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, social media), 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 360™ Critical Event Management platform including the following products: Mass Notification, Safety Connection, Visual Command Center (VCC), Crisis Management, IT Alerting, Travel Protector, Everbridge Community, Everbridge Nixle and Physical Security.

Everbridge 360™ 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, Germany	Geocoding for addresses to geolocations, text to speech translation	**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	US	Customer relationship management platform	**Salesforce** Privacy Page

System	Subprocessor	US-Region	EU-Region	Purpose of Processing	Subprocessor Privacy Policy
	Snowflake	US	US	Data analytics platform	**Snowflake** Privacy Page
	Totango	US	US	Application usage statistics for customer success management	**Totango** Privacy Page
	Zendesk	US	US	Customer support ticketing system used to manage client requests	**Zendesk** Privacy Page
Travel Protector (part of Everbridge 360™)	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 Channels[1]	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
	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	US	US	Pager services for communication delivery	**Spok** Privacy Page
	Syniverse	US	US	SMS services for communication delivery	**Syniverse** Privacy Page

System	Subprocessor	US-Region	EU-Region	Purpose of Processing	Subprocessor Privacy Policy
	Tata Communications (America) Inc.	US	Germany	Voice and SMS services for communication delivery	**Tata Communications** **Privacy Page**
	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	Video services for Everbridge 360	**Vonage** **Privacy Page**
CEM Advanced Reporting (including Resilience Insights)	Google Looker	US	US	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.

Everbridge Travel Risk Management and Everbridge Travel Assist Products (Including Anvil)

System	Subprocessor	Region	Purpose of Processing	Subprocessor Privacy Policy
Everbridge Travel Risk Management (Including 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	US	Customer relationship management platform	**Salesforce** Privacy Page
	Zendesk	US	Customer support ticketing system used to manage client inquiries	**Zendesk** Privacy Page

System	Subprocessor	Region	Purpose of Processing	Subprocessor Privacy Policy
Everbridge Assist (Including 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**
	Nordic	EU	Case Management System: Replaced by Salesforce Health Cloud - July 2025	**Available from 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

Everbridge xMatters

System	Subprocessor	Region	Purpose of Processing	Subprocessor Privacy Policy
Everbridge xMatters (Including Flow Designer)	Alvaria	US	Voice notifications	**Alvaria** Privacy Page
	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
	Elastic Cloud	US	Provides Incident Insight Discovery	**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	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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Everbridge SnappComms

System	Subprocessor	Region	Purpose of Processing	Subprocessor Privacy Policy
Everbridge 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, content creation	**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	Customer relationship management platform	**Salesforce** Privacy Page
	Elastic Cloud	US	Text Search and Analytics Engine	**Elastic Cloud** Privacy Page
	Zendesk	US	Customer support ticketing system used to manage client inquiries	**Zendesk** Privacy Page

Everbridge RedSky

System	Subprocessor	Region	Purpose of Processing	Subprocessor Privacy Policy
Everbridge 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	Customer relationship management platform	**Salesforce** Privacy Page
	Twilio Inc.	US	Message services for communication delivery	**Twilio** Privacy Page
	Zendesk	US	Customer support ticketing system used to manage client inquiries	**Zendesk** Privacy Page

Everbridge BC in the Cloud

System	Subprocessor	Region	Purpose of Processing	Subprocessor Privacy Policy
Everbridge BC in the Cloud (including Infinite Blue)	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
	Salesforce	US	Customer relationship management platform	**Salesforce** Privacy Page