



Everbridge Subprocessors

Everbridge, Inc. (together with its subsidiaries and affiliates, “Everbridge”) use subprocessors in its delivery of products and services. Below is our current subprocessor list, although not all subprocessors provide services to all customers. If you have any questions, please email us at privacy@everbridge.com.

As part of its provision of services, Everbridge’s Critical Event Management Platform will send alerts and messages at your direction to identified devices using standard protocols you choose (such as email, SMS), wherever they are in the world. That means that the messages will transit and be routed through telecommunications providers globally to reach the devices of designated end recipients. Because Everbridge cannot predict where a particular recipient will travel or how messages will be routed over a network, we cannot predict what telecommunications providers might process those messages in the process of transmitting them to the recipient. A list of the potential telecommunications providers is included below under “Available Communication Delivery Channels.”

Everbridge’s Critical Event Management Platform includes the following products: Mass Notification, Safety Connection, Visual Command Center (VCC), Crisis Management, IT Alerting, and Travel Protector.

Critical Event Management Platform

System	Subprocessor	US-Region	EU-Region	Purpose of Processing	Subprocessor Privacy Policy
Critical Event Management Platform (CEM)	Amazon Web Services	US	Ireland/Germany	Cloud hosting	https://aws.amazon.com/privacy/
	Cloudflare	US	Germany/Denmark	Content distribution, security, DNS services for web traffic	https://www.cloudflare.com/privacypolicy/
	Everbridge	UK, US, EU, India, NZ	UK, US, EU, India, NZ	Technical support	https://www.everbridge.com/about/legal/privacy-notice/
	Microsoft Corporation	US	Ireland	Geocoding	https://privacy.microsoft.com/en-us/privacystatement
	Pendo.io	US	US	Website analytics	https://www.pendo.io/legal/privacy-policy/
	PMG.net	US	n/a	Workflow Management	https://www.pmg.net/privacy-policy/
	Pubnub	US	US	Message Exchange (such as email to admin users)	https://www.pubnub.com/trust/legal/privacy-policy/
	Salesforce.com	US	Germany	Customer resource manager	https://www.salesforce.com/company/privacy/
	Snowflake	US	Germany	Data analytics	https://www.snowflake.com/privacy-policy/
	Sumo Logic, Inc.	US	Germany	Log aggregation	https://www.sumologic.com/privacy-statement/
	Zendesk	US	US	Support	https://www.zendesk.com/company/agreements-and-terms/privacy-notice/
Travel Protector (part of CEM)	Amazon Web Services	US/UK	Germany/UK	Product hosting	https://aws.amazon.com/privacy/



System	Subprocessor	US-Region	EU-Region	Purpose of Processing	Subprocessor Privacy Policy
Travel Assist	See Anvil Assist Services	--	--	Travel Assist Uses the Anvil Assist Subprocessors Identified Below	--
CEM Available Communication Delivery Channels ¹	Agora Lab, Inc.	US	n/a	Video chat	https://www.agora.io/en/privacy-policy/
	American Messaging	US	US	Pager services	https://americanmessaging.net/
	Apple, Inc	US	US	App push notification services	https://www.apple.com/legal/privacy/en-ww/
	Database Systems Corp	US	US	TTY/TTD services	http://www.databasesystemscorp.com/
	Free Conference Call.com	US	n/a	Conference calling services	https://www.freeconferencecall.com/privacy-policy
	Google, Inc. & Firebase Cloud Messaging	US	Ireland & US	App push notification services	https://policies.google.com/privacy?hl=en-US https://cloud.google.com/terms/cloud-privacy-notice
	Interfax	US	US	Fax services	https://interfax.com/privacy/
	Kaleyra Inc.	US	US	SMS services	https://www.kaleyra.com/privacy-policy-kaleyra/
	Interpage	US	US	Pager services	https://interpage.net/sub-privacy.html
	LINK Mobility AS	Norway	Norway	SMS services	https://www.linkmobility.com/legal/privacy
	Lumen Technologies	US	n/a	Voice services	https://www.lumen.com/en-us/about/legal/privacy-notice.html
	Sinch AB	Sweden	Sweden	SMS services	https://www.sinch.com/privacy-notice/
	SparkPost (Message Systems aka.)	n/a	Germany	Email processing service	https://bird.com/legal/privacy/
	Spok.com	US	US	Pager services	https://www.spok.com/privacy/
	Tata Communications (America) Inc.	US	Germany	Voice services	https://www.tatacommunications.com/policies/privacy/
	Twilio Inc.	US	Germany	Voice services	https://www.twilio.com/en-us/privacy
	Vonage	US	n/a	Voice notification for secure messaging	https://www.vonage.com/legal/information-security-policy/

¹ For customers who have personnel present in China and send notifications to them, please inquire with us for further information regarding local telecommunications support for end users located there.



