

Rithum Sub-Processors

As a data processor under the GDPR, Rithum makes use of the sub-processors listed below to support Rithum in its performance of services for its customers. Use of these sub-processors may be varied by the contract terms in place between Rithum and a customer.

To meet its obligations under Art. 28 of the GDPR, Rithum makes the following disclosures:

Name of Sub-Processor	Location of Sub-Processor	Description of Processing
Amazon Web Services	USA	Cloud hosting and infrastructure services
Anthropic	USA	AI assistant and large language model services
Atlassian Jira	USA	IT ticketing and project management
Celigo	USA	Business application integration for accounts payable and receivable
Cleo Harmony	USA	Secure electronic data interchange (EDI) and file transfer services
Conga	USA	Business application integration
Crowdstrike	USA	IT security
DataDog	USA	Application performance monitoring and log management
DocuSign	USA	Electronic signature tool
Explo	USA	Customer-facing data visualizations and reporting
FlatRock Technology Limited	UK	Customer and technical support services
Frontegg, Inc.	USA	Customer-facing single sign-on (SSO) authentication
Gainsight	USA	Customer success management platform
Google	USA	Security information and event management - (SIEM); Data ETL and Visualization
LaunchDarkly	USA	Code Release Staging
Vuchi Media Inc. d/b/a MediaMint	USA	Service Support
Microsoft	USA	Hosting Services; Office Suite; SQL; Co-Pilot
MindCloud Inc	UK	iPaaS pushing Rithum order data to client ERPs
OpenText/GXS	USA	VAN Communications
Oracle NetSuite	USA	Billing and financial management
PagerDuty	USA	Incident Management Software
Palo Alto	USA	Threat prevention and URL filtering
parcelLab Inc	USA	Post-purchase shipment tracking and delivery notifications
Paystand	USA	Billing and payment processing
PrintNode Ltd	UK	Remote printing of consumer shipping labels
project44	USA	Shipment tracking and visibility
Rock and Welch LLC (OFAC-API.com)	USA	Sanctions (OFAC) screening of users and suppliers
Salesforce /Slack/ Ownbackup	USA	Customer relationship management and messaging

Name of Sub-Processor	Location of Sub-Processor	Description of Processing
Shippo	USA	Shipping label generation and shipment tracking
Spacelift	USA	Terraform IaC State Management and Deployment
SumoLogic	USA	Application log management and analytics
Tableau	USA	Data ETL analytics and visualization
Tierpoint Services LLC	USA	Backend IT infrastructure co-location facility used for data storage of all application data
VMWare	USA	Data virtualization and infrastructure management
ZenDesk	USA	Customer service management

Rithum Affiliates:

Rithum Corporation, Rithum CA UK Limited, Rithum Ireland Limited, Rithum (AU) Pty Limited, and Rithum Spain S.L. also act as sub-processors, providing localized services to Rithum clients. Contact and location details for each affiliate are available at rithum.com/about/contact.