

Bites Learning — Sub-processors

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The following third parties (each, a "**Sub-processor**") process Customer Personal Data on Bites Learning's behalf in connection with the provision of the Bites Platform and Services. This list is maintained pursuant to the Bites Customer Data Protection Addendum (the "**DPA**"), available at <https://www.mybites.io/dpa>.

Notification of new Sub-processors. Bites will provide prior notification of any new Sub-processor in accordance with Section 8 of the DPA. To subscribe to email notifications of changes to this list, please contact legal@mybites.io.

Sub-processor	Purpose / Function	Data Categories Processed	Location of Processing	Vendor DPA
Amazon Web Services, Inc.	Cloud infrastructure: production database, application hosting, file and media storage.	Authorized User identifiers (name, email, phone, role, employee ID), profile data, uploaded user-generated content, application logs.	Ireland (EU)	https://aws.amazon.com/compliance/data-processing-addendum/
Google LLC (Google Cloud — BigQuery)	Product event and analytics data warehouse.	Product activity and event data (user IDs, email addresses, employee IDs, organization IDs, training completion events, timestamps, IP addresses).	EU / US (Google Cloud multi-region)	https://cloud.google.com/terms/data-processing-addendum
Datadog, Inc.	Platform observability — application monitoring, logs,	Application logs and performance metrics; logs may contain	United States	https://www.datadoghq.com/legal/data-processing-addendum/

	performance metrics, traces.	incidental identifiers (user IDs, email addresses) embedded in log lines.		
Twilio Inc. (including SendGrid)	Two-factor authentication, one-time passwords (OTP), transactional email, SMS, and in-product content delivery.	Full name, email address, phone number.	United States	https://www.twilio.com/en-us/legal/data-protection-addendum
Microsoft Corporation (Power BI)	Embedded analytics and customer-facing reporting.	Aggregated product event and engagement data, including identifiers required to attribute activity to End Users.	EU (West Europe — Netherlands)	https://www.microsoft.com/licensing/docs/view/Microsoft-Products-and-Services-Data-Protection-Addendum-DPA
Intercom Inc.	In-product customer support messaging and ticketing.	Name, email or phone, location, login time, User ID, and any personal data provided by Users in free-text fields, attached files, or chat.	EU (Dublin) / US (us-east-1) / Australia (Sydney)	https://www.intercom.com/legal/data-protection-addendum
OpenAI, L.L.C.	AI / large language model provider — powers in-product AI features (including "Ask AI" question-answering and	Prompts and contextual content submitted to the AI features, which may include incidental personal data	United States	https://openai.com/policies/data-processing-addendum/

	AI-generated insights).	(e.g., employee names, content authored by Customer or its End Users).		
ElevenLabs, Inc.	AI text-to-speech — generation of translated voice-overs for Customer training content.	Text scripts derived from Customer content for voice synthesis.	United States (AWS)	https://elevenlabs.io/dpa
Smartlook s.r.o.	In-product behavioral analytics — session recording of authenticated End Users in the Platform (with masked input fields).	Session recordings (page navigation, clicks, scroll, mouse movement with masked input fields), device/technical data (IP address, browser, OS), user/session identifiers.	European Union (Czech Republic)	https://www.smartlook.com/legal/data-processing-agreement/

Capitalized terms used and not defined herein have the meanings given in the DPA. This list is updated from time to time; please check this page for the current version.