

List of Sub-processors

Effective October 2026

Optibus uses the third-party entities listed below (each, a “Sub-processor”) to process Customer Personal Data on behalf of Optibus customers in accordance with its Data Processing Addendum. Optibus conducts annual compliance reviews and Transfer Impact Assessments for all cross-border data transfers. All sub-processors are required to implement appropriate technical and organisational measures.

Sub-processor	Nature & purpose of processing	Categories of personal data	Processing location	Third-country transfer	Security measures
Hosting & Infrastructure					
Amazon Web Services (AWS)	Nature & purpose Primary cloud infrastructure – compute, storage, networking, and managed database services for the Optibus platform	Categories of personal data Customer personal data created and stored in the platform; operational logs and telemetry	Location EU (Ireland) primary; EU-West-1, EU-Central-1	No	AWS Compliance Programs
MongoDB Atlas	Nature & purpose Managed database hosting for operational and application data	Categories of personal data Customer personal data and transit operational data	Location EU (Ireland)	No	MongoDB Trust Center
Elasticsearch (Elastic Cloud)	Nature & purpose Log storage, full-text search indexing, and platform observability	Categories of personal data Operational logs; user activity data; system telemetry	Location EU	No	Elastic Security
Google Cloud Platform	Nature & purpose Supplementary cloud infrastructure for specific platform components	Categories of personal data Customer personal data processed in specific product features	Location USA; EU (where configured)	Yes – SCCs	Google Cloud DPA

Sub-processor	Nature & purpose of processing	Categories of personal data	Processing location	Third-country transfer	Security measures
Security & Monitoring					
Sentry	Nature & purpose Application performance monitoring and error tracking	Categories of personal data Error stack traces; user identifiers and session context associated with errors	Location USA (Iowa)	Yes – SCCs	Sentry Security
Lasso Security	Nature & purpose AI security platform – monitors and protects GenAI interactions across the Optibus platform, detecting prompt injection, data exposure, and unsafe AI outputs in real time	Categories of personal data AI interaction logs; prompt content and model outputs; user identifiers associated with GenAI activity	Location Israel / USA	Yes – SCCs	Lasso Security
Business Operations					
Salesforce	Nature & purpose Customer relationship management – account, contact, and contract information	Categories of personal data Customer contact details; account and contract data	Location USA / EU	Yes – SCCs	Salesforce Trust
HubSpot	Nature & purpose Marketing automation and customer communications	Categories of personal data Customer and prospect contact information; email engagement data	Location USA / EU	Yes – SCCs	HubSpot Security
Rocketlane	Nature & purpose Customer onboarding and professional services project management – collaborative project portal for managing implementation and onboarding engagements with customers	Categories of personal data Customer contact details; project task and milestone data; documents and files shared during onboarding; user identifiers and activity data	Location USA / EU	Yes – SCCs	Rocketlane Security

Sub-processor	Nature & purpose of processing	Categories of personal data	Processing location	Third-country transfer	Security measures
Integration & Automation					
Workato	Nature & purpose Embedded integration and workflow automation platform (Workato Embedded Edition) within the Optibus platform (Ops, Planning, Scheduling and Control), enabling customers to connect their systems to Optibus and automate data flows	Categories of personal data Customer personnel names, email addresses, IP addresses and authentication data; routing, schedule and duty information; driver and employee data passed through customer integrations (e.g. employee ID, hours worked, location data)	Location USA	Yes – SCCs	Workato Security
Webhook.site	Nature & purpose Webhook testing and inspection – receives and inspects HTTP requests and webhook payloads during integration development and troubleshooting	Categories of personal data Contents of HTTP requests and webhook payloads, which may include user identifiers and operational data; request metadata (IP addresses, headers)	Location EU	No	Webhook.site Privacy
AI & ML Services					
Claude (Anthropic)	Nature & purpose AI language model capabilities powering internal tooling and AI-assisted features within the Optibus platform	Categories of personal data Customer-submitted prompt content and conversational data within enabled features; internal queries submitted by Optibus teams	Location USA	Yes – SCCs	Anthropic Privacy

Sub-processor	Nature & purpose of processing	Categories of personal data	Processing location	Third-country transfer	Security measures
Google Cloud (Vertex AI)	Nature & purpose Generative AI and large language model capabilities via Vertex AI, powering AI-assisted copilot features within the Optibus platform	Categories of personal data Customer-submitted queries and prompt content; transit operational data submitted by users	Location USA	Yes – SCCs	Google Cloud DPA
OpenAI	Nature & purpose Large language model capabilities for AI-powered platform features	Categories of personal data Customer-submitted prompt content and conversational data within enabled features	Location USA	Yes – SCCs	OpenAI Security & Trust
Intercom	Nature & purpose Customer messaging platform – in-product chat, support conversations, and proactive customer engagement	Categories of personal data Customer contact details; in-product chat and support conversation content; user identifiers and behavioural metadata	Location USA / EU (Ireland)	Yes – SCCs	Intercom Security
Foldspace AI	Nature & purpose AI-powered copilot embedded in the Optibus platform, enabling users to query operational data and receive AI-generated recommendations	Categories of personal data User conversational content and queries; transit operational data submitted in copilot interactions; user identifiers and session metadata	Location USA / Israel	Yes – SCCs	Foldspace DPA
Customer Support					
Zendesk	Nature & purpose Customer support ticketing system and help desk management	Categories of personal data Customer contact details; support ticket content including attachments	Location USA / EU	Yes – SCCs	Zendesk Trust Center

Sub-processor	Nature & purpose of processing	Categories of personal data	Processing location	Third-country transfer	Security measures
Analytics & Data					
Mixpanel	Nature & purpose Product analytics – tracking user behaviour and feature usage	Categories of personal data User identifiers; feature interaction events and session metadata	Location USA / EU	Yes – SCCs	Mixpanel Security
Snowflake	Nature & purpose Cloud data warehouse for business intelligence and internal analytics	Categories of personal data Aggregated and pseudonymised operational and usage data	Location EU (Frankfurt)	No	Snowflake Security
Thoughtspot	Nature & purpose Business intelligence and self-service data analytics	Categories of personal data Aggregated operational and business metrics data	Location USA / EU	Yes – SCCs	Thoughtspot Security
LogRocket	Nature & purpose Session replay and frontend monitoring – captures user sessions, console logs, and network activity to support product debugging and UX analysis	Categories of personal data User identifiers; session recordings and interaction events; console logs and network request metadata	Location USA	Yes – SCCs	LogRocket Security

To receive email notifications when sub-processors change, contact: privacy@optibus.com