Flowstate Sub-processors

Last Updated: 4/8/2024

Overview

Flowstate Technologies LLC ("Flowstate") engages with certain sub-processors and infrastructure suppliers to assist in delivering our services to our customers efficiently and securely. This document outlines the sub-processors currently engaged by Flowstate.

For any inquiries regarding our sub-processors or to subscribe to updates regarding this document, please contact security@flowstatesolutions.ai.

Flowstate Sub-processors

Below is a list of sub-processors and infrastructure suppliers utilized by Flowstate, including details on the services they provide.

Infrastructure Suppliers

- **Microsoft Corporation (Azure)**
    - **Services Provided**: Cloud hosting services
    - **Location(s)**: United States, Ireland, Australia, Canada
    - **Contact Information**: Azure Support

Customer Support Services

- **Zendesk, Inc.**
    - **Services Provided**: Customer support platform
    - **Location(s)**: United States
    - **Contact Information**: Zendesk Support

Marketing and Sales Services

- **HubSpot, Inc.**
    - **Services Provided**: Marketing, sales, and customer service platform
    - **Location(s)**: United States
    - **Contact Information**: HubSpot Support

Project Management Services

- **GuideCX, Inc.**
  - o **Services Provided**: Client onboarding and project management
  - o **Location(s)**: United States
  - o **Contact Information**: GuideCX Contact

Communication Services

- **SendGrid, Inc. (Twilio SendGrid)**
  - o **Services Provided**: Email delivery and marketing solutions
  - o **Location(s)**: United States
  - o **Contact Information**: SendGrid Support
- **Twilio, Inc.**
  - o **Services Provided**: Cloud communications platform (SMS, voice)
  - o **Location(s)**: United States
  - o **Contact Information**: Twilio Support

Changes and Updates

Flowstate reserves the right to update this list from time to time as our service needs evolve. We will provide our customers with notice of any changes by updating this document.

Contact Information

For any questions about this document or our sub-processors, please reach out to security@flowstatesolutions.ai.