



Merinio Subprocessor Register

September 28, 2026

Merinio Subprocessor Register

This register lists providers that process personal information on Customers' behalf. It excludes providers used solely for Merinio's own billing, marketing or employment purposes.

Locations refer to primary hosting unless otherwise stated. Logs, backups, communication routing and support may involve other regions, subject to the location commitments, notices and objection procedures in the Data Processing Agreement.

Provider	Processing activities	Hosting locations and scope
AWS	Cloud infrastructure for the Platform.	Canada — production infrastructure in two Canadian regions.
MongoDB Atlas	Managed Platform databases.	Canada — production databases hosted on AWS.
Datadog	Performance monitoring and incident diagnostics; user identifiers may appear.	United States.
Intercom	Customer support messages, identifiers and contact details.	United States.
HubSpot	Customer support/service records containing names and contact details. Own-purpose sales/billing use is separate.	United States.
Sentry	Error monitoring with user identifiers.	United States.
Twilio	Automated calls and SMS; phone numbers and communication content.	United States.
Mailgun	Automated email delivery; email addresses and message content.	United States.
OpenAI	AI-assisted work with customer information.	International, including the United States; locations depend on the service and configuration.
Mapbox	Converts customer-provided addresses into geographical coordinates.	United States — AWS infrastructure.
Google Workspace	Customer documents, email, storage and collaboration.	International — no regional storage restriction.
Slack	Customer-related collaboration messages and attachments.	United States by default; other regions depend on the data residency option.
Microsoft 365	Customer-related documents, email and collaboration.	International; locations depend on the services and account configuration.

Provider	Processing activities	Hosting locations and scope
Asana	Customer-related project tasks and service-delivery records.	United States — Virginia, with backups in Ohio.
Loom	Training and support recordings that may show customer information.	United States.
Linear	Bug tickets and attachments containing customer information.	United States.