Who are Snorkl's subprocessors?

Snorkl uses a small number of other companies (subprocessors) to run Snorkl: hosting, email, AI features, analytics, and support. Each has signed a data protection agreement with us and may use the data we share only to provide its service to Snorkl. Unless a row below says otherwise, subprocessors keep data only as long as needed to provide their service, and it is deleted when a district asks or its agreement with Snorkl ends. We notify districts before adding a subprocessor that receives student data. For more about how we handle data, see our Privacy Policy or contact 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.	Audio, video, and image files uploaded to Snorkl, including whiteboard images.	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 transcription, feedback, and coaching features in Snorkl.	Student audio recordings, transcripts, whiteboard images, and coach messages. Under our zero data retention (ZDR) agreement, OpenAI doesn't keep this data after processing it and doesn't use it to train AI models.	USA	More
Anthropic	We use Anthropic's API to power the feedback and coaching features in Snorkl.	Transcripts, whiteboard images, and coach messages. Under our zero data retention (ZDR) agreement, Anthropic	USA	More

		doesn't keep this data after processing it and doesn't use it to train AI models.		
Google Cloud	We use Google Cloud's API to power the transcription, feedback, and coaching features in Snorkl.	Student audio recordings, transcripts, whiteboard images, and coach messages. Under Google Cloud's terms and our project settings, Google doesn't keep this data after processing it and doesn't use it to train AI models.	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.	Names, emails, device information, and in-app activity of signed-in teachers and students.	USA	More
LogRocket	We use LogRocket for analytics, reporting, and customer support.	Names, emails, device information, and in-app activity of signed-in teachers and students. LogRocket deletes this data after 30 days.	USA	More
Vercel	We use Vercel for analytics and reporting.	Device information, country-level location	USA	More
LangSmith	We use LangSmith to monitor and troubleshoot the AI features in Snorkl.	Transcripts, whiteboard images, coach messages, and AI-generated feedback. LangSmith deletes this data after 14 days.	USA	More