Compenra

Sub-processors

Fix Vise LLC · Effective 11 November 2026 · https://compenra.com/legal/subprocessors

01 What a sub-processor is

A sub-processor is a company that processes our customers' personal data on our behalf so that we can provide Compenra. Each one is bound by a written contract to use the data only on our instructions and to protect it to the standard in our data processing addendum. We remain responsible for what they do.

02 Current sub-processors

PROVIDER	PURPOSE	DATA INVOLVED	LOCATION
Google Cloud (Google LLC)	Cloud hosting, database and file storage	All customer data: conversations, contacts, knowledge and account details	EU or US, according to your plan's data residency
Vercel (Vercel Inc.)	Hosting and delivery of the website and application	Requests and responses in transit, and technical logs	United States, with a global delivery network
OpenAI (OpenAI, L.L.C.)	AI models that understand messages and draft replies	The conversation being answered and the knowledge needed to answer it	United States
Anthropic (Anthropic, PBC)	AI models that understand messages and draft replies	The conversation being answered and the knowledge needed to answer it	United States
Stripe (Stripe, Inc.)	Payments and billing	The account owner's name, email, billing address and payment details	United States

PROVIDER	PURPOSE	DATA INVOLVED	LOCATION
Sentry (Functional Software, Inc.)	Error monitoring	Error reports and technical logs, which can include account identifiers	United States

Our AI model providers process conversations only to generate replies for you. They are contractually prohibited from using your data to train their models.

03 Platforms you connect

The messaging platforms and tools you connect with your own account are not our sub-processors. You have your own relationship with each of them, and they handle the data under their own terms and privacy policies.

PLATFORM	WHAT PASSES THROUGH IT
Meta Platforms (Facebook, Instagram, WhatsApp)	Messages, comments and replies sent and received on the accounts you connect.
Google (Gmail, Google Calendar, Google Sheets)	Emails sent and received, calendar events, and rows in the spreadsheets you select.
TikTok (Business messaging, TikTok Shop)	Direct messages, comments and buyer messages on the accounts and shops you connect.

04 Changes to this list

- We give at least 30 days' notice before a new sub-processor starts processing customer data, by updating this page and emailing account owners.
- If you have a reasonable data protection objection, tell us at hello@compenra.com within that period. The process is set out in the data processing addendum.

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