# Who are Snorkl's subprocessors?

Snorkl uses a handful of third-party subprocessors - other companies that we share information with to help us do business. These companies help us do things like manage our data centers to make sure Snorkl is reliable and fast or provide software that powers our customer support. If you would like further information on the data collection and use practices of the subprocessors listed, please visit our Privacy Policy or contact us at support@snorkl.app.

## Service providers

| Subprocessor Name | How Snorkl uses this subprocessor | What is shared with the subprocessor | Location | Security |
|---|---|---|---|---|
| Render | We use Render to manage the computers we use to operate Snorkl. All information we collect is stored on computers and databases managed by Render. | Everything in Snorkl. | USA | More |
| Amazon Web Services | We use Amazon Web Services (AWS) to manage our data centers and the computers that we use to operate Snorkl. | Video content uploaded to Snorkl. | USA | More |
| Sendgrid | We use Sendgrid to send email messages to Snorkl users about activity in their account. | Name and email address. | USA | More |
| OpenAI | We use OpenAI's API to power the feedback and coaching features in Snorkl. | Audio recordings, transcripts, and coach messages.<br><br>Note: We remove names and personal info before sharing. They are not allowed to use this data to train their models. | USA | More |
| Anthropic | We use Anthropic's API to power the feedback features in Snorkl. | Transcripts of audio recordings.<br><br>Note: Same privacy protections as OpenAI. | USA | More |
| Google | We use Google's API to power the coaching features in Snorkl. | Audio recordings, transcripts, and coach messages.<br><br>Note: Same privacy protections as above. | USA | More |

| Intercom | We use Intercom to provide customer support and communicate with Snorkl teacher users about their account and activities. | Teacher names and emails. | USA | More |
|---|---|---|---|---|

## Analytics providers

| Subprocessor Name | How Snorkl uses this subprocessor | What is shared with the subprocessor | Location | Security |
|---|---|---|---|---|
| Mixpanel | We use Mixpanel for analytics and reporting. | Name, email, device information and actions or interactions with the app. | USA | More |
| LogRocket | We use LogRocket for analytics, reporting, and customer support. | Name, email, device information and actions or interactions with the app. | USA | More |
| Vercel | We use Vercel for analytics and reporting. | Device information, county-level location | USA | More |
| LangSmith | We use LangSmith for analytics and reporting. | User's text transcripts of video recordings. | USA | More |