



Kana Infrastructure and Sub-processors

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Scope

This documentation describes the infrastructure environment and sub-processors for the Kana's provision of the Services.

Capitalized terms used in this documentation are defined in Kana's Master Services Agreement, Data Processing Addendum and/or other written agreement with Customer. In the event of conflict, the Data Processing Addendum definition shall prevail.

All Services

The following legal entities are engaged in processing Personal Data for all Services.

Entity Name	Entity Type	Location of Sub-processor	Storage location
Kana Intelligence, Inc.	Kana HQ	• United States	• N/A
Anthropic PBC (Claude)	Third Party AI system provider	• United States	• United States
Google Inc. (Gemini)	Third Party AI system provider	• United States	• United States
OpenAI OpCo, LLC. (ChatGPT)	Third Party AI system provider	• United States	• United States
Perplexity AI, Inc.	Third Party AI system provider	• United States	• United States
Google Inc. (Google Cloud)	Third Party Hosting Provider	• United States	• United States

Customer agrees and acknowledges that Kana is a remote-first company and engages its personnel as employees, via an employer of record and/or via other means of alternative contracting (individual companies or sole entrepreneurship) in Canada and Germany (collectively the “**Remote Personnel**”). Kana shall treat all Remote Personnel as its employees and employ the same effective control over their work regardless of their formal legal status. Kana considers the Remote Personnel as its personnel under its direct control and not as separate sub-processors. Kana does not publicly disclose the list of the Remote Personnel and their location to protect their privacy. Customer can request the list. If the Remote Personnel is deemed third-party sub-processors for the purpose of applicable privacy laws, Customer grants general consent for Kana to use Remote Personnel as sub-processors.

Kana customers may subscribe to notifications of new sub-processors by sending an email to legal@kana.ai.