



**LIST OF SUB-PROCESSORS  
USED IN CONNECTION WITH THE BRAZE SERVICES**

This Schedule describes the Sub-processors material to Braze’s provision of the Braze Services.  
(effective as of the Effective Date; subject to change)

Last Modified: May 2024

Braze, Inc. (“Braze”) uses certain Sub-processors, whether third parties or subsidiaries of Braze (as described below) who process Personal Data on behalf of Braze and in connection with Braze’s provision of the Braze Services to its customers. Capitalized terms used herein without definition are used as defined in the Agreement.

Sub-processors are subject to written agreements that contain confidentiality and security commitments, in substance the same as those in the DPA with respect to the protection of Personal Data to the extent applicable to the nature of the services provided by such Sub-processor. Braze remains responsible for the acts and omissions of its Sub-processors pursuant to the DPA.

What follows is the list of Sub-processors that Braze uses in its provision of the Braze Services. Depending upon a Customer’s use of the Braze Services e.g. geographical location of the Customer, not all Sub-Processors will be needed to deliver the Braze Services. Sub-processors receive, store, structure, categorize, analyze, handle, process and send Personal Data, as applicable and in accordance with the Agreement. The Sub-processors Process Personal Data until the earlier of (i) the completion of the Processing provided by such Sub-processor, and (ii) the duration of the Agreement, subject to the terms of the Agreement and the Documentation.

Customers shall provide appropriate contact details through Braze’s applicable subscription mechanism in order to receive notice of new Sub-processors. More information on Sub-processors, including their contact details and available notification mechanisms, can be found at <http://braze.com/subprocessors>.

Storage and Analytics Services

Entity Name	Services Provided	Location of Processing
Amazon Web Services, Inc.	Third-party hosting provider.	United States
Amazon Web Services Germany GmbH	Third-party hosting provider.	European Union
Amazon Web Services Ireland Ltd.	Third-party hosting provider.	European Union
Rackspace US, Inc.	Provides ObjectRocket, a managed database service provider that hosts and stores End User profiles.	United States, European Union
Snowflake Computing Inc.	A managed database provider that hosts Personal Data to enable analytics reporting.	United States, European Union
Clickhouse, Inc.	A managed database provider that hosts Personal Data to enable analytics reporting.	United States, European Union
Google LLC	Provides Looker, a business intelligence software used to analyze Customer Data to identify trends and business outcomes.	United States
dbt Labs, Inc.	A tool that enables transformation, modelling and testing of data in the data warehouse for analytics purposes.	United States

SMS/MMS and Email Delivery Services

Entity Name	Services Provided	Location of Processing
MessageBird USA, Inc.	Provides Sparkpost, an email delivery provider.	European Union, United States
Twilio Inc.	Email delivery provider (via SendGrid) and SMS/MMS delivery provider.	United States

Infobip Inc.	SMS/MMS delivery provider.	United States, European Union
--------------	----------------------------	----------------------------------

Content Delivery Networks

The Braze Services use content delivery networks (“CDNs”) to provide the Braze Services, for security purposes, to support Dashboard User authentication, and to optimize content delivery. CDNs are commonly used systems of distributed services that deliver content based on the geographic location of the individual accessing the content and the origin of the content provider. Content items that are transmitted via CDNs tend to be high content data (videos, images) that have been uploaded to the Braze Services and may be cached by a CDN to expedite delivery of such content to End Users.

Entity Name	Services Provided	Location of Processing
Amazon Web Services, Inc.	Content delivery network used by Braze to optimize content delivery.	Global
Fastly, Inc.	Content delivery network used by Braze for the routing of encrypted API calls to Braze servers, and to optimize content delivery.	Global ( <a href="https://www.fastly.com/network-map">https://www.fastly.com/network-map</a> )
Cloudflare, Inc.	Content delivery network used by Braze for the routing of encrypted API calls to Braze servers, and to optimize content delivery.	Global ( <a href="https://www.cloudflare.com/network/">https://www.cloudflare.com/network/</a> )

Monitoring, Diagnostic, and Support Services

The Braze Services use third-party vendors in connection with the delivery of the Braze Services. These third parties may process Personal Data in connection with monitoring, troubleshooting, log management and the provision of support or training to customers.

Entity Name	Services Provided	Location of Processing
DataDog, Inc.	Application performance monitoring, infrastructure and network monitoring, and error capturing. Braze may provide End User metadata, such as user identifiers, to DataDog for support and application troubleshooting and to improve performance of the Braze Services.	United States
Functional Software, Inc. dba Sentry	Error tracking platform used by the Braze Services to capture errors that occur in the Braze Services. Braze may provide End User metadata such as user identifiers to Sentry for support and application troubleshooting and improving performance.	United States

Customer Success, Business Operations and Technical and Engineering Support Services

Entity Name	Services Provided	Location of Processing
Braze Australia Pty Ltd. Braze Canada Ltd. Braze France SAS Braze Germany GmbH Braze Global Sales Ireland Limited Braze Ireland Procurement Limited Braze KK Braze Limited Braze Pte Ltd. PT Braze Indonesia Technology	Subsidiaries providing customer success, business operations and support services.	Australia Canada France Germany Ireland Ireland & Romania Japan United Kingdom Singapore Indonesia