



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

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

Last Modified: January 2020

Braze, Inc. (“Braze”) uses certain Sub-processors, including certain wholly-owned subsidiaries of Braze (as described below) in connection with its provision of the Braze Services to its customers.

As used herein, Sub-processors refer to Affiliates of Braze and third parties who process Personal Data on behalf of Braze. Third parties engaged by Braze as Sub-processors are subject to written agreements that contain confidentiality and security commitments not less protective than 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. Terms used herein without definition are used as defined in the MSA.

As part of Braze’s customer onboarding process, Customers will be requested to provide appropriate contact details to receive notice of new Sub-processors.

Infrastructure Sub-processors – Storage of Personal Data

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
MongoDB, Inc.	Managed database service provider for storage of End User profiles for customers who choose to store data in the EU	European Union
ObjectRocket, LLC, a Rackspace company	Managed database service provider for storage of End User profiles	United States, European Union

Sub-processors – Personal Data Processing

Entity Name	Services Provided	Location of Processing
Braze, Ltd.	Wholly-owned subsidiary providing customer success and support services	European Union
Braze Pte Ltd.	Wholly-owned subsidiary providing customer success and support services	Singapore
Looker Data Sciences, Inc	Business intelligence software used to analyze Customer Data to identify trends and business outcomes.	United States
MailJet inc.	Email delivery provider	European Union
SendGrid, Inc.	Email delivery provider	United States
Message Systems, Inc. (dba SparkPost)	Email delivery provider	European Union
Snowflake Computing Inc.	Snowflake is a data warehouse used by Braze to provide enhanced analytics on Customer Data to customers. Data sent to Snowflake may include Personal Data, event-based data, and campaign and app metadata such as campaign outcomes.	United States, European Union

Twilio Inc.	SMS aggregator used to deliver SMS messages	Global
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### Content Delivery Networks

The Braze Services use content delivery networks (“CDNs”) to provide the Braze Services, for security purposes, to support 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.

Name of CDN	Description of CDN Services	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

### Monitoring, Diagnostic, and Support Services

The Braze Services use certain third-party vendors in connection with the delivery of the Braze Services. These third parties may process Personal Data in connection with monitoring, troubleshooting, and the provision of support 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 or dashboard Customer metadata, such as user identifiers, to DataDog for support and application troubleshooting and to improve performance of the Braze Services.	United States
Sentry, registered under Functional Software, Inc.	Error tracking platform used by the Braze Services to capture errors that occur in the Braze Services. Braze may include dashboard Customer metadata such as user identifiers to Sentry for support and application troubleshooting and improving performance.	United States
SkillJar, Inc.	SkillJar is a learning management system used by Braze for training and enablement of Braze customers for use of the Braze Services. Braze provides identifiers such as name and email address to SkillJar to enable single sign-on functionality.	United States
SolarWinds Worldwide, LLC.	Log management platform used by the Braze Services for diagnostic purposes. Braze may include End User or dashboard customer metadata such as user identifiers in its logs for support troubleshooting.	United States