# Crystal aOS Authorized Subprocessors

**1** This version: 16 April 2026 v1.0. Last updated: 16 April 2026 v1.0. Previous versions: None. Originally issued: 16 April 2026.

**Authorized Subprocessors**

**2** **Amazon Web Services (AWS)**.

**a)** **Category**: Cloud infrastructure, Data Processing

**b)** **Location**: Australia or Worldwide (Per Client Request)

**c)** **Vendor Overview**: AWS provides cloud infrastructure, and Amazon Bedrock provides hosting and fine-tuning services for large language models (LLMs). Crystal aOS uses Bedrock-hosted models only when a client explicitly selects them - for example, to power Agents or Evals - and uses Bedrock fine-tuning services only when a client creates a Fine-Tuned Language Model.

**d)** **Data Processing and Retention**: AWS processes data in accordance with its Data Processing Addendum (**DPA**) and the Amazon Bedrock service terms. Key policies:

**i)** **No training on customer data by default**. Amazon Bedrock does not use customer (i.e. Crystal aOS client) inputs or outputs to train or improve base foundation models. If Bedrock fine-tuning is used, the Crystal aOS client's training data is used solely to create that client's custom model and is not shared with third-party model providers or used to improve base models.

**ii)** **Data retention**. Bedrock does not store client prompts or completions after processing unless Crystal aOS explicitly enables logging (e.g. via Amazon CloudWatch or S3) which is undertaken for data security and integrity purposes only. Fine-tuning artifacts (custom model weights and training data) are retained in Crystal aOS's AWS account and region until the client directs the deletion of them.

**iii)** **Third-party model providers** that supply foundation models through Bedrock do not receive or retain client data; all inference runs within AWS infrastructure.

**Applicable terms**: AWS DPA · Bedrock Service Terms · Bedrock Third-Party Model Terms · AWS Privacy Policy.

**e)** **Subprocessor Status**. AWS acts as a subprocessor only for clients who have not opted out of "Crystal Cloud" as their default data storage location. Data is processed and stored on Australian-based AWS infrastructure unless a client adjusts their account- or org-level settings to specify a different region or integrates an alternate storage provider (e.g. Google or Microsoft) as the default.

**3** **Anthropic**.

**a)** **Category**: Data processing

**b)** **Location**: USA

c) **Vendor Overview**: Anthropic provides large language models (LLMs) branded as Claude. Crystal aOS integrates Claude models via API only when a client explicitly selects them for use such as to power Agents and Evals.

d) **Data Processing and Retention**: As per Anthropic's data usage policy (available at: https://code.claude.com/docs/en/data-usage), data submitted via the API is not used to train models, and is retained for up to 30 days strictly for abuse and misuse monitoring. Crystal aOS has not explicitly and will not opt in to providing data to Anthropic for model improvement.

e) **Anthropic's Privacy Policy**: https://www.anthropic.com/legal/privacy.

f) **Subprocessor Status**. Anthropic acts as a subprocessor only for clients who opt to use Claude models. Data is processed in U.S.-based infrastructure and not persistently stored.

4 **OpenAI**.

a) **Category**: Data processing

b) **Location**: USA

c) **Vendor Overview**: OpenAI provides large language models (LLMs) branded as GPT. Crystal aOS integrates GPT models via API only when a client explicitly selects them for use such as to power Agents and Evals.

d) **Data Processing and Retention**: As per OpenAI's data usage policy (available at: https://openai.com/enterprise-privacy/) and Data Processing Addendum (available at: https://openai.com/en-GB/policies/data-processing-addendum/), data submitted via the API is not used to train models, and is retained for up to 30 days strictly for abuse and misuse monitoring. Crystal aOS has not explicitly and will not opt in to providing data to OpenAI for model improvement.

e) **OpenAI's Privacy Policy**: https://openai.com/en-GB/policies/row-privacy-policy/.

f) **Subprocessor Status**: OpenAI acts as a subprocessor only for clients who opt to use GPT models. Data is processed in U.S.-based infrastructure and not persistently stored.

5 **Ragie**.

a) **Category**: Data storage and processing

b) **Location**: USA

c) **Vendor Overview**: Ragie.ai provides retrieval-augmented-generation (RAG) services that include parsing, extraction, chunking, indexing, vector database storage, and retrieval. Crystal aOS uses Ragie's RAG services only when a client creates and updates Knowledge Sets, and where those Knowledge Sets are tethered to Agents used in Chat and Workflows contexts.

d) **Data Processing and Retention**: As per our negotiated terms with Ragie and Data Processing Addendum (each available upon request), data submitted via the Ragie API is not used to train third party models used by Ragie, and is retained by the third party model provider for a limited time solely for detecting and preventing abuse,

misuses and violations of applicable policies and any required legal or regulatory disclosures.

e) **Ragie's Privacy Policy**: https://www.ragie.ai/privacy-policy

f) **Subprocessor Status**: Ragie acts as a subprocessor only for clients who opt to use Knowledge Sets. Data uploaded to Knowledge Sets is processed in Ragie's U.S.-based infrastructure and stored in a multi-tenant system. Ragie's Trust Center (and subprocessors) is available here: https://trust.ragie.ai

6 **Stripe**.

a) **Category**: Billing

b) **Location**: USA

c) **Vendor Overview**: Stripe provides billing collection services via API.

d) **Data Processing and Retention**: Stripe's Data Processing Addendum is available at: https://stripe.com/au/legal/dpa.

e) **Stripe's Privacy Policy**: https://stripe.com/au/privacy

f) **Subprocessor Status**: Stripe acts as a subprocessor for clients who pay in-app for Crystal aOS usage. Data is processed in U.S.-based infrastructure and stored for account management.

7 **Google Gemini**.

a) **Category**: Data processing

b) **Location**: USA

c) **Vendor Overview**: Google provides large language models (LLMs) branded as Gemini. Crystal aOS integrates Gemini models via API only when a client explicitly selects them for use such as to power Agents and Evals.

d) **Data Processing and Retention**: As per Google's Gemini API Additional Terms of Service (available at: https://ai.google.dev/gemini-api/terms) and Abuse monitoring policy (available at: https://ai.google.dev/gemini-api/docs/usage-policies), data submitted via the API is not used to train models, and is retained for a limited time solely for detecting and preventing violations of their Prohibited Use Policy and any required legal or regulatory disclosures. Crystal aOS has not explicitly and will not opt in to providing data to Google for model improvement.

e) **Google's Privacy Policy**: https://policies.google.com/privacy

f) **Subprocessor Status**: Google acts as a subprocessor only for clients who opt to use Gemini models. Data is processed in U.S.-based infrastructure and not persistently stored.

8 **Google Workspace**.

a) **Category**: Identity provider; Collaboration

b) **Location**: USA

c) **Vendor Overview**: Google Workspace is a suite of cloud-based productivity and collaboration tools including Gmail, Google Drive, Docs, Sheets, Meet, and more. Crystal aOS uses Google Workspace internally and for communication, document storage, collaboration and identity management.

d) **Data Processing Addendum**:
https://cloud.google.com/terms/data-processing-addendum

e) **Google's Privacy Policy**: https://policies.google.com/privacy

f) **Subprocessor Status**: Google Workspace is a subprocessor to Agentic for internal communications, file storage, and productivity services. Data is processed in primarily U.S.-based infrastructure.

g) **Data Subject Rights and Contact**: Google has appointed a Data Protection Officer (DPO) for privacy-related matters:
DPO Contact:
Data Protection Officer
Google Ireland Limited Gordon House, Barrow Street, Dublin 4, Ireland
Email: data-protection-office@google.com