



Everbridge Subprocessors

Everbridge, Inc. (together with its subsidiaries and affiliates, “Everbridge”) use subprocessors in its delivery of products and services pursuant to our agreements with you. Below is our current subprocessor list, although not all subprocessors provide services to all customers. If you have any questions, please email us at privacy@everbridge.com.

As part of its provision of services, Everbridge’s Critical Event Management Platform will send alerts and messages at your direction to identified recipients using standard protocols (such as email, SMS) or customer-controlled communications channels (such as Slack, Teams), wherever they are in the world. That means that the messages will transit and be routed through telecommunications providers globally to reach the devices of designated end recipients. Because Everbridge cannot predict where a particular recipient will travel or how messages will be routed over a network, we cannot predict what telecommunications providers might process those messages in the process of transmitting them to the recipient. A list of the potential telecommunications providers is included below under “Available Communication Delivery Channels.”

Everbridge’s Critical Event Management Platform includes the following products: Mass Notification, Safety Connection, Visual Command Center (VCC), Crisis Management, IT Alerting, and Travel Protector.

Critical Event Management Platform

System	Subprocessor	US-Region	EU-Region	Purpose of Processing	Subprocessor Privacy Policy
Critical Event Management Platform (CEM)	Amazon Web Services	US	Ireland/Germany	Cloud hosting and data storage services ensuring redundancy, high availability, and security	Amazon Web Services Privacy Page
	Cloudflare	US	Germany/Denmark	Content delivery network (CDN) providing security, performance optimization, and DDoS protection for the Everbridge platform	Cloudflare Privacy Page
	Everbridge	UK, US, EU, IN, NZ, CA, NO	UK, US, EU, IN, NZ, CA, NO	Technical support and development	Everbridge Privacy Page
	Microsoft Corporation	US	Ireland	Geocoding for addresses to geolocations	Microsoft Privacy Page
	Pendo.io	US	US	Product analytics and user experience optimization	Pendo Privacy Page
	PMG.net	US	n/a	Workflow Management and process automation	PMG Privacy Page
	Pubnub	US	US	Message Exchange (such as email to admin users)	Pubnub Privacy Page
	Salesforce.com	US	Germany	Customer relationship management platform	Salesforce Privacy Page
	Snowflake	US	Germany	Data analytics platform	Snowflake Privacy Page



System	Subprocessor	US-Region	EU-Region	Purpose of Processing	Subprocessor Privacy Policy
	Sumo Logic, Inc.	US	Germany	Log aggregation and alerting platform	Sumo Logic
	Totango	US	US	Application usage statistics for customer success management	Totango
	Zendesk	US	US	Customer support ticketing system used to manage client requests	Zendesk Privacy Page
Travel Protector (part of CEM)	Amazon Web Services	US/UK	Germany/UK	Cloud hosting and data storage services ensuring redundancy, high availability, and security	Amazon Web Services Privacy Page
Travel Assist	See Anvil Assist Subprocessors	--	--	Travel Assist Uses the Anvil Assist Subprocessors	--
CEM Available Communication Delivery Channels¹	Agora Lab, Inc.	US	n/a	Video communication used for secure collaboration during critical events	Agora Lab Privacy Page
	American Messaging	US	US	Pager services for communication delivery	American Messaging Privacy Page
	Apple, Inc	US	US	Push notification services through Apple Push Notification Service (APNs) for delivering critical real-time alerts	Apple Privacy Page
	Consensus	US	EU	Backup fax services for communications delivery	Consensus Privacy Page
	Database Systems Corp	US	US	TTY/TTD services for communication delivery	Database Systems Corp Privacy Page
	Google, Inc. & Firebase Cloud Messaging	US	Ireland & US	Cross-platform app push notification services for Android, iOS and web applications	Google Privacy Page Firebase Cloud Messaging Privacy Page
	Infobip	US, Canada	EU	SMS & Voice services for communications delivery	Infobip Privacy Page
	Interfax	US	US	Fax services for communication delivery	Interfax Privacy Page
	Interpage	US	US	Pager services for communication delivery	Interpage Privacy Page
	Kaleyra Inc.	US	US	SMS & Voice services for communication delivery	Kaleyra
	LINK Mobility AS	Norway	Norway	SMS services for communication delivery	LINK Mobility
	Lumen Technologies	US	n/a	Voice services for communication delivery	Lumen Technologies Privacy Page
	Sinch AB	Sweden	Sweden	SMS & Voice services for communication delivery	Sinch Privacy Page
	SparkPost (Message Systems aka.)	n/a	Germany	Email processing service for communication delivery	SparkPost Privacy Page
Spok.com	US	US	Pager services for communication delivery	Spok Privacy Page	



