

Subprocessor List

On this page, you may learn more about the entities engaged by Aircall to carry out the processing of personal data on its customers' behalf (referred to as "Subprocessors") in compliance with the applicable data protection (privacy) laws and the Data Processing Agreements concluded between Aircall and its customers (the "DPA").

Which entities qualify as Aircall's Subprocessors?

In order to offer our services in the contracted scope and quality, Aircall hires and works with carefully selected third-party entities—the **third-party Subprocessors**.

Furthermore, the Aircall contracting entity engages other entities from the Aircall group—the **intra-group Subprocessors**—in the processing of its customers' data for the same reason.

An entity qualifies as Aircall's Subprocessor if under the applicable data protection (privacy) laws:

- (i) Such entity has or may have access to personal data processed by Aircall on behalf of all or some of its customers;
- (ii) Such entity has been engaged by Aircall to provide a service necessary for the provision of Aircall's services; and
- (iii) The engagement of such an entity has been authorized by Aircall's customers by means of the process described in the DPA.

How does Aircall select its third-party Subprocessors?

Aircall maintains a strict internal procedure for the careful selection of a proposed third-party Subprocessor. The procedure always includes a detailed review of the third-party Subprocessor's information security and privacy practices, both before its onboarding and during its engagement. Aircall's third-party Subprocessors must

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ensure the same level of protection for personal data shared with them as the level to which Aircall commits toward its customers.

What are the Subprocessors' contractual commitments in relation to the protection of personal data?

Where Aircall engages Subprocessors, it does so by way of a contract that imposes on the Subprocessor the same obligations as the ones imposed on Aircall under the DPA. Aircall ensures that the Subprocessor complies with the obligations to which Aircall, as the data processor, is subject pursuant to the DPA and applicable data protection laws. Therefore, the same level of protection for personal data shared with any Subprocessor is granted.

Aircall's authorization to engage the Subprocessors

By executing the DPA, the customer grants Aircall a general authorization to engage new Subprocessors, add, or replace the Subprocessors in the list (unless specifically agreed otherwise between a particular customer and Aircall).

Aircall's process for implementing changes in the list of Subprocessors

In case the list of Subprocessors is modified by Aircall, the customer will be informed of any intended changes via email notification sent to the address(es) associated with the customer's account. Aircall sends the notification to the email addresses of all admin users of the customer's account. We also provide the option to subscribe with additional email address(es) as recipients of the notification herein below. To the extent permitted by the DPA, the customer may reasonably object to the modification of the list of Subprocessors. In case the customer does not send any objection to Aircall in writing within ten (10) days of receiving the information (or within a different period of time specifically agreed between Aircall and the customer), the modifications will be deemed accepted by the customer. If the customer objects, the customer and Aircall will negotiate to find a solution that will satisfy both parties' interests.

Subscribe additional email address(es)

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Insert email address to receive notifications about changes in the list of Subprocessors

Previous versions

Version dated 11 May 2021

Version dated 22 July 2021

Version dated 22 September 2022

Version dated 2 January 2023

Version dated 3 October 2023

Version dated 26 April 2024

Version dated 27 January 2025

The list of third-party Subprocessors:

Infrastructure					
Name	Legal name	Contact details	Processing activities	Country of processing	Website
Amazon Web Services	AMAZON WEB SERVICES, INC.	Via Contact Form	Hosting of all data in Aircall product.	USA	https://aws.amazon.com/
Twilio	Twilio, Inc.	privacy@twilio.com	Voice transmission services. Twilio provides services that allow switching calls between the PSTN and VoIP environment. Every call made via Aircall is transmitted to Twilio.	USA	https://www.twilio.com/ https://www.twilio.com/legal/privacy
Ribbon	Ribbon Communications International Ltd.	privacy@rbbn.com	Call authentication/verification, call security and call-routing control. Ribbon provides services that protect and secure real-time communications via Aircall and ensures calls in certain countries are duly authenticated/verified.	USA	https://ribboncommunications.com/company/company-policies/policies/privacy-policy

