

# Caption Pro Subprocessors

Last updated April 2025

Caption Pro is a data processor and engages with certain subprocessors in order to provide our services to our clients. These subprocessors may process personal data submitted to Caption Pro by the data controller. All of our subprocessors are listed below, with information about what services they provide as well as their location and links to their own GDPR-compliant data policies and their security certifications.

## Caption Pro Subprocessors:

| NAME                  | Service Provided  | Data  | Location | Privacy Information   | Production Environment?* | Security Tests  | Security Information  |
|-----------------------|---|---|----------|---|--------------------------|---|---|
| AWS                   | Hosting and Database provider as well as AI Keywording LLM hosting. | We use AWS as our AI service provider and they store and process all of the images that get uploaded through our app. We also use their geolocation services. | EU/US    | <a href="https://aws.amazon.com/compliance/gdpr-center/">https://aws.amazon.com/compliance/gdpr-center/</a> | Yes                      | SOC 1/ISAE 3402, SOC 2, SOC 3<br><br>FISMA, DIACAP, and FedRAMP<br><br>PCI DSS Level 1<br><br>ISO 9001, ISO 27001, ISO 27017, ISO 27018 | <a href="https://docs.aws.amazon.com/whitepapers/latest/aws-overview/security-and-compliance.html">https://docs.aws.amazon.com/whitepapers/latest/aws-overview/security-and-compliance.html</a>       |
| Heroku                | Hosting and Database provider                                       | We use Heroku as a facilitator for our interactions with AWS. We manage our servers and databases through them.   | EU       | <a href="https://devcenter.heroku.com/articles/gdpr">https://devcenter.heroku.com/articles/gdpr</a>         | Yes                      | ISO 27001, 27017, and 27018, SOC 1, 2, and 3  | <a href="https://devcenter.heroku.com/articles/security-privacy-compliance#audits-and-certifications">https://devcenter.heroku.com/articles/security-privacy-compliance#audits-and-certifications</a> |
| Stripe                | Payment processing  | We use Stripe as our payment provider and they collect payment and contact information from people sending money to us through their online payment portal.   | US       | <a href="https://stripe.com/gb/legal/privacy-center">https://stripe.com/gb/legal/privacy-center</a>         | Yes                      | SOC 1 , SOC 2 and SOC 3   | <a href="https://docs.stripe.com/security?locale=en-GB">https://docs.stripe.com/security?locale=en-GB</a>   |
| Google Cloud Services | AI Keywording LLM hosting, Web image search and                     | We use Google's AI LLM services for our AI Keywording feature. We use Google image search to look   | EU/US    | <a href="https://cloud.google.com/privacy/gdpr">https://cloud.google.com/privacy/gdpr</a>                   | Yes                      | ISO, SOC etc - a host of different audit reports and  | <a href="https://cloud.google.com/security/compliance/offerings">https://cloud.google.com/security/compliance/offerings</a>   |

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|-----------------|---------------------------|---|----------|---|--------------------------|---|---|
|                 | ReCaptcha                 | up images of people when using the 'search web' function. Only the name of the person being looked up is provided. Recaptcha is used for bot detection and spam protection.   |          |   |                          | certifications  |   |
| Intercom        | CRM                       | We use Intercom to allow us to communicate with our leads and users. Through their service we store: email addresses, names, phone numbers, location data, information about what operating system a user is on and other usage information related to their activity on our app and website. | US       | <a href="https://www.intercom.com/help/en/articles/1385437-how-intercom-complies-with-gdpr">https://www.intercom.com/help/en/articles/1385437-how-intercom-complies-with-gdpr</a> | Yes                      | Bi-annual audits, SOC 2 Type II audit                               | <a href="https://www.intercom.com/legal/security-policy">https://www.intercom.com/legal/security-policy</a>                 |
| Hubspot         | CRM                       | We use Hubspot to communicate with prospects and for general outreach. Through their service we store email addresses, names, phone numbers and associated company info.  | EU       | <a href="https://legal.hubspot.com/privacy-policy">https://legal.hubspot.com/privacy-policy</a>   | No                       | SOC3 and SOC 2 Type 2   | <a href="https://trust.hubspot.com/">https://trust.hubspot.com/</a>   |
| Twilio Sendgrid | Email delivery solution   | We use Sendgrid as our email service which allows us to send functional emails to our customers such as password reset links. Sendgrid therefore processes user emails and sometimes other information such as the user's name.   | EU       | <a href="https://www.twilio.com/en-us/gdpr">https://www.twilio.com/en-us/gdpr</a>   | Yes                      | SOC 2, Pen tests, ISO 27001   | <a href="https://security.twilio.com/">https://security.twilio.com/</a>   |
| G-Suite         | Office productivity tools | We use G-suite for a range of activities including: company email, file storage and video conferencing. Some user data such as email addresses and invoices/contracts may be used/stored on these tools to facilitate our wider business operations.  | US       | <a href="https://cloud.google.com/privacy/gdpr">https://cloud.google.com/privacy/gdpr</a>   | No                       | ISO, SOC etc - a host of different audit reports and certifications | <a href="https://cloud.google.com/security/compliance/offerings">https://cloud.google.com/security/compliance/offerings</a> |

