



Everbridge Sub-processors (Revision: July 15, 2025)

Everbridge, Inc. (together with its subsidiaries and affiliates, “Everbridge”) use sub-processors in its delivery of products and services pursuant to our agreements with you. Below is our current sub-processor list, although not all sub-processors 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 Nixle and Physical Security.

Everbridge 360™ Critical Event Management Platform

System	Sub-processor	US-Region	EU-Region	Purpose of Processing	Privacy Policy	Sub-processor Address
Critical Event Management Platform (CEM)	Amazon Web Services	US ¹	Germany	Cloud hosting and data storage services ensuring redundancy, high availability, and security	Amazon Web Services	410 Terry Avenue North, Seattle, WA 98109-5210, US
	Cloudflare	US	Germany, Denmark	Content delivery network (CDN) providing security, performance optimization, and DDoS protection for the Everbridge platform	Cloudflare	101 Townsend St, San Francisco, CA 94107, US
	Everbridge	UK, US, EU, IN, NZ, CA, NO	UK, US, EU, IN, NZ, CA, NO	Technical support and development	Everbridge	8300 Boone Boulevard, Suite 800, Vienna, VA, 22182, US
	Microsoft Corporation	US	Ireland, Germany	Geocoding for addresses to geolocations, text to speech translation	Microsoft	1 Microsoft Way, Redmond, WA 98052, US
	Pendo.io	US	US	Product analytics and user experience optimization	Pendo	301 Hillsborough St, Ste 1900, Raleigh, NC 27603, US

System	Sub-processor	US-Region	EU-Region	Purpose of Processing	Privacy Policy	Sub-processor Address
	PMG.net	US	N/A	Workflow Management and process automation	PMG	1151 Hammond Dr. NE, Suite 240, Atlanta, GA 30346, US
	Pubnub	US	US	Message Exchange (such as email to admin users)	Pubnub	50 Francisco Street, Suite100, San Francisco, CA 94133, US
	Salesforce.com	US	US	Customer relationship management platform	Salesforce	415 Mission Street, 3rd Floor, San Francisco, CA 94105, US
	Snowflake	US	US	Data analytics platform	Snowflake	Suite 3A, 106 East Babcock Street, Bozeman, MT 59715, US
	Totango	US	US	Application usage statistics for customer success management	Totango	1 Twin Dolphin Drive, Redwood City, CA 94065, US
	Zendesk	US	US	Customer support ticketing system used to manage client requests	Zendesk	181 Fremont St., San Francisco, CA 94105, US
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	410 Terry Avenue North, Seattle, WA 98109-5210, US
Travel Assist	See Anvil Assist Sub-processors	--	--	Travel Assist Uses the Anvil Assist Sub-processors	--	--
CEM Available Communication Delivery Channels²	Agora Lab, Inc.	US	N/A	Video communication used for secure collaboration during critical events	Agora Lab	2804 Mission College Blvd. Santa Clara, CA 95054, US
	American Messaging	US	US	Pager services for communication delivery	American Messaging	1720 Lakepointe Drive, Suite 100 Lewisville, TX 75057, US
	Apple, Inc	US	US	Push notification services through Apple Push Notification Service (APNs) for delivering critical real-time alerts	Apple	One Apple Park Way Cupertino, CA 95014, US
	Consensus	US	EU	Backup fax services for communications delivery	Consensus	700 S Flower St, Los Angeles, CA 90017, US
	Database Systems Corp	US	US	TTY/TTD services for communication delivery	Database Systems Corp	2550 W. Union Hills Dr. Suite 350 Phoenix, AZ 85027
	Google, Inc. & Firebase Cloud Messaging	US	Ireland, US	Cross-platform app push notification services for Android, iOS and web applications	Google Firebase Cloud Messaging	1600 Amphitheatre Pkwy Mountain View, CA 94043, US
	Infobip	US, Canada	EU	SMS & Voice services for communications delivery	Infobip	Istarska ulica - Via dell'Istria 157 52215, Vodnjan, Istarska zupanija Croatia



