

Medallia

Medallia's Subprocessors

To support delivery of software and professional services, Medallia, Inc. (or one of our subsidiaries listed below) may use data processors with access to certain customer data (each, a "**Subprocessor**"). This page provides important information about the identity, location and role of each Subprocessor. Terms used on this page but not defined have the meaning set forth in the master agreement or the superseding written agreement between the parties (the "**Agreement**").

The Subprocessors we engage with may change. To receive updates to this list, please sign up [here](#). If you do not wish to receive automatic updates via email, please check this page frequently for updates.

Servicing and Technical Support Subprocessors

The Subprocessors listed provide servicing and technical support for Medallia products.

Subprocessor Name	Corporate Location	Processing Description
Effective Teleservices Pvt Ltd	India	Implementation, servicing and technical support.
CX Software Solutions SA de CV	Mexico	Implementation, servicing, and topic building for text analytics.
Infnit Outsourcing, Inc.	Philippines	Technical support.
Excers Inc.	USA	Implementation and servicing.
Experis US, Inc.	USA	Topic building for text analytics.
Gemseek Consulting Limited	Bulgaria	Implementation and servicing.
SM Technologies Limited	Brazil	Implementation and servicing.
Omega3c S.r.l.	Italy	Implementation and servicing (Italy only).
RunRoom S.L.	Spain	Implementation and servicing (Southern Europe only).

Technology Providers

The Subprocessors listed provide technology for each of the Medallia products indicated.

Medallia Experience Cloud Core Platform

Subprocessor Name	Corporate Location	Processing Description
Sumo Logic, Inc.	USA	Manages system logs for diagnosis and resolution of technical issues.

Salesforce.com, Inc.	USA	Tracks technical support tickets.
Twilio Inc.	USA	Provides SMS routing and delivery services.
AppDynamics, Inc.	USA	Analyzes performance and usage of survey pages and reporting applications.
Amazon Web Services, Inc.	USA	Archives security logs for security incident monitoring and detection. Hosts content for Rich Media feedback functionality, if enabled.
Google Inc.	USA	Translates feedback text, if enabled.

Medallia for Digital

Subprocessor Name	Corporate Location	Processing Description
Sumo Logic, Inc.	USA	Manages system logs for diagnosis and resolution of technical issues.
Salesforce.com, Inc.	USA	Tracks technical support tickets.
Amazon Web Services, Inc.	USA	Hosts and processes platform data. Archives security logs for security incident monitoring and detection.
Usersnap GmbH	Austria	Screen capture functionality, if enabled.

Strikedeck

Subprocessor Name	Corporate Location	Processing Description
Sumo Logic, Inc.	USA	Manages system logs for diagnosis and resolution of technical issues.
Salesforce.com, Inc.	USA	Tracks technical support tickets.
Amazon Web Services, Inc.	USA	Hosts and processes platform data. Archives security logs for security incident monitoring and detection.
GFN DSelva Infotech Pvt Ltd	India	Development and quality assurance.
Palo Alto Databases, Inc.	USA	Support for application ETL.

Medallia CX Journeys

Subprocessor Name	Corporate Location	Processing Description
Sumo Logic, Inc.	USA	Manages system logs for diagnosis and resolution of technical issues.
Salesforce.com, Inc.	USA	Tracks technical support tickets.
Amazon Web Services, Inc.	USA	Renders front-end html and reports.
Google Inc.	USA	Data storage and processing.
Twilio Inc.	USA	Sendgrid service used for platform generated emails.
Redis Labs Ltd.	USA	Redis for Caching service maintains state for cookies.

Crowdicity

Subprocessor Name	Corporate Location	Processing Description
Sumo Logic, Inc.	USA	Manages system logs for diagnosis and resolution of technical issues.
Salesforce.com, Inc.	USA	Tracks technical support tickets.
Amazon Web Services, Inc.	USA	Hosts and processes platform data. Archives security logs for security incident monitoring and detection.
Twilio Inc.	USA	Sendgrid service used for platform generated emails.
Google, Inc.	USA	Google Analytics is used to gather information about product use.
Cloudinary Ltd.	USA	Storage for user uploads.

Zingle

Subprocessor Name	Corporate Location	Processing Description
Amazon Web Services, Inc.	USA	Hosts and processes platform data. Archives security logs for security incident monitoring and detection.
Google Inc.	USA	Data storage and processing for MMS messages.
Twilio, Inc, Smooch Technologies ULC,	USA and Canada	Provides SMS routing and delivery services. Customer and Medallia shall mutually agree on the provider(s) of choice.

Postmark (Wildbit, LLC), or Bandwidth Inc.		
Salesforce.com, Inc.	USA	Tracks technical support tickets.
Rollbar, Inc.	USA	Manages system logs for diagnosis and resolution of technical issues.
Mode Analytics, Inc.	USA	Provides in-product analytics.
Segment.io, Inc.	USA	Tracks Zingle product usage.

Promoter.io

Subprocessor Name	Corporate Location	Processing Description
Amazon Web Services, Inc.	USA	Hosts and processes platform data.
MonkeyLearn, Inc.	USA	Text analysis.
Google, Inc.	USA	Google Analytics is used to gather information about product use
Twilio Inc.	USA	Sendgrid service used for platform generated emails
Elasticsearch AS	USA	Search and analytics

LivingLens

Subprocessor Name	Corporate Location	Processing Description
Sumo Logic, Inc.	USA	Manages system logs for diagnosis and resolution of technical issues.
Salesforce.com, Inc.	USA	Tracks technical support tickets.
Amazon Web Services, Inc.	USA	Hosts and processes platform data. Archives security logs for security incident monitoring and detection.
Elasticsearch AS	USA	Search and analytics.
Splunk Inc.	USA	Internal log reporting
Google, Inc.	USA	Software-based object recognition
International Business Machines Corporation (IBM Corp.)	USA	Watson natural language processing for sentiment analysis.
Microsoft Corporation	USA	Hosting for reporting application, software-based machine translation and facial blurring.

Affectiva, Inc.	USA	Software-based recognition of facial emotions.
Danzig Media LLC	USA	Media capture tool.
Cantab Research Limited	United Kingdom	Software-based speech recognition (speech-to-text)
Participatory Culture Foundation	USA	Human transcription and translation services
Rev.com Inc.	USA	Human transcription services
Unbabel Inc.	USA	Human transcription and translation services

Medallia Subsidiaries

Medallia employees at its subsidiaries may access Customer Data to provide technical support, cloud operations, product troubleshooting, and infrastructure maintenance.

Subsidiary Name	Location
Medallia Canada, Inc.	Canada
Medallia S.A.	Argentina
Medallia Limited	United Kingdom
Medallia Australia Pty Ltd	Australia
Cooladata Ltd.	Israel
Medallia Digital Ltd	Israel
Medallia GmbH	Germany
Strikedeck, Inc.	USA
Promoter.io, Inc.	USA
Zingle, Inc.	USA
Crowdicity Limited	United Kingdom
Living Lens Enterprise Limited	United Kingdom