| Sub-Processor | Location | Purpose | Data Exported | DPA in place |
|---|---|---|---|---|
| Amazon Web Services (USA) | USA | Provides cloud-based hosting, storage and processing services. | All account information, data generated through the use, and/or necessary for the provision of, Clari Services and, more generally, all information referred to in the Data Processor Addendum (DPA). | Yes |
| Datadog (USA) | USA | Application Performance Management tool used for troubleshooting and analysis. | Infrastructure usage analytics data. | Yes |
| FullStory (USA) | USA | Provide insight on user navigation behavior to Product Managers, Design and Customer Success teams | Clari obfuscates PII and all customer data prior to Fullstory processing. | Yes |
| Mixpanel (USA) | USA | Provides usage metrics for Clari App. | All emails of customers who log into the Clari Application. | Yes |
| New Relic, Inc. (USA) | USA | To provide analytics allowing us to troubleshoot errors in the service globally. | Log data and aggregated data on the service performance. | Yes |
| Pendo (USA) | USA | Pendo in-app guides allow product teams to highlight new features, drive desired behavior, and provide in-context support across all screens and devices. Personalized guidance offers users help when and where it's most needed. It simplifies the user experience, and improves overall usability of a product experience. It is also used to collect Survey responses. | User data: email, name, role, user org name. | Yes |
| Pubnub (USA) | USA | Real time messaging bus service. Clari uses Pubnub to securely synchronize signals in its infrastructure backend and for secure message exchange in Clari Connect. | All customer data information. | Yes |
| Sumologic, Inc. (USA) | USA | To provide analytics allowing us to troubleshoot errors in the service globally. | Log data and aggregated data on the service performance. | Yes |
| Zendesk (USA) | USA | Knowledge base for customer self-help. | Customer name and email address. | Yes |
| Gainsight, Inc. | USA | Customer health scoring to forecast churn rates and customer communicatons | Customer name and email address. | Yes |