Change History

Date	Version	Description of Change
30-Oct-2022	1.0	Initial publication
22-Jun-2023	2.0	Updates to list and format
23-Aug-2023	2.1	Updates to list
19-Sep-2023	2.2	Updates to list
3-March-2025	2.3	Updates to list

General

The following list which will be updated when required provides and overview of Litmos's subprocessors providing data processing relevant services on behalf of Litmos to its customers. A sub-processor is any further Litmos affiliate, or third party involved by Litmos that processes personal data (as defined in applicable data laws) on behalf of Litmos and its customers. All sub-processors will adhere to the laws applicable to them and their operations, including applicable EU data protection laws.

New Sub-Processors

New sub-processors are noted within the Description of Services field for the associated organization. Litmos informs the customer about new sub-processors and relevant changes by maintaining and publishing this list.

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Sub-Processor List

Sub-Processor Name	Sub-Processor Address	Sub-Processor Role	Data Accessed
Aha! Labs, Inc.	20 Gloria Circle, Menlo Park, CA 94025	Product development & IT engineering software	Email address, name, phone number, IP address
Amazon Web Services Germany GmbH (AWS)	Krausenstr. 38 10117, Berlin, Germany	Infrastructure and infrastructure services provider; technical administration for infrastructure and server management services	Email address, name, phone number, IP address
Amazon Web Services Inc. (AWS)	410 Terry Avenue North Seattle, WA 98109-5210	Infrastructure and infrastructure services provider; technical administration for infrastructure and server management services.	Email address, name, phone number, IP address
Amazon Web Services Inc. (AWS)	Tower A B IBC Knowledge Park Bannerghatta Road Bangalore 560029 India	Provide professional services work on behalf of the customer and Litmos. This includes creating connectors to and from HR systems for adding and updating employee records in Litmos. It, also, includes consulting on best practices in the use of the platform and the related APIs.	Email address, name, phone number, IP address
Atlassian	350 Bush Street, Floor 13, San Francisco, CA 94104	Agile project management and collaboration tools used for the Cloud Service.	JIRA and Confluence may contain issues data reported by customers needing technical treatment. Data may include

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			reporting customer contact information.
Auxis LLC	8151 Peters Rd, 3rd FL, Fort Lauderdale, FL 33324	IT help desk, infrastructure, & security operations support services.	Email address, name, phone number, IP address
Celigo	3 Lagoon Dr #130, Redwood City, CA 94065	Integration platform	Email address, name, phone number, IP address
Crowe LLP	225 W Wacker Dr. #2600 Chicago, IL 60606	Provide professional services work on behalf of the customer and Litmos. This includes software development and consulting on best practices in the use of the platform and the related APIs.	Services personnel may encounter customer email address, name, phone number, IP address during API support efforts.
DocuSign	221 Main St., Ste 100, San Francisco, CA 94105	E-signature tool used to sign documents electronically.	Email address, name, phone number, IP address
Epam	41 University Drive, Suite 202, Newtown, PA 18940	Provide professional services work on behalf of the customer and Litmos. This includes software development and consulting on best practices in the use of the platform and the related APIs.	Services personnel may encounter customer email address, name, phone number, IP address during API support efforts.

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Gainsight	150 Redwood Shores Parkway Redwood City, CA 94065 United States	Provide analytics on user behavior, in-app guidance and messaging	User telemetry, username, email, location data
GitHub	88 Colin P Kelly Jr. St., San Francisco, CA 94017	Code hosting platform for collaboration.	Data may contain issues data reported by customers needing technical treatment. Data may include reporting customer contact information.
Google, LLC	1600 Amphitheatre Parkway, Mountain View, CA, USA 94043	Infrastructure and infrastructure services provider; technical administration for infrastructure and server management services.	Course and video content
Jellyfish	225 Franklin Street Suite 2000, Boston, MA 02110	Monitor engineering productivity	Litmos engineering activity data which may contain issues data reported by customers needing technical treatment. Data may include reporting customer contact information.
Learning Seat Pty. Ltd.	Level 12, 225 George Street, Sydney, NSW Australia 2000	Customers may be supported for operational, technical support or as required to deliver Cloud Services by this Litmos Affiliate.	Litmos Legal Entity

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Litmos India Private Ltd	Unit No. 25, 12th Floor, Building 9B, DLF Phase III, Cyber City, Gurgaon, Haryana, India 122002	Customers may be supported for operational, technical support or as required to deliver Cloud Services by this Litmos Affiliate.	Litmos Legal Entity
Litmos UK, Ltd.	1st t Floor, Templeback, 10 Temple Back, Bristol, United Kingdom BS1 6FL	Operations and Support. Litmos affiliates are accessing Litmos Cloud data centers to operate the platform and to provide support in case of incidents.	Litmos Legal Entity
Litmos US, L.P.	2700 Camino Ramon, Suite 400, San Ramon, CA 94583	Operations and Support. Litmos affiliates are accessing Litmos Cloud data centers to operate the platform and to provide support in case of incidents.	Litmos Legal Entity
Longtail Ad Solutions, Inc. dba JW Player	530 7th Avenue, Ste 1601, New York, NY 10018	Video player embedded in the Litmos platform	Video content
Microsoft Corporation	One Microsoft Way Redmond WA 98052	Infrastructure and infrastructure services provider for Azure based infrastructure; technical administration for infrastructure and server management services.	Email address, name, phone number, IP address

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New Relic, Inc. a Delaware corporation	188 Spear Street, Suite 1000, San Francisco, CA 94105	Infrastructure and application performance monitoring.	IP address, performance data
Oracle (NetSuite)	2300 Oracle Way Austin, Texas 78741	Cloud-based business accounting system.	email address, name, phone number, IP address
Rustici Software	210 Gothic Court, Ste 100, Franklin TN 37067	Tools to help create, distribute, manage, and play eLearning- compliant content.	Course content
Salesforce.com, Inc.	415 Mission Street Third Floor, San Francisco, CA 94105	Customer relationship management tool for customers who use Litmos Services.	Email, address, name, phone number
Stripe	354 Oyster Point Blvd, United States	Credit card payments/ecommerce	Ecommerce payments provider
Terralogic	6201 W. Plano Parkway, Suite 130, Plano, TX 75093	Provide professional services work on behalf of the customer and Litmos. This includes software development and consulting on best practices in the use of the	Services personnel may encounter customer email address, name, phone number, IP address during API support efforts.

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		platform and the related APIs.	
Tribe.ai	251 Little Falls Drive, Wilmington, DE, 19808	Provide professional services work on behalf of the customer and Litmos. This includes software development and consulting on best practices in the use of the platform and the related APIs.	Services personnel may encounter customer email address, name, phone number, IP address during API support efforts.
Ziggeo, Inc.	917 Broadway, 19th Floor, New York · NY 10010	Supports the Litmos video assessment feature.	Video content
Zone Advanced Billing (ZAB)	800 Boylston Street 16th Floor, Boston, MA 02199	Subscription and billing management system integrated with NetSuite.	Email, address, name, phone number, IP address

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