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	Tata Communications (America) Inc.	US	Germany	Voice services for communication delivery	Tata Communications Privacy Page
	Twilio Inc.	US	Germany	Voice services for communication delivery	Twilio Privacy Page
	Vibes	US	n/a	SMS services for communications delivery	Vibes Privacy Page
	Vonage	US	n/a	Voice notification for secure messaging	Vonage Privacy Page
CEM Advanced Reporting (including Resilience Insights)	Google Looker	US	EU	Reporting and dashboarding	Google Privacy Page

¹ For customers who have personnel present in China and send notifications to them, please inquire with us for further information regarding local telecommunications support for end users located there.



Anvil Travel Risk Products

System	Subprocessor	Region	Purpose of Processing	Subprocessor Privacy Policy
Medical Team - Screening Service	Everbridge Inc	US, UK	Pre-Travel Screening, Pre-Deployment Screening, Child Pre-Deployment Screening	Everbridge Privacy Page
Medical Team - Nordic	Medical Facilities	Medical facilities globally	Case Management System: Clinical team support for in hospital and outpatient care	Available from the facility that supports you
Study Abroad Programme Support	Medical Facilities	Medical facilities globally	Study abroad program support	Available from the facility that supports you
Riskmatics	Amazon Web Services, Inc.	UK	Cloud hosting and data storage services ensuring redundancy, high availability, and security	Amazon Web Services Privacy Page
	Ariglad	Canada	Customer service knowledge base articles	Ariglad Privacy Page
	AptEdge	US	Customer service and knowledge base articles	AptEdge Privacy Page
	Bandwidth	US	VoIP Emergency Routing Service	Bandwidth Privacy Page
	World Text	UK	Bulk SMS for one and two way communication from the Riskmatics platform	World Text Privacy Page
	Xtreme Push	Ireland	Bulk SMS for one and two way communication from the Riskmatics platform	Xtreme Push Privacy Page
	Salesforce.com	US, Germany	Customer relationship management platform	Salesforce Privacy Page
	Zendesk	US	Customer support ticketing system used to manage client inquiries	Zendesk Privacy Page



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Anvil Assist	Everbridge	US, UK	Technical support and development	Everbridge Privacy Page
	Immigration Offices	Global (customer operation location dependent)	Assistance with visa applications	Available from the vendor
	Laundry Providers	Global (customer operation location dependent)	Provision of laundry services	Available from the vendor
	Medical Facilities	Medical facilities globally	Payments to medical facilities	Available from the vendor
	Salesforce	US, Germany	Customer relationship management platform	Salesforce Privacy Page
	Security Providers	Security providers globally	Secure Journey Management during travel and live-in security, plus crisis management response	Available from the vendor
	Staria	EU	Parsing system to extract information needed for invoices	Staria Privacy Page
	Third Party Administrators (TPA)	UK	TPAs inform Anvil which clinics are available and negotiates agreements with clinics	Available from the vendor
	Transport Providers	Global (customer operation location dependent)	Arranging door to door transfers for customer employees and their families	Available from the vendor