System	Sub-processor	US-Region	EU-Region	Purpose of Processing	Privacy Policy	Sub-processor Address
	Interfax	US	US	Fax services for communication delivery	Interfax	Victoria House, 1-3 College Hill, London EC4R 2RA, UK
	Interpage	US	US	Pager services for communication delivery	Interpage	Mail stop C707 Bldg #2 Box 4022, Hartford, CT 06147, US
	LINK Mobility AS	Norway	Norway	SMS services for communication delivery	LINK Mobility	Gullhaug Torg 5, 0484 Oslo, Norway
	Lumen Technologies	US	n/a	Voice services for communication delivery	Lumen Technologies	100 CenturyLink Drive, Monroe, LA 71203, US
	Sinch AB	Sweden	Sweden	SMS & Voice services for communication delivery	Sinch	Lindhagensgatan 112 112 51 Stockholm Sweden
	SparkPost (Bird)	N/A	Germany	Email processing service for communication delivery	SparkPost	Keizersgracht 268, 1016 EV, Amsterdam, The Netherlands (KvK 51874474)
	Spok	US	US	Pager services for communication delivery	Spok	3000 Technology Drive, Suite 400, Plano, TX 75074, US
	Syniverse	US	US	SMS services for communication delivery	Syniverse	8125 Highwoods Palm Way, Tampa, FL 33647 , US
	Tata Communications (America) Inc.	US	Germany	Voice and SMS services for communication delivery	Tata Communications	Bombay House 24 Homi Mody Street Mumbai MH IN 400001
	Twilio Inc.	US	Germany	Voice services for communication delivery	Twilio	101 Spear St 5th floor, San Francisco, CA 94105, US
	Vibes	US	N/A	SMS services for communications delivery	Vibes	300 W Adams St Fl 7, Chicago, IL, 60606, US
	Vonage	US	N/A	Video services for Everbridge 360	Vonage	101 Crawfords Corner Rd, Ste 2416, Holmdel, NJ 07733, US
CEM Advanced Reporting (including Resilience Insights)	Google Looker	US	US	Reporting and dashboarding	Google	1600 Amphitheatre Pkwy Mountain View, CA 94043, US
¹ For customers whose data is processed in the US instance, optional hosting is available in Canada, Germany, and the UK. Processing still occurs wherever the service is active for the customer.						
² 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	Sub-processor	Region	Purpose of Processing	Privacy Policy	Sub-processor Address
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	410 Terry Avenue North, Seattle, WA 98109-5210, US
	Ariglad	Canada	Customer service knowledge base articles	Ariglad	1747 W 37th Avenue · Vancouver, British Columbia V6M 1M9 · Canada
	AptEdge	US	Customer service and knowledge base articles	AptEdge	19 S. B Street, Suite 8, San Mateo, CA 94401, US
	Bandwidth	US	VoIP Emergency Routing Service	Bandwidth	2230 Bandmate Way, Raleigh, NC 27607, US
	World Text	UK	Bulk SMS for one and two way communication from the Riskmatics platform	World Text	PO Box 297, Chester Le Street DH3 9GD, UK
	Xtreme Push	Ireland	Bulk SMS for one and two way communication from the Riskmatics platform	Xtreme Push	Emailcenter UK Ltd, Co-Space Milton Keynes, Elder House, 590-598 Elder Gate, Milton Keynes, MK9 1LR, UK
	Salesforce	US	Customer relationship management platform	Salesforce	415 Mission Street, 3rd Floor, San Francisco, CA 94105, US
	Zendesk	US	Customer support ticketing system used to manage client inquiries	Zendesk	181 Fremont St., San Francisco, CA 94105, US



Everbridge Assist (Including Anvil Assist)

