



Everbridge Subprocessors

Everbridge, Inc. (together with its subsidiaries and affiliates, “Everbridge”) use subprocessors in its delivery of products and services pursuant to our agreements with you. 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 recipients using standard protocols (such as email, SMS) or customer-controlled communications channels (such as Slack, Teams), 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: Everbridge 360, 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 and data storage services ensuring redundancy, high availability, and security | Amazon Web Services Privacy Page |
| | Cloudflare | US | Germany/Denmark | Content delivery network (CDN) providing security, performance optimization, and DDoS protection for the Everbridge platform | Cloudflare Privacy Page |
| | Everbridge | UK, US, EU, IN, NZ, CA, NO | UK, US, EU, IN, NZ, CA, NO | Technical support and development | Everbridge Privacy Page |
| | Microsoft Corporation | US | Ireland | Geocoding for addresses to geolocations | Microsoft Privacy Page |
| | Pendo.io | US | US | Product analytics and user experience optimization | Pendo Privacy Page |
| | PMG.net | US | n/a | Workflow Management and process automation | PMG Privacy Page |
| | Pubnub | US | US | Message Exchange (such as email to admin users) | Pubnub Privacy Page |
| | Salesforce.com | US | Germany | Customer relationship management platform | Salesforce Privacy Page |
| | Snowflake | US | Germany | Data analytics platform | Snowflake Privacy Page |
| | Sumo Logic, Inc. | US | Germany | Log aggregation and alerting platform | Sumo Logic |



| System | Subprocessor | US-Region | EU-Region | Purpose of Processing | Subprocessor Privacy Policy |
|--|---|------------|--------------|--|--|
| | Totango | US | US | Application usage statistics for customer success management | Totango |
| | Zendesk | US | US | Customer support ticketing system used to manage client requests | Zendesk Privacy Page |
| Travel Protector (part of CEM) | Amazon Web Services | US/UK | Germany/UK | Cloud hosting and data storage services ensuring redundancy, high availability, and security | Amazon Web Services Privacy Page |
| Travel Assist | See Anvil Assist Subprocessors | -- | -- | Travel Assist Uses the Anvil Assist Subprocessors | -- |
| CEM Available Communication Delivery Channels¹ | Agora Lab, Inc. | US | n/a | Video communication used for secure collaboration during critical events | Agora Lab Privacy Page |
| | American Messaging | US | US | Pager services for communication delivery | American Messaging Privacy Page |
| | Apple, Inc | US | US | Push notification services through Apple Push Notification Service (APNs) for delivering critical real-time alerts | Apple Privacy Page |
| | Consensus | US | EU | Backup fax services for communications delivery | Consensus Privacy Page |
| | Database Systems Corp | US | US | TTY/TTD services for communication delivery | Database Systems Corp Privacy Page |
| | Google, Inc. & Firebase Cloud Messaging | US | Ireland & US | Cross-platform app push notification services for Android, iOS and web applications | Google Privacy Page Firebase Cloud Messaging Privacy Page |
| | Infobip | US, Canada | EU | SMS & Voice services for communications delivery | Infobip Privacy Page |
| | Interfax | US | US | Fax services for communication delivery | Interfax Privacy Page |
| | Interpage | US | US | Pager services for communication delivery | Interpage Privacy Page |
| | Kaleyra Inc. | US | US | SMS & Voice services for communication delivery | Kaleyra |
| | LINK Mobility AS | Norway | Norway | SMS services for communication delivery | LINK Mobility |
| | Lumen Technologies | US | n/a | Voice services for communication delivery | Lumen Technologies Privacy Page |
| | Sinch AB | Sweden | Sweden | SMS & Voice services for communication delivery | Sinch Privacy Page |
| | SparkPost (Message Systems aka.) | n/a | Germany | Email processing service for communication delivery | SparkPost Privacy Page |
| | Spok.com | US | US | Pager services for communication delivery | Spok Privacy Page |
| | Tata Communications (America) Inc. | US | Germany | Voice services for communication delivery | Tata Communications Privacy Page |



