

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, whiteboard images, and coach messages. Note: We remove names and personal info before sharing. They are not allowed to save or use this data for any purpose.	USA	More
Anthropic	We use Anthropic's API to power the feedback and coaching features in Snorkl.	Transcripts of audio recordings, whiteboard images, and coach messages. Note: Same privacy protections as OpenAI.	USA	More
Google	We use Google's API to power the feedback and coaching	Audio recordings, transcripts, whiteboard images, and coach	USA	More

	features in Snorkl.	messages. Note: Same privacy protections as above.		
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 user interactions in the app	USA	More
LogRocket	We use LogRocket for analytics, reporting, and customer support.	Name, email, device information, and user interactions in 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