System	Sub-processor	Region	Purpose of Processing	Privacy Policy	Sub-processor Address
Everbridge Assist (Including Anvil Assist)	Everbridge	US, UK	Technical support and development	Everbridge	8300 Boone Boulevard, Suite 800, Vienna, VA, 22182, US
	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	415 Mission Street, 3rd Floor, San Francisco, CA 94105, US
	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	Mikonkatu 7 00100 Helsinki, Finland
	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	Sub-processor	Region	Purpose of Processing	Privacy Policy	Sub-processor Address
Everbridge xMatters (Including Flow Designer)	Alvaria	US	Voice notifications	Alvaria	211 Perimeter Center Parkway Suite 200, Atlanta, GA 30346, US
	Ariglad	Canada	Customer service knowledge base articles	Ariglad	1747 W 37th Avenue · Vancouver, British Columbia V6M 1M9 · Canada
	AptEdge	US	Customer service and knowledge base articles	AptEdge	19 S. B Street, Suite 8, San Mateo, CA 94401, US
	Amazon Web Services	US	Cloud hosting and data storage services ensuring redundancy, high availability, and security	Amazon Web Services	410 Terry Avenue North, Seattle, WA 98109-5210, US
	Atlassian	US	Development projects and service management	Atlassian	Level 6, 341 George Street, Sydney, NSW 2000, Australia
	Everbridge	UK, US, EU, IN, NZ, CA, NO, MX	Technical support and development	Everbridge	8300 Boone Boulevard, Suite 800, Vienna, VA, 22182, US
	Google Cloud Platform	US, UK, Germany, Australia	Cloud hosting and data storage services ensuring redundancy, high availability, and security	Google Cloud Platform	1600 Amphitheatre Pkwy Mountain View, CA 94043, US
	Elastic Cloud	US	Provides Incident Insight Discovery	Elastic Cloud	Keizersgracht 281 1016 ED Amsterdam
	Infobip	US	SMS notifications for alerts	Infobip	Istarska ulica - Via dell'Istria 157 52215, Vodnjan, Istarska zupanija Croatia
	Mailgun Technologies (Sinch)	US	Email notifications for alerts	Mailgun Technologies	Lindhagensgatan 112 112 51 Stockholm Sweden
	Pendo.io	US	Product analytics and user experience optimization	Pendo	301 Hillsborough St, Ste 1900, Raleigh, NC 27603, US
	Phaxio (Sinch)	US	Fax notifications. Optional after initial customer provisioning if requested	Phaxio	Lindhagensgatan 112 112 51 Stockholm Sweden
	Salesforce.com	US	Customer relationship management platform	Salesforce	415 Mission Street, 3rd Floor, San Francisco, CA 94105, US
	Splunk Cloud (Cisco)	US	Log aggregation and alerting	Splunk Cloud	170 W Tasman Dr, San Jose, CA 95134, US
	Stripe	US	Payment gateway for online purchases	Stripe	354 Oyster Point Blvd South San Francisco, CA 94080, US
	Totango	US	Application usage statistics for customer success management	Totango	1 Twin Dolphin Drive, Redwood City, CA 94065, US
	Twilio (SendGrid)	US	Inbound integrations/email notifications	Twilio	101 Spear St 5th floor, San Francisco, CA 94105, US



	Twilio, Inc	US	Voice conferencing and SMS services	Twilio	101 Spear St 5th floor, San Francisco, CA 94105, US
	Zendesk	US	Customer support ticketing system used to manage client inquiries	Zendesk	181 Fremont St., San Francisco, CA 94105, US
	See CEM Available Communication Delivery Channels	--	XMatters Uses the CEM Available Communication Delivery Channels Identified Above	--	--



Everbridge SnapComms

System	Sub-processor	Region	Purpose of Processing	Privacy Policy	Sub-processor Address
Everbridge SnapComms	Ariglad	Canada	Customer service knowledge base articles	Ariglad	1747 W 37th Avenue · Vancouver, British Columbia V6M 1M9 · Canada
	AptEdge	US	Customer service and knowledge base articles	AptEdge	19 S. B Street, Suite 8, San Mateo, CA 94401, US
	Microsoft Azure	US, Canada, UK, EU, Australia	Cloud hosting and data storage services ensuring redundancy, high availability, and security, content creation	Microsoft Azure	1 Microsoft Way, Redmond, WA 98052, US
	Everbridge	UK, US, EU, IN, NZ, CA, NO, AU	Technical support and development	Everbridge	8300 Boone Boulevard, Suite 800, Vienna, VA, 22182, US
	Pendo.io	US	Product analytics and user experience optimization	Pendo	301 Hillsborough St, Ste 1900, Raleigh, NC 27603, US
	Totango	US	Application usage statistics for customer success management	Totango	1 Twin Dolphin Drive, Redwood City, CA 94065, US
	Twilio (SendGrid)	US	Message Exchange (such as email to admin users)	Twilio	101 Spear St 5th floor, San Francisco, CA 94105, US
	Salesforce	US	Customer relationship management platform	Salesforce	415 Mission Street, 3rd Floor, San Francisco, CA 94105, US
	Elastic Cloud	US	Text Search and Analytics Engine	Elastic Cloud	Keizersgracht 281 1016 ED Amsterdam
	Zendesk	US	Customer support ticketing system used to manage client inquiries	Zendesk	181 Fremont St., San Francisco, CA 94105, US