Anvil Travel Risk Products

System	Subprocessor	Region	Purpose of Processing	Subprocessor Privacy Policy
Medical Team - Screening Service	Everbridge Inc	US, UK	Pre-Travel Screening Pre-Deployment Screening Child Pre-Deployment Screening	https://www.everbridge.com/about/legal/privacy-notice/
Medical Team - Nordic	Medical Facilities	Medical facilities globally	Case Management System: Clinical team support for in hospital and outpatient care	Available from the facility that supports you
Study Abroad Programme Support	Medical Facilities	Medical facilities globally	Study abroad program support	Available from the facility that supports you
Riskmatics	Amazon Web Services, Inc.	UK	Product hosting	https://aws.amazon.com/privacy/
	Google	N/A	Map services	https://safety.google/privacy/privacy-controls/
	World Text	UK	Bulk SMS for one and two way communication from the Riskmatics platform	https://www.world-text.com/docs/privacy-policy.php
	Xtreme Push	Ireland	Bulk SMS for one and two way communication from the Riskmatics platform	https://maxemail.xtremepush.com/cookies-and-privacy-policy/
	Salesforce.com	US, Germany	Customer resource manager	https://www.salesforce.com/company/privacy/
	Zendesk	US	Support	https://www.zendesk.com/company/agreements-and-terms/privacy-notice/
Anvil Assist	Transport Providers	Global (customer operation location dependent)	Arranging door to door transfers for customer employees and their families	Available from the vendor
	Immigration Offices	Global (customer operation location dependent)	Assistance with visa applications	Available from the vendor
	Laundry Providers	Global (customer operation location dependent)	Provision of laundry services	Available from the vendor
	Third Party Administrators (TPA)	UK	TPAs inform Anvil which clinics are available and negotiates agreements with clinics	Available from the vendor
	Medical Facilities	Medical facilities globally	Payments to medical facilities	Available from the vendor
	Insurers (travel and healthcare)	Insurers globally	Payments/ reimbursements from insurer	Available from the vendor
	Staria	EU	Parsing system to extract information needed for invoices	https://staria.com/privacy-cookie-policy/
	NetSuite	US	Payment records management	https://www.oracle.com/legal/privacy/



	Everbridge	US, UK	Due diligence for security company on-boarding, and on-going management and delivery	https://www.everbridge.com/about/legal/privacy-notice/
	Security Providers	Security providers globally	Secure Journey Management during travel and live-in security, plus crisis management response	Available from the vendor
	Salesforce	US, Germany	Customer records management	https://www.salesforce.com/company/privacy/

Other Products

System	Subprocessor	Region	Purpose of Processing	Subprocessor Privacy Policy
XMatters	Alvaria	US	Voice notifications	https://www.alvaria.com/legal/privacy-policy
	Amazon Web Services	US	Cloud hosting	https://aws.amazon.com/privacy/
	Atlassian	US	Development projects and service management	https://www.atlassian.com/legal/privacy-policy
	Everbridge	UK, US, EU, India, NZ, Mexico	Technical support	https://www.everbridge.com/about/legal/privacy-notice/
	Google Cloud Platform	US, UK, Germany, Australia	Hosting infrastructure	https://cloud.google.com/terms/cloud-privacy-notice
	Inforbip	US	SMS notifications	https://www.infobip.com/policies/privacy-notice
	Mailgun Technologies	US	Email notifications	https://www.mailgun.com/legal/privacy-policy/
	Salesforce.com	US, Germany	Customer resource manager	https://www.salesforce.com/company/privacy/
	Twilio (SendGrid)	US	Inbound integrations/email notifications	https://sendgrid.com/en-us/policies/security/
	Twilio, Inc	US	Voice conferencing and SMS services	https://www.twilio.com/en-us/legal/privacy
	Zendesk	US	Technical Support	https://www.zendesk.com/company/agreements-and-terms/privacy-notice/
	See CEM Available Communication Delivery Channels	--	XMatters Uses the CEM Available Communication Delivery Channels Identified Above	--
Snapcomms	Microsoft Azure	US, Canada, UK, EU, Australia	Hosting	https://azure.microsoft.com/en-us/explore/trusted-cloud/privacy
	Everbridge	UK, US, EU, India, NZ	Technical support	https://www.everbridge.com/about/legal/privacy-notice/
	Pendo.io	US	Website Analytics	https://www.pendo.io/legal/privacy-policy/
	Twilio (SendGrid)	US	Message Exchange (such as email to admin users)	https://sendgrid.com/en-us/policies/security/
	Salesforce	US, Germany	Customer records management and Ticketing support	https://www.salesforce.com/company/privacy/
	Elastic	US	Text Search and Analytics Engine	https://www.elastic.co/trust



	Zendesk	US	Technical Support	https://www.zendesk.com/company/agreements-and-terms/privacy-notice/
RedSky	Amazon Web Services	US	Cloud hosting	https://aws.amazon.com/privacy/
	Bandwidth	US	VoIP Emergency Routing Service	https://www.bandwidth.com/legal/data-protection-and-privacy/
	Comtech	US	VoIP Emergency Routing Service	https://comtech.com/privacy-policies/
	Everbridge	UK, US, EU, India, NZ	Technical support	https://www.everbridge.com/about/legal/privacy-notice/
	Inteliquent	US	VoIP Emergency Routing Service	https://www.sinch.com/sinch-voice-privacy-policy/
	Northern 911	US/Canada	Emergency call relay center service for US and Canada VoIP Emergency Routing Service in Canada	https://www.northern911.com/about-us/
	Salesforce	US, Germany	Customer records management and Ticketing support	https://www.salesforce.com/company/privacy/
	Sumo Logic, Inc.	US	Log aggregation	https://www.sumologic.com/privacy-statement/
	Zendesk	US	Technical Support	https://www.zendesk.com/company/agreements-and-terms/privacy-notice/