, software, and network metadata) for integration within Atomicwork's ITSM platform
Tray.ai Inc (tray.io)	Provides a cloud-based automation and integration platform that enables businesses to connect applications, automate workflows, and orchestrate complex data processes across systems using low-code tools.	United States of America	Standard Contractual Clauses (Modules 2 & 3) + UK Addendum	Processes customer data to enable SaaS workflow automation, integrations, and log management across connected systems

Name of Subprocessor	Services provided	Location of Subprocessor (Country)	Data Transfer Mechanism	Subject Matter and Nature
Deepgram	Provides AI-powered speech-to-text and audio transcription services used to process voice inputs within the platform.	United States of America	SCCs (Module Three – Processor to Processor)	Audio inputs and transcriptions
Temporal	Provides workflow orchestration and durable execution services supporting reliable automation of background tasks and business processes within Atomicwork.	United States of America, Ireland	SCCs (Module Three – Processor to Processor)	Workflow execution metadata and background process orchestration
Cerebras	Provides advanced AI compute infrastructure used for accelerating generative AI model processing and inference.	United States of America	SCCs (Module Three – Processor to Processor)	AI compute and inference processing workloads
Microsoft Corporation	Provides productivity and collaboration tools (e.g., Office 365, Teams, Exchange) that support internal communication, documentation, and operations.	United States of America, India	SCCs (Module Three – Processor to Processor)	Communication, documentation, and operational data
LiveKit	Provides real-time audio and video communication infrastructure used for live collaboration, meetings, and interactive sessions within Atomicwork features.	United States of America, France, Germany, United Kingdom	SCCs (Module Three – Processor to Processor)	Real-time audio/video collaboration data
Adobe	Provides creative, document management, and content processing tools (e.g., Acrobat, Creative Cloud) used for file handling and content generation.	United Kingdom, United States of America, Singapore, Japan	SCCs (Module Three – Processor to Processor)	Content processing and document generation
ElevenLabs	Provides AI-powered text-to-speech services used to generate natural-sounding voice responses where applicable in platform interactions.	United States of America	SCCs (Module Three – Processor to Processor)	Text inputs processed to audio output
Slack	Provides real-time messaging, collaboration, and communication tools used for internal operations and customer support coordination.	United States of America	SCCs (Module Three – Processor to Processor)	Communication and collaboration data
Perplexity	Provides AI search and reasoning capabilities used to enhance query understanding and information retrieval.	United States of America	SCCs (Module Three – Processor to Processor)	Query inputs and search processing metadata
PubNub	Provides real-time data streaming and messaging infrastructure used to support instant notifications, presence updates, and live interactions.	United States of America, Australia	SCCs (Module Three – Processor to Processor)	Real-time messaging, presence, and notification data

Name of Subprocessor	Services provided	Location of Subprocessor (Country)	Data Transfer Mechanism	Subject Matter and Nature
Intercom	Provides customer service, support ticketing, and messaging tools enabling Atomicwork to deliver customer support and onboarding assistance.	United States of America, Ireland	SCCs (Module Three – Processor to Processor)	Customer support conversations and metadata
Gong	Provides sales call recording, conversation intelligence, and analytics tools used to enhance sales operations and performance insights.	United States of America	SCCs (Module Three – Processor to Processor)	Sales call recordings and analytics metadata
Membrane (formerly Integration.app)	Provides integration connectivity, middleware functions, and automated data exchange across third-party systems.	United States of America	SCCs (Module Three – Processor to Processor)	Customer system configuration data, integration payloads, and workflow synchronization metadata
Anthropic	Provides large language models (Claude) that form part of the ensemble architecture supporting Atom, the AI assistant, and other agentic and generative AI features within the Atomicwork platform.	United States of America	SCCs (Module Three – Processor to Processor)	Customer conversations with Atomicwork. No customer data is used for model training
OpenAI	Provides large language models that power Atom, the AI assistant, and other agentic and generative AI features within the Atomicwork platform.	United States of America	SCCs (Module Three – Processor to Processor)	Customer conversations with Atomicwork. No customer data is used for model training
Deeptrace	Provides AI-enabled site reliability engineering services, including automated investigation, alert triage, and root cause analysis supporting the reliability and monitoring of the Atomicwork platform.	United States of America	SCCs (Module Three – Processor to Processor)	System telemetry, logs, alerts, and operational metadata, which may include limited user identifiers
E2B	Provides secure, isolated and ephemeral cloud sandboxes for the execution of AI-generated code, enabling agentic features to run computations and automated actions separately from production systems.	United States of America	SCCs (Module Three – Processor to Processor)	Code and input data submitted for execution, and the resulting output
Composio	Provides managed integrations, authentication, and tool execution enabling Atomicwork’s AI agents to securely connect to and take actions within third-party applications.	United States of America	SCCs (Module Three – Processor to Processor)	Connected-app credentials and tokens, integration payloads, and execution and audit metadata

Atomicwork may update this list from time to time to reflect additions or removals of subprocessors. The list will be reviewed and updated **on a quarterly basis**, and any material updates will be communicated through Atomicwork’s Trust Center (<https://trust.atomicwork.com>) or via written notice to the Customer, as applicable.