Everbridge RedSky

System	Sub-processor	Region	Purpose of Processing	Privacy Policy	Sub-processor Address
Everbridge RedSky	Amazon Web Services	US	Cloud hosting and data storage services ensuring redundancy, high availability, and security	Amazon Web Services	410 Terry Avenue North, Seattle, WA 98109-5210, US
	Ariglad	Canada	Customer service knowledge base articles	Ariglad	1747 W 37th Avenue · Vancouver, British Columbia V6M 1M9 · Canada
	AptEdge	US	Customer service and knowledge base articles	AptEdge	19 S. B Street, Suite 8, San Mateo, CA 94401, US
	Bandwidth	US	VoIP Emergency Routing Service	Bandwidth	2230 Bandmate Way, Raleigh, NC 27607, US
	Comtech	US	VoIP Emergency Routing Service	Comtech	305 N 54th St, Chandler, AZ 85226, US
	Everbridge	UK, US, EU, IN, NZ, CA, NO	Technical support and development	Everbridge	8300 Boone Boulevard, Suite 800, Vienna, VA, 22182, US
	Inteliquent (Sinch)	US	VoIP Emergency Routing Service	Inteliquent	Lindhagensgatan 112 112 51 Stockholm Sweden
	Northern 911	US/Canada	Emergency call relay center service for US and Canada VoIP Emergency Routing Service in Canada	Northern 911	230 Alder Street, Sudbury, Ontario P3C 4J2, Canada
	Salesforce	US	Customer relationship management platform	Salesforce	415 Mission Street, 3rd Floor, San Francisco, CA 94105, US
	Twilio Inc.	US	Message services for communication delivery	Twilio	101 Spear St 5th floor, San Francisco, CA 94105, US
	Zendesk	US	Customer support ticketing system used to manage client inquiries	Zendesk	181 Fremont St., San Francisco, CA 94105, US



Everbridge BC in the Cloud

System	Sub-processor	Region	Purpose of Processing	Privacy Policy	Sub-processor Address
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	410 Terry Avenue North, Seattle, WA 98109-5210, US
	Alert Logic Managed Security Services	US	For the security of the offering and the dependent vital interests of clients.	Alert Logic Managed Security Services	11095 Viking Drive Suite 100, Eden Prairie, MN 55344, US
	Ariglad	Canada	Customer service knowledge base articles	Ariglad	1747 W 37th Avenue · Vancouver, British Columbia V6M 1M9 · Canada
	AptEdge	US	Customer service and knowledge base articles	AptEdge	19 S. B Street, Suite 8, San Mateo, CA 94401, US
	CloudConvert (Lunaweb GmbH)	US, EU	For clients to output PDF reports of their data.	CloudConvert	Nördliche Münchner Straße 47 DE-82031 Grünwald, Germany
	Cyclr	US	For data extraction, transformation, and loading from client sources into BCIC.	Cyclr	CO.5C Corinthian House, 17 Lansdowne Rd, London CR0 2BX, UK
	Everbridge	UK, US, EU, IN, NZ, CA, NO	Technical support and development	Everbridge	8300 Boone Boulevard, Suite 800, Vienna, VA, 22182, US
	Salesforce	US	Customer relationship management platform	Salesforce	415 Mission Street, 3rd Floor, San Francisco, CA 94105, US