Caption Pro Subprocessors

Last updated January 2026

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?*	Background checks	Additional Information	Security Tests	Security Information
AWS	Hosting and Database provider	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	https://aws.amazon.com/compliance/gdpr-center/	Yes	Yes	https://docs.aws.amazon.com/whitepapers/latest/aws-risk-and-compliance/aws-risk-and-compliance-program.html	SOC 1/ISAE 3402, SOC 2, SOC 3 FISMA, DIACAP, and FedRAMP PCI DSS Level 1 ISO 9001, ISO 27001, ISO 27017, ISO 27018	https://docs.aws.amazon.com/whitepapers/latest/aws-overview/security-and-compliance.html
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	https://devcenter.heroku.com/articles/gdpr	Yes	Yes	https://www.salesforce.com/content/dam/web/en_in/www/documents/pdf/salesforce-candidate-privacy-statement.pdf	ISO 27001, 27017, and 27018, SOC 1, 2, and 3	https://devcenter.heroku.com/articles/security-privacy-compliance#audits-and-certifications
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	https://stripe.com/gb/legal/privacy-center	Yes	Yes	https://stripe.com/gb/legal/eu-applicant-notice#:~:text=Stripe%20may%20occasionally%20process%20Personal,or%20permitted%20by%20applicable%20laws.	SOC 1 , SOC 2 and SOC 3	https://docs.stripe.com/security?locale=en-GB

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Google Cloud Services	Web image search and ReCaptcha	We use Google image search to look 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.	EU/US	https://cloud.google.com/privacy/gdpr	Yes	Yes	https://www.google.com/about/careers/applications/privacy-policy	ISO, SOC etc - a host of different audit reports and certifications	https://cloud.google.com/security/compliance/offerings
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	https://www.intercom.com/help/en/articles/1385437-how-intercom-complies-with-gdpr	Yes	Yes	https://trust.intercom.com/controls	Bi-annual audits, SOC 2 Type II audit	https://www.intercom.com/legal/security-policy
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	https://legal.hubspot.com/privacy-policy	No	Yes	https://legal.hubspot.com/recruiting-privacy-notice	SOC3 and SOC 2 Type 2	https://trust.hubspot.com/
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	https://www.twilio.com/en-us/gdpr	Yes	Yes	https://sendgrid.com/en-us/policies/security	SOC 2, Pen tests, ISO 27001	https://security.twilio.com/
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	https://cloud.google.com/privacy/gdpr	No	Yes	https://www.google.com/about/careers/applications/privacy-policy	ISO, SOC etc - a host of different audit reports and certifications	https://cloud.google.com/security/compliance/offerings

NAME	Service Provided	Data	Location	Privacy Information	Production Environment?*	Background checks	Additional Information	Security Tests	Security Information
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	https://slack.com/intl/en-gb/trust/compliance/gdpr	No	Yes	https://slack.com/intl/en-gb/security-practices	ISO (many) SOC2 Type II, SOC 3	https://slack.com/intl/en-gb/trust/security
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	https://www.xero.com/uk/data/xero-and-gdpr/	No	Yes	https://www.xero.com/uk/careers/faq/	ISO 27001 and SOC 2	https://www.xero.com/uk/data/
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	https://sentry.io/privacy/	Yes	.Yes	https://sentry.io/security/	ISO 27001, SOC 2, regular third party audits	https://docs.sentry.io/security-legal-pii/security/soc2/
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	https://www.mezmo.com/gdpr	Yes	Yes	https://www.mezmo.com/compliance-security#:~:text=ORGANIZATIONAL%20SECURITY,and%20assessed%20by%20third%20parties.	SOC 2, ISO 27001:2013, HIPAA and PCI	https://www.mezmo.com/compliance-security#:~:text=ORGANIZATIONAL%20SECURITY,and%20assessed%20by%20third%20parties.
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	https://support.atlassian.com/trello/docs/trello-and-gdpr-our-commitment-to-data-privacy/	No	Yes	https://www.atlassian.com/legal/security-measures#personnel-security	FedRAMP-authorized, PCI-DSS certified ISO/IEC 27001 and ISO/IEC 27018SOC 2	https://trello.com/trust

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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	
ipapi	IP geolocation provider	We use ipapi'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.	N/A	https://ipapi.co/privacy	Yes	Low public transparency regarding hiring practices.		Limited public information on security tests performed.	
OpenRouter (using OpenAi and Google)	Unified LLM management	We use OpenRouter to host and manage our LLM integrations. We use LLMs for our AI keywording feature and our auto-caption feature.	US	https://openrouter.ai/privacy	Yes	SOC2 compliant but background checks not confirmed on their trust center	The LLMs we use have a zero data retention policy and they do not train their models on data processed with Caption Pro	SOC2, ISO 27001	https://trust.openrouter.ai/?tab=compliance

* 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.