| System | Subprocessor | US-Region | EU-Region | Purpose of Processing | Subprocessor Privacy Policy |
|---|---------------|-----------|-----------|---|-------------------------------------|
| | Twilio Inc. | US | Germany | Voice services for communication delivery | Twilio Privacy Page |
| | Vibes | US | n/a | SMS services for communications delivery | Vibes Privacy Page |
| | Vonage | US | n/a | Voice notification for secure messaging | Vonage Privacy Page |
| CEM Advanced Reporting (including Resilience Insights) | Google Looker | US | EU | Reporting and dashboarding | Google Privacy Page |
| 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 | Everbridge Privacy Page |
| 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 | Cloud hosting and data storage services ensuring redundancy, high availability, and security | Amazon Web Services Privacy Page |
| | Ariglad | Canada | Customer service knowledge base articles | Ariglad Privacy Page |
| | AptEdge | US | Customer service and knowledge base articles | AptEdge Privacy Page |
| | Bandwidth | US | VoIP Emergency Routing Service | Bandwidth Privacy Page |
| | World Text | UK | Bulk SMS for one and two way communication from the Riskmatics platform | World Text Privacy Page |
| | Xtreme Push | Ireland | Bulk SMS for one and two way communication from the Riskmatics platform | Xtreme Push Privacy Page |
| | Salesforce.com | US, Germany | Customer relationship management platform | Salesforce Privacy Page |
| | Zendesk | US | Customer support ticketing system used to manage client inquiries | Zendesk Privacy Page |



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|--------------|----------------------------------|--|---|---|
| Anvil Assist | Everbridge | US, UK | Technical support and development | Everbridge Privacy Page |
| | 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 |
| | Medical Facilities | Medical facilities globally | Payments to medical facilities | Available from the vendor |
| | Salesforce | US | Customer relationship management platform and Health Cloud case management | Salesforce Privacy Page |
| | Security Providers | Security providers globally | Secure Journey Management during travel and live-in security, plus crisis management response | Available from the vendor |
| | Staria | EU | Parsing system to extract information needed for invoices | Staria Privacy Page |
| | Third Party Administrators (TPA) | UK | TPAs inform Anvil which clinics are available and negotiates agreements with clinics | Available from the vendor |
| | Transport Providers | Global (customer operation location dependent) | Arranging door to door transfers for customer employees and their families | Available from the vendor |



Other Products

| System | Subprocessor | Region | Purpose of Processing | Subprocessor Privacy Policy |
|----------|---|--------------------------------|--|--|
| XMatters | Alvaria | US | Voice notifications | Alvaria |
| | Ariglad | Canada | Customer service knowledge base articles | Ariglad Privacy Page |
| | AptEdge | US | Customer service and knowledge base articles | AptEdge Privacy Page |
| | Amazon Web Services | US | Cloud hosting and data storage services ensuring redundancy, high availability, and security | Amazon Web Services Privacy Page |
| | Atlassian | US | Development projects and service management | Atlassian Privacy Page |
| | Everbridge | UK, US, EU, IN, NZ, CA, NO, MX | Technical support and development | Everbridge Privacy Page |
| | Google Cloud Platform | US, UK, Germany, Australia | Cloud hosting and data storage services ensuring redundancy, high availability, and security | Google Cloud Platform Privacy Page |
| | Google Elastic Cloud | US, EU, Australia | Provides Incident Insight Discovery | Google Elastic Cloud Privacy Page |
| | Infobip | US | SMS notifications for alerts | Infobip Privacy Page |
| | Mailgun Technologies | US | Email notifications for alerts | Mailgun Technologies Privacy Page |
| | Pendo.io | US | Product analytics and user experience optimization | Pendo Privacy Page |
| | Phaxio | US | Fax notifications. Optional after initial customer provisioning if requested | Phaxio Privacy Page |
| | Salesforce.com | US, Germany | Customer relationship management platform | Salesforce Privacy Page |
| | Splunk Cloud | US | Log aggregation and alerting | Splunk Cloud Privacy Page |
| | Stripe | US | Payment gateway for online purchases | Stripe Privacy Page |
| | Totango | US | Application usage statistics for customer success management | Totango Privacy Page |
| | Twilio (SendGrid) | US | Inbound integrations/email notifications | Twilio (SendGrid) Privacy Page |
| | Twilio, Inc | US | Voice conferencing and SMS services | Twilio Privacy Page |
| | Zendesk | US | Customer support ticketing system used to manage client inquiries | Zendesk Privacy Page |
| | See CEM Available Communication Delivery Channels | -- | XMatters Uses the CEM Available Communication Delivery Channels Identified Above | -- |



