

Subprocessors and Service Providers

Last updated February 16, 2024. Effective from March 18, 2024.

Slido may engage and use a selected set of vendors to process certain Customer Personal Data in connection with the Service. This page provides all information about the entity, location of processing and role of each vendor.

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

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.

Subprocessors

Where the Customer is the Controller and Slido is the Processor:

VENDOR	PURPOSE	PERSONAL DATA	LOCATION WHERE PERSONAL DATA IS HOSTED	DATA TRANSFER SAFEGUARD
Amazon Web Services, Inc.	Infrastructure as a service	Contact data, Content data	Ireland, Germany	Standard Contractual Clauses ("SCC") and EU-U.S. Data Privacy Framework ("DPF")

Service Providers

Where Slido is the Controller, we made sure we have no Processor transferring data to third countries without Standard Contractual Clauses. You might notice we have nevertheless kept references to Privacy Shield in addition to Standard Contractual Clauses despite it being invalidated as a sufficient transfer safeguard on its own. This is because it is still additional evidence of privacy compliance efforts. Additionally, we audit our service providers in accordance with the latest guidance to ensure we have sufficient supplementary measures in place. 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.

VENDOR	PURPOSE	PERSONAL DATA	LOCATION WHERE PERSONAL DATA IS HOSTED	DATA TRANSFER SAFEGUARD
Amazon Web Services, Inc.	Infrastructure as a service	Contact data, Content data, Technical data, Purchase data	Ireland, Germany	SCC and DPF
Atlassian Pty Ltd	Internal helpdesk and contract management	Contact data, Purchase data, Technical data	AWS Data Centers (Australia, Germany, Ireland, USA)	SCC and DPF
Elastic, Inc.	Sales CRM	Contact data, Purchase data	USA	SCC
Bloomreach B.V. (historically 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 (USA, Germany)	SCC and DPF
Google Inc.	Emails and Workspace	Contact data, Purchase data	USA, Chile, Ireland, Netherlands, Finland, Belgium, Taiwan, Singapore	SCC and DPF
Joincube, Inc. (Beamer)	Notification Tool, User Behavior	Technical data	USA	Privacy Shield and SCC

	Analysis			
Microsoft Corporation	Office use applications	Contact data, Purchase data	Microsoft Global Cloud Locations (EU, EFTA, UK, USA)	Privacy Shield, SCC and DPF
Nice Reply s.r.o.	Customer satisfaction and feedback	Contact data	USA	SCC
Qualitista OÜ (Klaus)	Customer service quality management	Contact Data, Purchase Data	Estonia	EU only
New Relic, Inc.	Analytics and visibility into infrastructure and application performance	Contact data, Technical data	USA	SCC and DPF
QualityUnit, LLC	Ticketing System	Contact data, Purchase data	Slovakia	EU only
Functional Software, Inc. dba Sentry	Error tracking system	Contact data, Technical data	USA	SCC and DPF
Slack Technologies, Inc.	Internal communications	Contact data, Purchase data	AWS Data Centers (geographically distributed data centers worldwide)	SCC and DPF
Superfaktura.sk, s.r.o.	Accounting	Contact data, Purchase data	Slovakia, Germany, Ireland, Netherlands	EU only
The Rocket Science Group, LLC	Email Delivery Service	Contact data	USA	Privacy Shield, SCC and DPF
Twilio Inc.	Call Service	Contact data, Voice	USA	Privacy Shield and SSC
VGD SLOVAKIA s. r. o.	Accounting	Contact data, Purchase data	Slovakia	EU only
Zoom Video Communication, Inc.	Virtual meetings	Contact data	USA, Brazil, Argentina, UK, Germany, Singapore, Australia	SCC and DPF

Optional Service Providers

VENDOR	PURPOSE	PERSONAL DATA	LOCATION WHERE PERSONAL DATA IS HOSTED	DATA TRANSFER SAFEGUARD
Calendly LLC	Meeting	Contact data	AWS Data Centers	Privacy Shield,

	scheduling		(USA)	SCC and DPF
Condens Insights GmbH	User research repository	Contact Data, Video, Voice, Purchase Data	Germany	EU only
DocuSign, Inc.	Electronic Signatures	Contact data, Purchase data	USA and Third Countries	SCC
InSided BV	Slido Help Centre and Community Platform	Contact data, Technical data	Ireland	EU only
G2.com, Inc	Gathering reviews	Contact data, Technical Data	USA	SCC and DPF
Google LLC (YouTube)	Social network	Video, Voice	USA, Chile, Ireland, Netherlands, Denmark, Finland, Belgium, Taiwan, Singapore	SCC and DPF
Typeform SL	Surveys	Contact data	USA, Germany	Privacy Shield and SSC

Slido Parents or Affiliates

Our parent company Cisco Systems Inc. and its subsidiaries may also act as sub-processors and/ or service providers in some circumstances under Standard Contractual Clauses entered into.

Changes

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