Kleene.ai

SERVICE PROVIDERS

The purpose of this page is to share information about our service providers - specifically, those that may process personal data that:

- relates to our customers' personnel and our service users; and
- is supplied by us to the service providers or is collected by the service providers in the context of our business or services.

Details of our services providers, the data they may process, the services they provide and the jurisdictions in which that data may be stored are set out in the following table.

Service provider	**Personal data**	**Services**	**Jurisdictions**
Slack	Names, Contact Information, and any information shared by the customer to address a support query	Slack offers a messaging platform that enables team collaboration through various features like channels, messaging, file sharing, and integrations with other tools.	Our Slack data is hosted with Amazon Web Services (AWS). The data centre is in the United States. For more information, please refer to their official Data Processing Addendum and Data Management pages.

Amazon Web Services (AWS)	Customer data (including personal data) at rest lies in the customers' systems: their data warehouses, databases and third-party integration providers. Kleene's software runs in AWS and does not provide storage for that data: it connects to those systems, and facilitates the transfer and transformation of data between them. For short periods of time, data is buffered temporarily within Kleene's AWS environment in order to facilitate these transfers.	AWS offers a comprehensive range of cloud computing services including storage, computing power, and various other functionalities.	Kleene utilises the AWS data centre in Ireland. AWS's approach to data processing and GDPR compliance is detailed in their AWS Data Processing Addendum (DPA).
Snowflake	Where you have chosen for Kleene to host and manage your warehouse in Google and selected Snowflake as your managed warehouse. Snowflake processes various types of customer personal data, including identification and contact data, financial information, employment details, and IT information such as IP addresses and cookies data. And any data that the customer would provide Kleene in relation the offering of our services.	Snowflake offers cloud-based data warehousing and analytics services.	Snowflake supports different options for data hosting. The hosting can be decided by the customer at the moment where they sign the contracts. Customers that purchase Snowflake via Kleene can host their data in any of the regions highlighted here. Please share your preferences when onboarding.

Amazon S3 (Simple Storage Service)	Where you have chosen for Kleene to host and manage your warehouse in AWS. Kleene creates a data lake using Amazon S3 and manages this for you on your behalf. Amazon S3 would process any data that the customer would provide Kleene in relation the offering of our services.	AWS offers a comprehensive range of cloud computing services including storage, computing power, and various other functionalities.	Kleene will host the storage in the selected AWS region of your choice. AWS's approach to data processing and GDPR compliance is detailed in their AWS Data Processing Addendum (DPA).
Amazon Redshift	Where you have chosen for Kleene to host and manage your warehouse in AWS and selected Redshift as your managed warehouse. Amazon Redshift would process any data that the customer would provide Kleene in relation the offering of our services.	AWS offers a comprehensive range of cloud computing services including storage, computing power, and various other functionalities.	Kleene will host the warehouse in the selected AWS region of your choice. AWS's approach to data processing and GDPR compliance is detailed in their AWS Data Processing Addendum (DPA).

Amazon Bedrock	Where you use our Kai service and opt to send table information for processing by our primary AI services provider (currently, Google's Gemini), that data will first be anonymised using Amazon Bedrock.	Amazon Bedrock is AWS's fully managed, serverless platform for building and deploying generative AI applications.	Kleene will host the warehouse in the selected AWS region of your choice. AWS's approach to data processing and GDPR compliance is detailed in their AWS Data Processing Addendum (DPA).
Google Cloud Storage	Where you have chosen for Kleene to host and manage your warehouse in GCP. Kleene creates a data lake using Google Cloud Storage and manages this for you on your behalf. Google Cloud Storage would process any data that the customer would provide Kleene in relation the offering of our services.	Google Cloud Platform (GCP) provides a wide array of cloud services, encompassing scalable computing power, robust storage solutions, and a multitude of other features.	Kleene will host the storage in the selected GCP region of your choice. Google's approach to data processing and GDPR compliance is detailed in their GCP Data Processing Addendum.