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|-----------|---------------------|--------------------------------|---|--|
| SnapComms | Ariglad | Canada | Customer service knowledge base articles | Ariglad Privacy Page |
| | AptEdge | US | Customer service and knowledge base articles | AptEdge Privacy Page |
| | Microsoft Azure | US, Canada, UK, EU, Australia | Cloud hosting and data storage services ensuring redundancy, high availability, and security | Microsoft Azure Privacy Page |
| | Everbridge | UK, US, EU, IN, NZ, CA, NO, AU | Technical support and development | Everbridge Privacy Page |
| | Pendo.io | US | Product analytics and user experience optimization | Pendo Privacy Page |
| | Totango | US | Application usage statistics for customer success management | Totango Privacy Page |
| | Twilio (SendGrid) | US | Message Exchange (such as email to admin users) | Twilio (SendGrid) Privacy Page |
| | Salesforce | US, Germany | Customer relationship management platform | Salesforce Privacy Page |
| | Elastic | US | Text Search and Analytics Engine | Elastic Privacy Page |
| | Zendesk | US | Customer support ticketing system used to manage client inquiries | Zendesk Privacy Page |
| RedSky | Amazon Web Services | US | Cloud hosting and data storage services ensuring redundancy, high availability, and security | Amazon Web Services Privacy Page |
| | Ariglad | Canada | Customer service knowledge base articles | Ariglad Privacy Page |
| | AptEdge | US | Customer service and knowledge base articles | AptEdge Privacy Page |
| | Bandwidth | US | VoIP Emergency Routing Service | Bandwidth Privacy Page |
| | Comtech | US | VoIP Emergency Routing Service | Comtech Privacy Page |
| | Everbridge | UK, US, EU, IN, NZ, CA, NO | Technical support and development | Everbridge |
| | Inteliquent | US | VoIP Emergency Routing Service | Inteliquent Privacy Page |
| | Northern 911 | US/Canada | Emergency call relay center service for US and Canada VoIP Emergency Routing Service in Canada | Northern 911 Privacy Page |
| | Salesforce | US, Germany | Customer relationship management platform | Salesforce Privacy Page |
| | Sumo Logic, Inc. | US | Log aggregation and alerting | Sumo Logic Privacy Page |
| | Zendesk | US | Customer support ticketing system used to manage client inquiries | Zendesk Privacy Page |



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| BCIC | Amazon Web Services | US, EU, EMEA | Cloud hosting and data storage services ensuring redundancy, high availability, and security | Amazon Web Services Privacy Page |
| | Alert Logic Managed Security Services | US | For the security of the offering and the dependent vital interests of clients. | Alert Logic Managed Security Services Privacy Page |
| | Ariglad | Canada | Customer service knowledge base articles | Ariglad Privacy Page |
| | AptEdge | US | Customer service and knowledge base articles | AptEdge Privacy Page |
| | CloudConvert | US, EU | For clients to output PDF reports of their data. | CloudConvert Privacy Page |
| | Cyclr | US | For data extraction, transformation, and loading from client sources into BCIC. | Cyclr Privacy Page |
| | Everbridge | UK, US, EU, IN, NZ, CA, NO | Technical support and development | Everbridge Privacy Page |