

As of May 14, 2026:

Subprocessor	Category	Purpose of Processing	Types of Covered Data Processed	Applicable Services / Notes
Amazon Web Services, Inc.	Cloud infrastructure / hosting	Cloud hosting, compute, storage, networking, backups, and security infrastructure	Customer account data, Customer Content, call data, audio, transcripts, messages, prompts, AI outputs, metadata, logs, backups, and related operational data	Used to provide, host, secure, store, and operate the Services
DigitalOcean, LLC	Cloud infrastructure / hosting	Cloud hosting, compute, storage, networking, and infrastructure operations	Call data, audio, transcripts, messages, prompts, AI outputs, metadata, logs, and related operational data	Used to provide, host, secure, store, and operate the Services
OpenAI, L.L.C.	LLM / AI model provider	AI model inference, response generation, reasoning, classification, summarization, and related AI agent functionality	Prompts, messages, conversation context, transcripts, AI outputs, metadata, and other Customer Content submitted for AI processing	Used depending on Customer configuration, selected model, feature availability, routing, latency, reliability, and service requirements
Anthropic, PBC	LLM / AI model provider	AI model inference, response generation, reasoning, classification, summarization, and related AI agent functionality	Prompts, messages, conversation context, transcripts, AI outputs, metadata, and other Customer Content submitted for AI processing	Used depending on Customer configuration, selected model, feature availability, routing, latency, reliability, and service requirements
Google LLC	LLM / AI model provider; speech-to-text provider	AI model processing and/or speech transcription services	Prompts, messages, conversation context, call audio, transcripts, AI outputs, metadata, and other Customer Content submitted for processing	Used depending on Customer configuration, selected model, speech configuration, feature availability, routing, latency, reliability, and service requirements
Groq, Inc.	LLM inference provider	AI model inference and response generation	Prompts, messages, conversation context, transcripts, AI outputs, metadata, and other Customer Content	Used depending on Customer configuration, selected model, feature availability, routing, latency,

			submitted for AI processing	reliability, and service requirements
Deepgram, Inc.	Speech-to-text / text-to-speech provider	Speech transcription, voice processing, and speech synthesis	Call audio, transcripts, text submitted for speech synthesis, generated audio, metadata, and related Customer Content	Used for AI voice-agent functionality
ElevenLabs	Text-to-speech provider	Speech synthesis and generated voice audio	Text submitted for speech synthesis, generated audio, metadata, and related Customer Content	Used for AI voice-agent functionality
Sinch / Inteliquent	Telecom provider	PSTN connectivity, phone numbers, call routing, carrier services, and related telecom functionality	Phone numbers, call metadata, call routing data, caller/callee information, and call audio where applicable	Applies only where Customer uses telecom services provided or arranged by VIDA
Datadog, Inc.	Monitoring / observability	Logging, monitoring, troubleshooting, performance monitoring, alerting, and security/event visibility	Logs, metadata, system events, error data, usage data, and limited Customer data if present in logs	Used to monitor, secure, debug, and maintain the Services
HubSpot, Inc.	Support / CRM	Customer relationship management, support communications, sales/customer success communications, and account administration	Business contact information, account information, support communications, customer communications, and limited Customer data if submitted through support or CRM channels	Used for customer support, CRM, and customer communications
Stripe, Inc.	Billing / payment processing	Payment processing, billing, subscriptions, invoices, payment-related fraud prevention, and transaction management	Billing contact information, payment metadata, subscription data, invoice data, transaction data, and related account information	Used where Customer is billed or pays through Stripe

<p>Chargebee Inc.</p>	<p>Billing / subscription management</p>	<p>Subscription management, usage billing, invoicing, payment orchestration, and billing operations</p>	<p>Billing contact information, subscription data, usage/billing metadata, invoice data, transaction data, and related account information</p>	<p>Used where Customer billing is managed through Chargebee</p>
<p>Redis / Redis Labs</p>	<p>Database / caching / data infrastructure</p>	<p>Database, caching, queueing, session management, service performance, and storage or retrieval of application data</p>	<p>Customer account information, call logs, transcripts, metadata, usage data, session data, configuration data, and related Customer Content or operational data</p>	<p>Used to operate, scale, and support the Services; may contain Customer Covered Data depending on Customer configuration and service usage</p>