

SurveyMonkey Subprocessors

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Please note that not all subprocessors are used in the provision of all of our Services. Our subprocessor list is segmented into specific SurveyMonkey services.

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Subprocessors used to provide SurveyMonkey

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
Amazon Web Services ("AWS")	Data storage services for storing assets and database hosting; Content distribution network ("CDN") services	<p>Personal data</p> <p>Names of Individuals (First and/or Last Names)</p> <p>Any unique identifier that can be used to tie to a particular person in the real world</p> <p>Vehicle registration plate number</p> <p>Data of Birth</p> <p>Email Address</p> <p>Phone Number</p> <p>Physical Address (i.e. 123 Fake St)</p> <p>ZIP/Postal Code</p> <p>Apartment Numbers (i.e. Address Line 2)</p> <p>IP address</p>	<p>United States - low</p> <p>Canada - non-material</p> <p>Ireland - non-material</p>	SCCs	<p>Please see AWS's commitments to data control, data privacy, and security.</p> <p>Specifically, SurveyMonkey uses the latest generation of EC2 which automatically gain the protection of the AWS Nitro System. Using purpose-built hardware, firmware, and software, AWS Nitro provides unique and industry-leading security and isolation by offloading the virtualization of storage, security, and networking resources to dedicated hardware and software. This enhances security by minimizing the attack surface and prohibiting</p>

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		<p>IMSI/IMEI numbers</p> <p>MAC address</p> <p>Insurance details</p> <p>Family members and Dependents</p> <p>Sensitive Personal Data can be included in survey response or form data and so AWS may store any of the following:</p> <p>Government/National ID (e.g. SSN, SIN), Driver's License number, Passport number</p> <p>Username and password, Authentication credentials</p> <p>Financial and Payment information (account log-in, financial account, debit card, or credit card number in combination with any required security or access code, password, or credentials allowing access to</p>			<p>administrative access while improving performance.</p> <p>All data in transit between our secure datacenter facilities, availability zones, and regions is encrypted automatically at the hardware level. SurveyMonkey also utilizes AWS Key Management Services to control and manage our own keys within FIPS-140-2 certified hardware security modules. Regardless of whether data is encrypted or unencrypted, we will always work vigilantly to protect data from any unauthorized access.</p> <p>Our security team has carried out a comprehensive review of all AWS cloud</p>

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		<p>an account)</p> <p>Geolocation</p> <p>Race/ethnicity</p> <p>Religious/Political/Trade Union Affiliation</p> <p>Sex life or Sexual Orientation</p> <p>Health data (incl. prescription medications, medical procedures and tests, diagnoses, medical practitioners and area of practice, health card numbers etc.)</p> <p>Biometrics (e.g. fingerprints, voice recordings, photos)</p> <p>Genetic data</p> <p>Salary/Income (or ranges of same)</p> <p>Customer survey responses (responses received by a customer to the survey they create within SurveyMonkey</p>			<p>infrastructure services and changes are kept under continual review.</p> <p>SurveyMonkey encrypts all data at rest in our data centres using AES 256 based encryption. Additionally, SurveyMonkey encrypts all data in motion using (i) RSA with 2048 bit key length based certificates generated via a public Certificate Authority, for communications with entities outside SurveyMonkey's data centres, and (ii) RSA 256 certificates generated via Internal Certificate Authority, for all the data within the data centre.</p> <p>These encryption efforts prevent the acquisition of data in an intelligible form This also deters wiretapping between</p>

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
		<p>accounts)</p> <p>Credit score/record</p> <p>Communications - the contents of a consumer's private communications, unless the company is the intended recipient of the communication</p> <p>Criminal record</p> <p>Quasi identifiers: This could include data which is not personal unless linked to other data e.g. web identifiers, device information, browser data and other metadata which may in some cases be linkable to other categories of data listed above.</p>			<p>the two end-points while such data is in transmission or in storage.</p>
Microsoft (Sharepoint)	Internal document repository	Customer Data as requested to provide Professional Services (eg: survey design and response analysis)	USA - low	SCCs	Please see Microsoft Cloud Transfer Whitepaper and security documentation .

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SurveyMonkey Inc.	Customer and product support services; product development, infrastructure, and technology services.	Respondent: Contact Information, Usage Information, Device Information, Cookie and other tracking information	USA - low	Data Privacy Framework (where transfer is EU/UK/Switzerland to US); SCCs	Please see description above and our Security Statement and GDPR Whitepaper .
SurveyMonkey Australia Pty Limited	Customer and product support services; product development, infrastructure, and technology services.	Respondent: Contact Information, Usage Information, Device Information, Cookie and other tracking information	Australia - low	SCCs	Please see description above and our Security Statement and GDPR Whitepaper.
SurveyMonkey Canada Inc.	Customer and product support services; product development, infrastructure, and technology services.	Respondent: Contact Information, Usage Information, Device Information, Cookie and other tracking information	Canada - non-material	Adequacy	Please see description above and our Security Statement and GDPR Whitepaper .
SurveyMonkey UK Ltd.	Customer and product support services; product development,	Respondent: Contact Information, Usage Information, Device Information, Cookie and other tracking information	UK - non-material	Adequacy	Please see description above and our Security Statement and GDPR Whitepaper.

