

Service Providers

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Slido may engage and use a selected set of service providers to process certain Customer Personal Data in connection with the Service (each, a “Processor”). This page provides all information about the entity, location of processing and role of each Processor.

Prior to engaging any Processor, Slido carries out due diligence to evaluate the Processor, focusing on privacy, security and other practices affecting the processing of Customer Data. Slido has written agreements in place with all such Processors ensuring protection of Customer Personal Data. Slido is responsible for its Processors.

Why do we need them?

As we would like to focus on our mission, we decided not to run our own infrastructure or develop all the features that we need ourselves. But Slido needs a home, so we have agreed to work with the following companies and incorporated their services as an underlying, integral part of our solution.

PROCESSOR	PURPOSE	PERSONAL DATA	LOCATION WHERE PERSONAL DATA IS PROCESSED	DATA TRANSFER SAFEGUARD
Amazon Web Services, Inc.	Infrastructure as a service	Contact data, Content data, Technical data, Purchase data	Ireland, Germany	EU only

Atlassian Pty Ltd	Internal helpdesk and contract management	Contact data, Purchase data, Technical data	AWS Data Centers (geographically distributed data centers worldwide)	Standard Contractual Clauses ("SCC")
Calendly LLC	Meeting scheduling	Contact data	Amazon Cloud Servers USA	Privacy shield and SCC
DocuSign, Inc.	Electronic Signatures	Contact data	USA and Third Countries	SCC
Elastic, Inc.	Sales CRM	Contact data, Purchase data	USA	SCC
Bloomreach SK s.r.o. (EXPONEA, s.r.o.)	User behaviour analytics	Contact data, Technical data, Purchase data	Ireland, Germany	EU only
Gainsight, Inc.	Sales CRM	Contact data, Purchase data	AWS Data Centers (geographically distributed data centers worldwide)	SCC
Google Inc.	Emails and Workspace	Contact data, Purchase data	USA, Chile, Ireland, Netherlands, Finland, Belgium,	SCC

			Taiwan, Singapore	
Hotjar Ltd	User behaviour analytics	Contact data	Ireland	EU only
InSided BV	Slido Help Centre and Community Platform (optional service)	Contact data, Technical data	Ireland	EU only
Joincube, Inc. (Beamer)	Notification Tool, User Behavior Analysis	Technical data	USA	Privacy Shield and SCC
Microsoft Corporation	Office use applications	Contact data, Purchase data	Microsoft Global Cloud Locations (EU, EFTA, UK, USA)	Privacy Shield and SCC
Nice Reply s.r.o.	Customer satisfaction and feedback	Contact data	USA	SCC
QualityUnit, LLC	Ticketing System	Contact data, Purchase data	Slovakia	EU only
SESSIONST ACK Ltd.	User behaviour analytics and error debugging	Technical data	Bulgaria	EU only

Slack Technologies, Inc.	Internal communications	Contact data, Purchase data	AWS Data Centers (geographically distributed data centers worldwide)	SCC
Superfaktura.sk, s.r.o.	Accounting	Contact data, Purchase data	Slovakia, United Kingdom	SCC
The Rocket Science Group, LLC	Email Delivery Service	Contact data	USA	Privacy Shield and SCC
Twilio Inc.	Call Service	Contact data, Voice	USA	Privacy Shield and SSC
Typeform SL	Surveys	Contact data	USA, Germany	Privacy Shield and SSC
VGD SLOVAKIA s.r.o.	Accounting	Contact data, Purchase data	Slovakia	EU only
Whistic, Inc.	Slido Security Assessment	Contact data	USA	SCC
Zoom Video Communication, Inc.	Virtual meetings	Contact data	USA, Brazil, Argentina, UK, Germany, Singapore, Australia	SCC

There may also be entities that process your personal data as a controller, such as the organiser's company, banks, payment services, accountants or auditors.

Slido Parents or Affiliates

Slido may also engage one or more of the following entities as Processors to deliver some of the Services provided to a Customer:

- Cisco Systems, Inc. and its subsidiaries
- Slido UK Limited, United Kingdom

Slido entered into SCC with the relevant entities.

Changes

From time to time the Processors we engage may also change. We may engage a new Processor, or change one of the old ones. You will be notified about any changes to Processors through updating our Website or we may message the Customers via the Service. If you would like to receive a notification when we add a new Processor you may sign up by emailing legal@slido.com with the subject "Subscribe to New Processor Notifications" specifying the email address they would like the notifications sent to.