Google Bigquery	Where you have chosen for Kleene to host and manage your warehouse in Google and selected Bigquery as your managed warehouse. Google Big Query would process any data that the customer would provide Kleene in relation the offering of our services.	Google Cloud Platform (GCP) provides a wide array of cloud services, encompassing scalable computing power, robust storage solutions, and a multitude of other features.	Kleene will host the warehouse in the selected GCP region of your choice. Google's approach to data processing and GDPR compliance is detailed in their GCP Data Processing Addendum
Google Vertex and Gemini	Personal data that you include in free text prompts sent to Kai will be passed on the Google, through their Vertex services and Gemini models.	Google's Vertex AI is a fully managed, unified machine learning platform on Google Cloud that lets organisations train, deploy, and manage ML models and AI applications. Google Gemini is Google's family of multimodal AI models that can natively understand and generate text, code, images, audio, and video simultaneously	Kleene will host the warehouse in the selected GCP region of your choice. Google's approach to data processing and GDPR compliance is detailed in their GCP Data Processing Addendum

Microsoft Azure Blob Storage	Where you have chosen for Kleene to host and manage your warehouse in Azure. Kleene creates a data lake using Azure Blob Storage and manages this for you on your behalf. Azure Blob Storage would process any data that the customer would provide Kleene in relation the offering of our services.	Microsoft Azure offers a diverse suite of cloud computing services, including scalable computing resources, secure storage options, and a range of functionalities aimed at business and personal use.	Kleene will host the storage in the selected Microsoft region of your choice. For more information on Microsoft's approach to data processing and GDPR compliance is detailed in their Data Protection Addendum
Atlassian - Jira	Names, Contact Information and any information shared by the customer to address a support query	Atlassian provides a range of software products for project management and issue tracking, most notably Jira.	Atlassian maintains data centres and hosts data in the US, Germany, Ireland, Singapore, and Australia. They provide all customers with secure, fast and reliable services by hosting their content in multiple regions around the world. For more detailed information, you can refer to Atlassian's Data Processing Addendum.
Zendesk	Names, Contact Information and any information shared by the customer to address a support query	Zendesk offers customer service software and support ticketing systems.	Zendesk hosts its service data primarily in Europe, US. For more information, please refer to Zendesk Trust Centre
Auth0 (Okta)	Auth0 refresh tokens are stored securely on our servers and are never shared with third-party AI platforms.	Identity provider — handles your login and issues authentication tokens.	EU

Langfuse	Traces are retained for 90 days. Governed by a Data Processing Agreement. Does not receive tool results or your warehouse data. See also Langfuse's Data Retention Policy and Privacy FAQ.	Observability platform — receives operational records of tool calls, including your organisation identifier and user identifier.	EU
PostHog	User identifiers, organisation identifiers, email addresses and in-application usage events within Kleene application. Data is retained for 30 days . Does not receive your warehouse data, query results or pipeline contents. See also Posthog's Data Retention Policy and Privacy FAQ.	Product analytics-measurement of feature usage, adoption and application performance.	EU
Featurebase	Names, email addresses and the content of feedback, feature requests, votes and support posts submitted by your personnel. Does not receive your warehouse data, query results or pipeline contents. See also Featurebase Data Retention Policy and Privacy FAQ.	Product feedback, roadmap and changelog portal.	EU

Each of these services providers will act as our processor or sub-processor.

Some of our service providers process data outside the United Kingdom and the European Economic Area. Transfers of personal data between the European Economic Area and the United Kingdom (as well as transfers to certain other jurisdictions) are permitted under UK and EU law as those jurisdictions are the subject of subsisting adequacy determinations. Insofar as transfers to our services providers are not within the scope of an adequacy determination, we ensure that they are made under standard contractual

clauses approved by the competent data protection authority or authorities. Please contact us if you would like a copy of the clauses applicable to a transfer of your personal data, or to a transfer of personal data with respect to which you are a controller.

If you would like to be notified by email of any change to our service providers, please contact us and we will add you to the relevant mailing list.