

Poka Subprocessors

Effective Date: May 28, 2025

1. Subprocessors

Poka relies on a carefully selected network of subprocessors to provide infrastructure, data storage, and various service enhancements. These partners are integral to the provision of our Software Services and are chosen based on their security practices, compliance with data protection laws, and their ability to deliver the necessary services to support Poka’s infrastructure and operations. Each subprocessor is required to enter into data processing agreements and is subject to regular security assessments to ensure they meet Poka’s standards.

1.1 Subprocessor List and Purposes:

Infrastructure Subprocessors :

Entity Name	Entity Type / Purpose	Entity Country
Amazon Web Services	Cloud Service Provider	United States, Canada & Europe

Other Service Subprocessors :

Entity Name	Entity Type / Purpose	Entity Country
Datadog, Inc.	Log management solution	United States
Functional Software (sentry.io)	Web app crash reporting	United States
Intercom, Inc.	Customer support and engagement & feedback collection	United States
Looker (Google LLC)	Business intelligence platform	United States
Fivetran, Inc.	ETL service in link with business intelligence	United States
Snowflake, Inc.	Data warehouse service	United States & Europe
Zapier, Inc.	Business automation system	United States
Wootric, Inc.	Provides customer-experience, feedback-collection and survey services.	United States
Flatfile	Mass import tool	United States
Amplitude	User analytics for service improvements and support service	United States
Readme	Online API documentation service	United States

Entity Name	Entity Type / Purpose	Entity Country
Beam (Pusher)	Web Notification service	United States & United Kingdom
Survey Monkey	Provides customer-experience, feedback-collection and survey services.	United States
Workato	Embed Automation platform	United States
Birdie	Customer support recordings collection tool	United States

Incidental Support Subprocessors :

Entity Name	Entity Type / Purpose	Entity Country
Slack, Inc	Internal communication tool.	United States
Google LLC	Email and storage of documents.	United States
Opsgenie (Atlassian)	IT operations and Incident Management	United States
Statuspage (Atlassian)	Maintenance and incident communication tool	United States

Poka Affiliates :

Affiliate Name	Location
Poka Inc.	Canada
Poka US Inc.	USA
IFS R&D International (Pvt) Ltd	Sri Lanka

2. Notification of Changes

Poka is committed to transparency and trust in our client relationships. Should there be any changes to our list of subprocessors, including the addition or replacement of providers, we will provide notice of any new subprocessors to the extent required under the Agreement.

2.1 Communication channels:

- **Email Notifications:** Direct emails sent to our Clients' registered contact addresses as provided in the admin center.
- **In-app Notification:** Announcements and updates will be sent through our app to all Poka administrators to ensure that all administrators are promptly informed of any changes.
- **Subprocessors Updates on Our Website:** Revised subprocessor lists and changes will be documented on our website, available at [Poka Subprocessors](#).

3. Contact

3.1 If you have any questions regarding Poka's use of subprocessors, please contact us via email at privacy@poka.io.