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
	infrastructure, and technology services.				
Salesforce (including Sales Cloud, Service Cloud, Community Cloud, Chatter, Salesforce Platform, Customer Data Platform, Marketing Cloud, Mulesoft, and Tableau CRM)	Customer Support	Names of Individuals (First and/or Last Names) , Email, Phone Number, Content of communications sent during provision of Customer Support	USA - low	SCCs	Please see Salesforce's Security Whitepaper , security certifications , DPA FAQ , and Trust and Compliance documentation .
Snowflake	Storage of usage data for analytics and product development.	IP Address, Email address (first and last name), Quasi identifiers Respondent ID	USA - low	SCCs	SurveyMonkey data is stored encrypted at rest on AWS S3. Snowflake uses strong AES 256 bit encryption with a hierarchical key model.

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
					<p>Snowflake implements a comprehensive monitoring and logging system.</p> <p>Snowflake is ISO 27001 and SOC 2 certified and these certifications have been reviewed by the SurveyMonkey security team in full as part of our risk review.</p> <p>Employees are provided with both Security and Privacy Awareness Training overview which they are required to complete at hire and then on an annual basis thereafter. In addition, as needed, other quarterly training on featured security and privacy related topics and role specific training for personnel whose role responsibilities require additional security</p>

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					<p>procedures are provided.</p> <p>Access to any production environment is based on least privileged access rules and role based access controls and deprovisioning is similarly managed and monitored.</p> <p>See Snowflake's documentation for more information: Data Security and Trust Center.</p>
Sparkpost	Email delivery service.	Email address, meta data (open clicks, date stamps)	USA - low	SCCs	<p>See: Security Program - SparkPost</p> <p>SparkPost maintains Customer Data in an encrypted format at rest and in transit using SSL, HTTPS, and opportunistic TLS as applicable.</p>

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					<p>Customer Data is encrypted when in transit between Customer and SparkPost Services using HTTPS. Customer Data is encrypted when in transit between SparkPost and Recipient using opportunistic TLS.</p> <p>SparkPost conducts various third-party audits to attest to various frameworks including SOC 2 Type II and regular application vulnerability and penetration testing.</p> <p>SparkPost does not store the message body of an Email after it has either been delivered to the Recipient or has bounced or otherwise been rejected by the mailbox provider, which</p>

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					<p>typically occurs within seconds. In the event of a rejection or bounce, SparkPost will retain the message body for a limited period of time to allow for the Email transmission to be retried. If the transmission is still unsuccessful, the message body is permanently deleted.</p> <p>SparkPost only stores Recipient Personal Data in raw form for a limited amount of time after the transmission of an Email to a Recipient. After the initial retention period, the Personal Data is pseudonymized through a one-way hash and is only stored in its pseudonymized form. For more information about this process please see the Sparkpost</p>

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					Data FAQs available here .
Splunk	Software for searching, monitoring, and analyzing machine-generated data.	Respondent ID, Respondent email address, First and last name, phone number, Browser information, Open text response data	USA - low	SCCs	Please see Splunk's security documentation and compliance certificates .
Twilio	SMS delivery.	Respondent phone number, Content of SMS communications	USA - low	SCCs	Please see Twilio's security certification , security statement , and security overview .
Upwork	Support team task augmentation (contractors).	Names of Individuals (First and/or Last Names) , Email, Phone Number, Content of communications sent during provision of Customer Support	Philippines - low	SCCs	Please see Upwork's security page , in addition to the information below. SurveyMonkey employs remote desktop control over contracted support agents. All personnel handling personal data are subject to confidentiality obligations. Anti-malware and malicious software detection controls are in place to

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					<p>ensure no unauthorised access to data can take place, and all data are encrypted when transferred over public networks.</p> <p>There are also specific data handling procedures in place which ensure strict 'need to know' access controls are in place, as well as policies which ensure the deletion of the data after use. Further access controls also require specific identification of the terminal user on the relevant systems, as well as requiring identification codes and password complexity standards for anyone who needs to access the data. VPNs, two-factor authentication and role-based access are also</p>