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Security					
Name	Legal name	Contact details	Processing activities	Country of processing	Website
Datadog	Datadog, Inc.	gdpr@datadoghq.com	Monitoring for provided services/security purposes. The security tracking software provided by Datadog monitors our customers' activity (including automated access to personal data) in the Aircall system for the detection of potential security threats and generates security alerts for our teams. If a security violation is detected, we inform you accordingly. This activity is essential for preventing and potentially detecting cyberattacks and thus for Aircall's protection of your data and the provision of our service in the required and contracted quality.	USA	https://www.datadoghq.com/

Customer Support				
Processing activities	Ticketing, chatbot systems for assistance (Zendesk, Atlassian and Intercom), and support agents (PartnerHero). These Subprocessors process personal data only if a ticket for Customer Support is filed (or a chat conversation is initiated by an identified Aircall user) and to the extent personal data is shared by the customer in the ticket (chat conversation).			
Name	Legal name	Contact details	Country	Website
Atlassian	Atlassian Pty Ltd	privacy@atlassian.com	USA	https://www.atlassian.com/
Zendesk	Zendesk, Inc.	privacy@zendesk.com	Ireland/ USA	https://www.zendesk.de/#georedirect
Intercom	INTERCOM R&D UNLIMITED COMPANY	legal@intercom.com	USA	https://www.intercom.com/
PartnerHero	Partner Hero, Inc.	dataprivacy@partnerhero.com	USA/Romania	https://www.partnerhero.com/

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Data tools				
Processing activities	Data visualization and sync. The technology provided by the data visualization and synchronization tools (Pusher, Looker, Rudderstack, and Startree) allows us to visualize call history, calculate analytics, etc., in the customers' dashboards, which is essential to provide the Aircall service. Startree is engaged in providing real time call data tracking. For that purpose, we need to share most of the "raw" data (including personal data) generated in the Aircall system and allow these tools to process them.			
Name	Legal name	Contact details	Country of processing	Website
Pusher	Pusher Ltd	dataprotection@pusher.com	UK / USA	https://pusher.com/
Rudderstack	RudderStack Inc.	soumyadeb@rudderstack.com	USA	https://www.rudderstack.com/
Looker	Looker Data Sciences, Inc.	looker-data-protection@google.com	Germany	https://www.looker.com/
Startree	Startree, Inc.	info@startree.ai	USA	https://startree.ai/

AI solution providers					
Name	Legal name	Contact details	Processing activities	Country of processing	Website
Microsoft Azure	Microsoft Corporation	Via contact form: https://www.microsoft.com/en-us/concern/privacy	Generation of conversation insights (Call summarisation, Key topics list, Talk ratio etc.) from voice transcriptions. Provision of inputs for AI Voice Agent	USA	https://www.microsoft.com/
Deepgram	Deepgram, Inc.	security@deepgram.com	Generation of transcription from call recordings	USA	https://deepgram.com/
Gladia	GLADIA SAS	privacy@gladia.com	Generation of transcription from call	France	https://www.gladia.io/

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			recordings		
ElevenLabs	Eleven Labs Inc.	legal@elevenlabs.io	Provision of inputs for AI Voice Agent	USA	https://elevenlabs.io/

The list of intra-group Subprocessors

Your Aircall contracting entity engages the following Aircall intra-group Subprocessors for the processing of personal data on your behalf:

Aircall Entities	
Legal Name	Country of Processing
Aircall.io, Inc.*	USA
Aircall SAS*	France
Aircall Telecom SL	Spain
Aircall PTY LTD*	Australia
Aircall UK Ltd	United Kingdom
Aircall Telecom India Private Limited	India

*) The Aircall entity is not engaged as a Subprocessor if it is your contracting entity.

The intra-group Subprocessors are engaged in the processing activities within the provision of Aircall's product and services. Each of the intra-group Subprocessors' employees may remotely access the personal data in a customer's account if needed for troubleshooting, number porting, or debugging and related engineering activities.

You may contact the intra-group Subprocessors via email at privacy@aircall.io and you may find more information about the entire Aircall group's privacy practices at this website aircall.io.