Other Products

System	Subprocessor	Region	Purpose of Processing	Subprocessor Privacy Policy
XMatters	Alvaria	US	Voice notifications	Alvaria
	Ariglad	Canada	Customer service knowledge base articles	Ariglad Privacy Page
	AptEdge	US	Customer service and knowledge base articles	AptEdge Privacy Page
	Amazon Web Services	US	Cloud hosting and data storage services ensuring redundancy, high availability, and security	Amazon Web Services Privacy Page
	Atlassian	US	Development projects and service management	Atlassian Privacy Page
	Everbridge	UK, US, EU, IN, NZ, CA, NO, MX	Technical support and development	Everbridge Privacy Page
	Google Cloud Platform	US, UK, Germany, Australia	Cloud hosting and data storage services ensuring redundancy, high availability, and security	Google Cloud Platform Privacy Page
	Google Elastic Cloud	US, EU, Australia	Provides Incident Insight Discovery	Google Elastic Cloud Privacy Page
	Infobip	US	SMS notifications for alerts	Infobip Privacy Page
	Mailgun Technologies	US	Email notifications for alerts	Mailgun Technologies Privacy Page
	Pendo.io	US	Product analytics and user experience optimization	Pendo Privacy Page
	Phaxio	US	Fax notifications. Optional after initial customer provisioning if requested	Phaxio Privacy Page
	Salesforce.com	US, Germany	Customer relationship management platform	Salesforce Privacy Page
	Splunk Cloud	US	Log aggregation and alerting	Splunk Cloud Privacy Page
	Stripe	US	Payment gateway for online purchases	Stripe Privacy Page
	Totango	US	Application usage statistics for customer success management	Totango Privacy Page
	Twilio (SendGrid)	US	Inbound integrations/email notifications	Twilio (SendGrid) Privacy Page
	Twilio, Inc	US	Voice conferencing and SMS services	Twilio Privacy Page
	Zendesk	US	Customer support ticketing system used to manage client inquiries	Zendesk Privacy Page
See CEM Available Communication Delivery Channels	--	XMatters Uses the CEM Available Communication Delivery Channels Identified Above	--	



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SnapComms	Ariglad	Canada	Customer service knowledge base articles	Ariglad Privacy Page
	AptEdge	US	Customer service and knowledge base articles	AptEdge Privacy Page
	Microsoft Azure	US, Canada, UK, EU, Australia	Cloud hosting and data storage services ensuring redundancy, high availability, and security	Microsoft Azure Privacy Page
	Everbridge	UK, US, EU, IN, NZ, CA, NO, AU	Technical support and development	Everbridge Privacy Page
	Pendo.io	US	Product analytics and user experience optimization	Pendo Privacy Page
	Totango	US	Application usage statistics for customer success management	Totango Privacy Page
	Twilio (SendGrid)	US	Message Exchange (such as email to admin users)	Twilio (SendGrid) Privacy Page
	Salesforce	US, Germany	Customer relationship management platform	Salesforce Privacy Page
	Elastic	US	Text Search and Analytics Engine	Elastic Privacy Page
	Zendesk	US	Customer support ticketing system used to manage client inquiries	Zendesk Privacy Page
RedSky	Amazon Web Services	US	Cloud hosting and data storage services ensuring redundancy, high availability, and security	Amazon Web Services Privacy Page
	Ariglad	Canada	Customer service knowledge base articles	Ariglad Privacy Page
	AptEdge	US	Customer service and knowledge base articles	AptEdge Privacy Page
	Bandwidth	US	VoIP Emergency Routing Service	Bandwidth Privacy Page
	Comtech	US	VoIP Emergency Routing Service	Comtech Privacy Page
	Everbridge	UK, US, EU, IN, NZ, CA, NO	Technical support and development	Everbridge
	Inteliquent	US	VoIP Emergency Routing Service	Inteliquent Privacy Page
	Northern 911	US/Canada	Emergency call relay center service for US and Canada VoIP Emergency Routing Service in Canada	Northern 911 Privacy Page
	Salesforce	US, Germany	Customer relationship management platform	Salesforce Privacy Page
	Sumo Logic, Inc.	US	Log aggregation and alerting	Sumo Logic Privacy Page
	Zendesk	US	Customer support ticketing system used to manage client inquiries	Zendesk Privacy Page



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BC in the Cloud	Alert Logic Managed Security Services	US	For the security of the offering and the dependent vital interests of clients.	Alert Logic Managed Security Services Privacy Page
	Ariglad	Canada	Customer service knowledge base articles	Ariglad Privacy Page
	AptEdge	US	Customer service and knowledge base articles	AptEdge Privacy Page
	Bandwidth	US	VoIP Emergency Routing Service	Bandwidth Privacy Page
	CloudConvert	US, EU	For clients to output PDF reports of their data.	CloudConvert Privacy Page
	Cyclr	US	For data extraction, transformation, and loading from client sources into BCIC.	Cyclr Privacy Page
	Everbridge	UK, US, EU, IN, NZ, CA, NO	Technical support and development	Everbridge Privacy Page