

Bites Learning — Sub-processors

Last updated 30 August 2026

The third parties listed below are engaged by Bites Learning as sub-processors of customer personal data under our Data Processing Addendum (<https://www.mybites.io/dpa>). The categories of personal data processed are set out in Appendix 1 of the DPA.

SUB-PROCESSOR	SERVICE / PURPOSE	DATA CATEGORIES	PROCESSING LOCATION	SUB-PROCESSOR DPA
Amazon Web Services, Inc.	Cloud infrastructure: production database, application hosting, file and media storage	Account, learning-engagement and content data	EU / US	aws.amazon.com/compliance/data-processing-addendum
MongoDB, Inc.	Managed database service supporting in-product retrieval	Content and derived index data	EU / US	mongodb.com/legal/dpa
Google LLC (Google Cloud / BigQuery)	Product event and analytics data warehouse	Learning-engagement and usage data	EU / US	cloud.google.com/terms/data-processing-addendum
Datadog, Inc.	Platform observability and monitoring	Log and performance data	US	datadoghq.com/legal/data-processing-addendum
Twilio Inc. (including SendGrid)	Two-factor authentication, one-time passcodes, transactional communications	Contact data	US	twilio.com/legal/data-protection-addendum
Microsoft Corporation	Azure OpenAI Service: AI generation for in-product features. Power BI: embedded analytics and reporting	Content and usage data	EU / US	microsoft.com/licensing/docs/view/Microsoft-Products-and-Services-Data-Protection-Addendum-DPA
Replicate, Inc.	AI image and video generation for in-product features	Content data	US	Available on request
Intercom Inc.	In-product support and ticketing	Account and support data	EU / US	intercom.com/legal/data-protection-addendum
ElevenLabs, Inc.	AI text-to-speech voiceovers	Content data	US	elevenlabs.io/dpa
Smartlook s.r.o.	In-product session analytics with masked input capture	Usage data	EU	smartlook.com/legal/data-processing-agreement

Bites provides prior notification of any new or replacement sub-processor in accordance with Section 8 of the DPA. To subscribe to these notifications, email legal@mybites.io.