

Quick Guide: Subprocessors

Background

Subject to the instruction of a Customer, Coupa Software, Inc. ("**Coupa**") hosts a Customer instance either in the Europe Economic Area, United States of America, in the APAC region or as otherwise agreed. In the course of providing services on the Coupa Platform, Coupa personnel located in- and outside of the selected hosting region may require access to Customer Data.

In addition, Coupa and its Affiliates engage third-party contractors and suppliers in the context of the provision of the Coupa Platform and selected Hosted Applications ("**Third-Party Suppliers**"). Some of these Third-Party Suppliers may have access to, and process, Customer Data, including Customer Personal Data ("**Subprocessors**").

This quick guide shall provide you with an overview on the various Subprocessors currently used by Coupa in the performance of the Coupa services. Please note that the specific details of Subprocessors used for each Customer depend on the individual subscription scope and configuration. This quick guide is subject to change.

Default Subprocessors

If you are a customer on the Coupa platform, the following Third-Party Suppliers are used as default Subprocessors.

Name and Address	Scope of Subprocessing
Amazon Web Services Inc. Fortune Chambers, 410 Terry Avenue North Seattle, WA 98109-5210, USA https://aws.amazon.com/	Cloud-Infrastructure Services (including Rekognition service where regional availability and restrictions apply , and Simple Email Service)
Coupa and its Affiliates In the Europe Economic Area, USA, UK and India	Customer Support Services

Additional Subprocessors

Depending on the individual subscription scope and configuration of a Customer on the Coupa platform, the following Third-Party Suppliers are used as additional Subprocessors by Coupa when providing the services.

Name and Address	Hosted Application / Service	Scope of Subprocessing
Birst Inc., an Infor Company	Analytics ^[1]	Reporting, analytics, and

Name and Address	Hosted Application / Service	Scope of Subprocessing
45 Fremont St. San Francisco, CA 94105, USA www.birst.com		dashboarding
Looker Data Sciences Inc. a Google company 101 Church Street, Santa Cruz, CA 95060 USA https://looker.com/ Snowflake Inc. 450 Concar Drive, San Mateo, CA, 94402, USA www.snowflake.com	<i>New Analytics</i> ^[1]	Reporting, analytics, and dashboarding
Sovos Compliance, LLC (formerly TrustWeaver) 200 Ballardvale Street, Building 1 4th Floor Wilmington, MA 01887, USA https://sovos.com/	Compliant eInvoicing, Expenses	Electronic signature
Concentrix - Dalian Jumeng Technologies Development Ltd. 4F, 18 Software Park Road Shanhekou District, Dalian P.R. China 116023 www.concentrix.com	Customer Support in Chinese or Japanese language (upon request only)	Customer Support Services (1st Level) for Customers with locations in China and Japan
Microsoft Corp. One Microsoft Way Redmond, Washington 98052, USA https://azure.microsoft.com/	InvoiceSmash,Sourcing Optimization	Cloud-Infrastructure Services(separate hosting)
Traxo, Inc. 211 N. Ervay St. Suite 500 Dallas, TX 75021, USA www.traxo.com	Expenses	Parses confirmation emails and passes travel itinerary information to Coupa Travel Service for processing
CloudFactory International Ltd. 5 The Green, Richmond TW9 1PL, United Kingdom www.cloudfactory.com	Expenses	Optical character recognition (OCR) of receipt data
Google LLC. 1600 Amphitheatre Parkway Mountain View, CA 94043, USA https://cloud.google.com/	'Various (Expenses, Mobile, CSP, Spend Guard)'	E.g., Google Vision (OCR) ^[2] , Google Translation, Google Maps, Google Places, Google Analytics ^[3]
Twilio Inc. 375 Beale Street, Suite 300 San Francisco, CA 94105, USA www.twilio.com	Supplier Portal - Notification (if enabled by supplier)	Sends text message notification to the supplier
Conferma Ltd. 5 Brooks Drive, Cheadle Royal Business Park, Cheadle, Cheshire, SK8 3TD, United Kingdom https://confermapay.com/	Pay	Provides connectivity to Banks, Credit Card Networks and other Conferma partners
CXG Outsourcing EOOD 1234 Sofia, Business Center Labirint, 25 Prof. d-r Petar Dertliev str., Bulgaria https://cx-g.com/	Managed Services	Provides additional staffing for AIC data analytics, supplier enablement and other managed services

Name and Address	Hosted Application / Service	Scope of Subprocessing
Cognisive Consulting Inc. ^[4] 8915 Cedar Mound Ln. Houston, TX 77083 https://www.cognisive.com/	Platform	Integration Support Service
Iterable, Inc. 71 Stevenson St, Suite 300 San Francisco, CA 94105, USA https://iterable.com/ Segment.io, Inc. a Twilio company 100 California Street, Suite 700 San Francisco, CA 94111, USA https://segment.com/	Early Payment Discounting	Provides messaging services to suppliers and financing partners

[1] Starting from January 2021 Looker & Snowflake are used by Coupa to provide the new Coupa Analytics experience. Consequently, Birst for Analytics will gradually sunset.

[2] Google uses distributed global data centers to temporarily process image files and return back results of the OCR function. Google currently does not offer regionalization of processing within Google Cloud Vision API. For more details see <https://cloud.google.com/vision/docs/data-usage>.

[3] Google Translation, Google Maps, Google Places and Google Analytics may in their terms of use, seek to use customer personal data from time to time; however Coupa does not share such personal data with Google. Coupa utilizes Google Maps for certain products which require location-based services. Google requires that the following terms are notified to customers as part of Coupa's obligations in its use of Google Maps: (1) Google Maps/Google Earth Additional Terms of Service: https://maps.google.com/help/terms_maps.html; and (2) Google Privacy Policy <https://www.google.com/policies/privacy/>.

[4] Previously named IndMax IT Services Private Limited.

Legacy Subprocessors & Subcontractors

If you are a customer on a legacy platform of a company previously acquired by Coupa, the following legacy subcontractors are currently used. Depending on the configuration, some of the legacy subcontractors may have access to customer personal data.

Legacy Application	Name and Address	Scope of Services
2017 - Simeno (myCatalogPool)	ITpoint Systems AG Riedstrasse 1, CH-6343 Rotkreuz, Switzerland www.itpoint.ch	Cloud-Infrastructure Services
2018 - Aquire (Catalog Management)	Microsoft Corp. (details as before)	Cloud-Infrastructure Services
2018 - DCR Workforce (now Contingent Workforce)	Amazon Web Services Inc. (details as before)	Cloud-Infrastructure Services
	Microsoft Corp. (details as before)	Cloud-Infrastructure Services

Legacy Application	Name and Address	Scope of Services
2019 - Exari (now Contract Lifecycle Management Advanced)	Amazon Web Services Inc. (details as before)	Cloud-Infrastructure Services
2020 - Bellin (now Treasury)	PlusServer GmbH Hohenzollernring 72, 50672 Cologne, Germany https://www.plusserver.com/	Colocation Services
	ComputerLine GmbH Zellgut 7, 6214 Schenkon, Switzerland https://www.computerline.com	Colocation Services
2020 - LLamasoft (now Supply Chain Planning)	Amazon Web Services Inc. (details as before)	Cloud-Infrastructure Services

Prior Versions:

- [20210826 Quick Guide Subprocessors](#)
- [20200617 Quick Guide Subprocessors](#)

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