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					<p>baked into the main access control procedures.</p> <p>During transmission, data are subject to various strict transmission controls including procedures preventing the data from being read, copied, altered or deleted while in transit. Encryption technologies and the use of firewalls are in place to protect gateways and firewalls through which the data travels, and VPN connections safeguard the data connection to internal networks. Infrastructure is constantly monitored (e.g. through ICMP-Ping at network level), and the end-to-end security monitoring takes place to ensure the</p>

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					<p>completeness and correctness of all transfers.</p> <p>All encryption solutions are deployed with no less than a 128-bit key for symmetric encryption and a 1024 (or larger) bit key length for asymmetric encryption.</p> <p>Input control ensures that it is possible to check and establish whether and by whom Personal Data has been input into data processing systems or removed.</p> <p>Such controls include authentication and logging. Vulnerability management is in place to detect and immediately remedy any system vulnerabilities.</p>

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					<p>Data destruction procedures also ensure that data subject to the transfer are secured and not held for any longer than necessary to achieve the purposes of customer support.</p>
<p>Xoriant, InfoSol, Tredence, Impetus, Valuelabs</p>	<p>Data & Analytics team task augmentation (contractors).</p>	<p>Data as listed for Snowflake</p>	<p>USA - low</p>	<p>SCCs</p>	<p>All the security controls available and listed above for Snowflake are utilized to ensure least privileged access for our third party contractors. We utilize remote desktop security as well as the other security controls which apply to any internal SurveyMonkey systems. See our security statement for further details.</p>

Subprocessors used to provide Audience/Market Research

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
AWS	See above	See above	See above	See above	See above
Microsoft	See above	See above	See above	See above	See above
SurveyMonkey Affiliates (SurveyMonkey Inc., SurveyMonkey Australia Pty Limited, SurveyMonkey Canada Inc., SurveyMonkey UK Ltd.)	See above	See above	See above	See above	See above
Salesforce	See above	See above	See above	See above	See above
Snowflake	See above	See above	See above	See above	See above
Sparkpost	See above	See above	See above	See above	See above
Splunk	See above	See above	See above	See above	See above
Twilio	See above	See above	See above	See above	See above
Upwork	See above	See above	See above	See above	See above
Xoriant, InfoSol, Tredence, Impetus, Valuelabs	See above	See above	See above	See above	See above

Subprocessors used to provide GetFeedback Digital

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
AWS	See above	See above	See above	See above	See above
Google	Open-text response translation feature requested by a subset of GetFeedback Digital customers.	Survey Response data. This may or may not include personal data, depending on the types of questions in the survey and how the respondent chooses to answer the questions.	USA - low	SCCs	https://cloud.google.com/security/
SurveyMonkey Affiliates (SurveyMonkey Inc., SurveyMonkey Australia Pty Limited, SurveyMonkey Canada Inc.,	See above	See above	See above	See above	See above

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
SurveyMonkey UK Ltd.)					
ScaleGrid	Database hosting	<p>Names of Individuals (First and/or Last Names)</p> <p>Any unique identifier that can be used to tie to a particular person in the real world</p> <p>Vehicle registration plate number</p> <p>Data of Birth</p> <p>Email Address</p> <p>Phone Number</p> <p>Physical Address (i.e. 123 Fake St)</p>	Ireland - non-material	Data is not transferred out of Europe.	https://mongodb.scalegrid.io/hubfs/Whitepaper-ScaleGrid-Infrastructure-Security.pdf

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
		ZIP/Postal Code Apartment Numbers (i.e. Address Line 2) IP address IMSI/IMEI numbers MAC address Insurance details Family members and Dependents Sensitive Personal Data can be included in survey response or form data and so AWS may store any of the following:			

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
		<p>Government/National ID (e.g. SSN, SIN), Driver's License number, Passport number</p> <p>Username and password, Authentication credentials</p> <p>Financial and Payment information (account log-in, financial account, debit card, or credit card number in combination with any required security or access code, password, or credentials</p>			

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
		<p>allowing access to an account)</p> <p>Geolocation</p> <p>Race/ethnicity</p> <p>Religious/Political/Trade Union Affiliation</p> <p>Sex life or Sexual Orientation</p> <p>Health data (incl. prescription medications, medical procedures and test, diagnoses, medical practitioners and area of practice, health card numbers etc.)</p>			

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
		<p>Biometrics (e.g. fingerprints, voice recordings, photos)</p> <p>Genetic data</p> <p>Salary / Income (or ranges of same)</p> <p>Customer survey responses (responses received by a customer to the survey they create within SurveyMonkey accounts)</p> <p>Credit score / record</p> <p>Communications - the contents of a consumer's private</p>			

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
		<p>communications, unless the company is the intended recipient of the communication</p> <p>Criminal record</p> <p>Quasi identifiers: This could include data which is not personal unless linked to other data e.g. web identifiers, device information, browser data and other meta data which may in some cases be linkable to other categories of data listed above.</p>			

Subprocessors used to provide GetFeedback Direct

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
AWS	See above	See above	See above	See above	See above
Functional Software Inc. (Sentry)	Applications error capturing (site health monitor).	<p>Direct identifying information (e.g. name, email address, telephone)</p> <p>Indirect identifying information (e.g. job title, gender, date of birth)</p> <p>Device identification data and traffic data (e.g. IP addresses, MAC addresses, web logs, browser agents)</p> <p>Any personal data supplied by end users of the Service.</p>	USA - low	SCCs	See Sentry's security page for more details.

