



SMART 5 Consulting Limited

Subprocessors

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List of Data Subprocessors

Current as of: April 1, 2022

Welcome to SMART5's Subprocessor repository page where we maintain a current list of Subprocessors authorized to process customer data for Segment's services. Segment imposes data protection terms with each Subprocessor regarding their security controls and applicable regulations for the protection of personal data.

The Data Subprocessors in which Segment utilizes can be categorized into three categories:

Core Infrastructure Data Subprocessors

These Data Subprocessors apply to all customers who utilize the Segment platform and are agnostic of product utilization.

Entities

1. Amazon Web Services, Inc.
 - 1.1. Entity Type: Cloud Service Provider
 - 1.2. Entity Location: UK
2. Google
 - 2.1. Entity Type: Business Analytics
 - 2.2. Entity Location: UK

Support Data Subprocessors

These Data Subprocessors may be utilized to support customers who may elect to share personal data with Segment support personnel.

Entities

1. Slack, Inc.
 - 1.1. Entity Type: Customer Support
 - 1.2. Entity Location: UK
2. Zendesk, Inc.
 - 2.1. Entity Type: Customer Support



2.2. Entity Location: UK

Service Specific Data Subprocessors

These Data Subprocessors apply to customers who use specific product functionality within the Segment platform which is supported by a non-core infrastructure Data Subprocessor, including specific destination partners.

Entities

1. Google LLC.
 - 1.1. Related Segment functionality: BigQuery Data Warehouse Destination, Personas
 - 1.2. Entity Type: Cloud Service Provider
 - 1.3. Entity Location: UK
2. IBM LLC.
 - 2.1. Related Segment functionality: Db2 Data Warehouse Destination
 - 2.2. Entity Type: Data Warehousing
 - 2.3. Entity Location: UK
3. Amazon Web Services
 - 3.1. Related Segment functionality: Azure SQL Data Warehouse Destination
 - 3.2. Entity Type: Data Warehousing
 - 3.3. Entity Location: UK
4. Snowflake, Inc.
 - 4.1. Related Segment functionality: Snowflake Data Warehouse Destination
 - 4.2. Entity Type: Data Warehousing
 - 4.3. Entity Location: UK