List of subprocessors

Updated: 2021-11-8

This page contains a list of the subprocessors that ProductImpulse B.V. makes use of pursuant to our Privacy Policy and DPA. ProductImpulse B.V. is a Dutch company registered with the Dutch Chamber of Commerce under number 60414464 located at Kromme Nieuwegracht 66, 3512 HL Utrecht, and is hereafter referred to as "Channable".

Changes to this list

Channable uses this list to communicate changes in subprocessors. Changes to this page are made when Channable contracts new subprocessors. Channable account owners are updated of changes over email.

In the event that a subscriber does not agree to a change in subprocessors, the subscriber needs to contact Channable in writing within thirty (30) days documenting their objection and the actions the subscriber wishes Channable to take. If this does not happen, the subscriber consents to the change in subprocessors.

Infrastructure subprocessors

Infrastructure Subprocessors enable Channable to provide the Channable Service (as defined in our Terms and Conditions). The following is an up-to-date list of processors (as of the date of this document):

Entity	Country of residence	Purpose
Google LLC	US	Cloud services
Functional Software, Inc.	US	Error monitoring

Support subprocessors

Channable makes use of the following subprocessors for providing customer support and customer onboarding. Entities marked 'if applicable' are only used in case a support query requires diagnostic input from the respective subprocessor - for example, the integration between the subprocessor's software and Channable is not functioning as expected.

Entity	Country of residence	Purpose
Zendesk, Inc.	US	Email, ticketing, help center, analytics
Intercom, Inc.	US	Onboarding

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