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
Google	Hosts survey assets and respondent assets, NLP for respondent data, respondent data hosted on Google platform for searching/indexing dashboards.	Survey Response data. This may or may not include personal data, depending on the types of questions in the survey and how the respondent chooses to answer the questions.	USA - low	SCCs	https://cloud.google.com/security/
Heroku (if you utilize GetFeedback Direct's EU Data Center, Heroku is not a subprocessor)	Application host and data store that runs on AWS.	See 'Amazon/AWS' above	USA - low	SCCs	Please see Heroku's security certifications and Trust and Compliance documentation .
IPdata	Geolocation lookup for Respondents	IP address	USA - low	SCCs	Please see IPdata's Privacy Policy for more information.

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
SurveyMonkey Affiliates (SurveyMonkey Inc., SurveyMonkey Australia Pty Limited, SurveyMonkey Canada Inc., SurveyMonkey UK Ltd.)	See above	See above	See above	See above	See above
Salesforce	See above	See above	See above	See above	See above
Splunk	See above	See above	See above	See above	See above

Subprocessors used to provide Wufoo

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
AWS	See above	See above	See above	See above	See above
Microsoft	See above	See above	See above	See above	See above
SurveyMonkey Affiliates (SurveyMonkey	See above	See above	See above	See above	See above

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
Inc., SurveyMonkey Australia Pty Limited, SurveyMonkey Canada Inc., SurveyMonkey UK Ltd.)					
Salesforce	See above	See above	See above	See above	See above
Snowflake	See above	See above	See above	See above	See above
Sparkpost	See above	See above	See above	See above	See above
Splunk	See above	See above	See above	See above	See above

Subprocessors used to provide TechValidate

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
AWS	See above	See above	See above	See above	See above
Engine Yard	Website hosting tool and cloud application management	See 'AWS' above	US - low	SCCs	Engine Yard is contractually committed to: host data at a secure facility (such as AWS) with data center access restrictions, monitoring, security staff, and other commercially

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
					<p>reasonable physical security measures; maintain restricted network access, firewalls, server hardening measures, user authentication protocols, event logging, and other commercially reasonable system and network security measures designed to protect the security of personal data; encrypt personal data where feasible and commercially reasonable in accordance with industry standards for encryption at rest and in transit; and grant access on the principle of least privilege on a role basis and subject to authorization and deactivation practices of SurveyMonkey.</p>
Microsoft	See above	See above	See above	See above	See above
SurveyMonkey Affiliates (SurveyMonkey Inc., SurveyMonkey Australia Pty Limited, SurveyMonkey Canada Inc.,	See above	See above	See above	See above	See above

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
SurveyMonkey (UK Ltd.)					
Salesforce	See above	See above	See above	See above	See above

Subprocessors used to provide Customer Experience (CX)

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
AWS	See above	See above	See above	See above	See above
Engine Yard	See above	See above	See above	See above	See above
Microsoft	See above	See above	See above	See above	See above
SurveyMonkey Affiliates (SurveyMonkey Inc., SurveyMonkey Australia Pty Limited, SurveyMonkey Canada Inc., SurveyMonkey UK Ltd.)	See above	See above	See above	See above	See above
Salesforce	See above	See above	See above	See above	See above

Subprocessors used to provide SurveyMonkey Apply

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
AWS	See above	See above	See above	See above	See above
Bridgewater Labs	Task augmentation (engineering contractors)	All possible personal data categories collected in SM Apply forms.	Canada - non-material	SCCs	All the security controls available and listed above for AWS are utilized to ensure least privileged access for our third party contractors. We utilize remote desktop security as well as the other security controls which apply to any internal SurveyMonkey systems. See our security statement for further details.
Microsoft	See above	See above	See above	See above	See above
SurveyMonkey Affiliates (SurveyMonkey Inc., SurveyMonkey Australia Pty Limited, SurveyMonkey Canada Inc., SurveyMonkey UK Ltd.)	See above	See above	See above	See above	See above

Subprocessor	Purpose	Personal Data	Location and Assessment of Legal Regime Risk	Mechanism of transfer	Supplementary Measures: Contractual, Organizational, and Technical
Salesforce	See above	See above	See above	See above	See above
Sparkpost	See above	See above	See above	See above	See above