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|--------|---------------------------------|---|----------|---|--------------------------|--|---|
| Slack  | Office productivity tools       | We use slack as a tool for our internal teams to communicate with one another. Additionally we are automatically notified on Slack about certain user activities like support requests and bug reports. In these cases Slack will have access to basic user information like name, email address and certain information about your device as well as activity logs associated with your use of our app. In the case of bug reports slack will also store filenames of images used in your projects as a reference. | US       | <a href="https://slack.com/intl/en-gb/trust/compliance/gdpr">https://slack.com/intl/en-gb/trust/compliance/gdpr</a>   | No                       | ISO (many) SOC2 Type II, SOC 3   | <a href="https://slack.com/intl/en-gb/trust/security">https://slack.com/intl/en-gb/trust/security</a>   |
| Xero   | Accounting                      | We use Xero for accounting purposes. For team and enterprise accounts that don't pay for our services through Stripe, we will store client contact information on this platform.  | US       | <a href="https://www.xero.com/uk/data/xero-and-gdpr/">https://www.xero.com/uk/data/xero-and-gdpr/</a>   | No                       | ISO 27001 and SOC 2  | <a href="https://www.xero.com/uk/data/">https://www.xero.com/uk/data/</a>   |
| Sentry | Error tracking                  | We use Sentry for tracking errors during the operation of our app. Sometimes information such as the name of the currently logged in user or the email of a user can be included on error reports.  | EU       | <a href="https://sentry.io/privacy/">https://sentry.io/privacy/</a>   | Yes                      | ISO 27001, SOC 2, regular third party audits                               | <a href="https://docs.sentry.io/security-legal-pii/security/soc2/">https://docs.sentry.io/security-legal-pii/security/soc2/</a>   |
| Mezmo  | Logging provider                | We use Mezmo for storing server logs. This can include information about a user such as their IP address, email and name.   | US       | <a href="https://www.mezmo.com/gdpr">https://www.mezmo.com/gdpr</a>   | Yes                      | SOC 2, ISO 27001:2013, HIPAA and PCI                                       | <a href="https://www.mezmo.com/compliance-security#:~:text=ORGANIZATIONAL%20SECURITY,and%20assessed%20by%20third%20parties">https://www.mezmo.com/compliance-security#:~:text=ORGANIZATIONAL%20SECURITY,and%20assessed%20by%20third%20parties</a> |
| Trello | Office productivity tools / CRM | We use Trello as an internal project management tool as well as a lead management pipeline for sales. Some basic contact information  | US       | <a href="https://support.atlassian.com/trello/docs/trello-and-gdpr-our-commitment-to-data-privacy/">https://support.atlassian.com/trello/docs/trello-and-gdpr-our-commitment-to-data-privacy/</a> | No                       | FedRAMP-authorized, PCI-DSS certified ISO/IEC 27001 and ISO/IEC 27018SOC 2 | <a href="https://trello.com/trust">https://trello.com/trust</a>   |

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|--------------|-------------------------|---|----------|---|--------------------------|----------------|---|
|              |                         | and notes relating to communication with clients (like product demos or bug reports) may be stored on this platform for reference in order to help us fulfill our service.  |          |   |                          | and SOC 3      |   |
| Abstract API | IP geolocation provider | We use Abstract's IP Geolocation API to detect where a user is logging in from. This is only used to enforce the 'bounds check' feature when active. Abstract API does not store any data in a central database, it is just cached for 7 days then deleted automatically. | N/A      | <a href="https://www.abstractapi.com/legal/dpa">https://www.abstractapi.com/legal/dpa</a> | Yes                      | SOC 2          | <a href="https://trust.abstractapi.com/">https://trust.abstractapi.com/</a> |

\* If a subprocessor has 'Yes' in the Production Environment column then this means that it is essential to the technical workings of our app. For those with 'No' listed in this column, then the subprocessor is used for administrative processes in our business operations such as for accounting, internal documents, intra-company communications and communicating with users/potential clients.

This list may be updated if we engage with new subprocessors or end our use of current ones. The latest revision date will be displayed on the top of this page.

In cases where we end our relationship with a subprocessor, we request deletion (and where appropriate, extraction) of any and all data of ours (and our clients) that they may hold.