

# Rocket.Chat Docs

# Subprocessors

Last update: January 5th, 2023

We have updated this policy. For the previous version of this policy, please expand the section [below](#).

The list below identifies sub-contractors (sub-processors) that may be engaged by Rocket.Chat to Process personal data during the provisioning of our Services.

## ▼ **What is a Subprocessor**

A sub-processor is a third-party data processor engaged by Rocket.Chat, including entities from within the Rocket.Chat Group, who has or potentially will have access to or process Service Data (which may contain Personal Data). Rocket.Chat engages different types of sub-processors to perform various functions as explained in the tables below.

## ▼ **Due Diligence**

Rocket.Chat undertakes to use a commercially reasonable selection process by which it evaluates the security, privacy, and confidentiality practices of proposed sub-processors that will or may have access to or otherwise process Service Data.

## **Infrastructure Sub-processors – Service Data Storage and Processing**

Entity Name	Purpose	Data Hosting Location
Amazon Web Services, OVH	We use OVH to underlying the infrastructure of our hosted offering, marketplace, open community server, and other services such as push notifications. We use a hybrid deployment. Generally speaking, after June 2020, all workspaces run on OVH.	United States The location of where an instance of our hosted offering deployed is determined by the customer during onboarding. Please reach out to support if you want to know the concrete subprocessor for your case.
AWS	Infrastructure that runs the cloud deployments and supports Rocket.Chat's internal processes	United States
MongoDB Cloud	Analytics and Backup Management	United States

## Service Specific Sub-processors

Entity Name	Purpose	Data Processing Location
Stripe	Billing platform	
ZOHO	email marketing, newsletter, CRM, customer support	
Apple Push Notification Service, Firebase	Push notification service for iOS devices	

## Innovation Service Specific Sub-processors

Entity Name	Purpose	Data Processing Location
Clearbit	Account Enrichment	United States
Yesware	email marketing	
PRVolt	email marketing	
Mailchimp	email marketing	

## Rocket.Chat Affiliates

Rocket.Chat affiliates involved in processing of personal data will depend on the location of our users and their customers and the nature of the services we provide to you. By agreeing to the [DPA](#), you agree all of these Sub-Processors may have access to Customer Data.

The following entities are members of the Rocket.Chat Group. Accordingly, they function as sub-processors to provide the Services.

Entity Name	Data Processing Location
Rocket.Chat Technologies Corp.	United States
Rocketchat Tecnologia LTDA	Brazil

## Partners Joint Processors or Sub-processors

Entity Name	Purpose	Data Processing Location
<a href="#">Fabulor.eu</a>	Fabulor is a Rocket.Chat Official Partner. When we receive a lead from the EMEA and APAC region that classify under some contractual conditions, we may share the Lead/Customer's information with Fabulor to reach out to them. Fabulor may access the following Lead's/Customer data for this purpose: Email; Contact Name; Country; Phone.	Belgium; Netherlands

## Objecting to a subprocessor

You may object to a subprocessor by submitting your objection by email to [privacy@rocket.chat](mailto:privacy@rocket.chat) with the subject line "Subprocessor Objection," along with your name, company name, name of the [Rocket.Chat](#) service, name of the subprocessor, and objectively justifiable grounds for objection unless otherwise provided for in your service agreement with [Rocket.chat](#) which terms control.

## Updates to this page

Due to the nature of our business, we are consistently updating the list and controls of our subprocessors.

For more information on Rocket.Chat's privacy practices, please visit our [Privacy Policy](#). If you have questions regarding this page, please get in touch with us at [privacy@rocket.chat](mailto:privacy@rocket.chat).

## Previous Versions of this Subprocessors List



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