

Sub-processors

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This page is the current list of sub-processors referenced in Section 6 of the [Data Protection Addendum](#) (tactful.ai/dpa). Tactful Ltd provides **30 business days' notice** before engaging a new sub-processor or making material changes to existing sub-processors, and customers may object during the notice period. Objections or questions can be sent to privacy@tactful.ai.

Current Sub-processors

Sub-processor	Purpose	Processing location
Amazon Web Services (AWS)	Cloud infrastructure and hosting	EEA (Ireland), with certain services outside the EEA
Microsoft Azure AI	AI model provider	EEA / United States
OpenAI	AI model provider	United States
Anthropic	AI model provider	United States
Brevo	Email delivery and customer communications	EEA
Twilio	SMS delivery (where Tactful provides SMS connectivity)	United States
Stripe	Payment processing	EEA / United States
Cloudinary	Media storage and delivery	EEA / United States
Bugsnag (SmartBear)	Application error monitoring	United States
Zapier	Workflow integrations	United States

This list is reviewed and updated when sub-processors change. The “last updated” date above reflects the most recent revision.