

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 or Middle East 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 (https://aws.amazon.com/rekognition/faqs/) where regional availability and restrictions apply ¹ and Simple Email Service ²) AWS Bedrock ³
Microsoft Corp. One Microsoft Way Redmond, Washington 98052, USA https://azure.microsoft.com/	Azure Open AI-supported capabilities ⁴
Mailgun Technologies, Inc. 112 E. Pecan Street #1135 San Antonio, Texas 78205 https://www.mailgun.com/	Mail relay service ⁵
Coupa and its Affiliates in the Europe Economic Area, USA, UK, Colombia, India and Mexico ⁶	Customer Support Services

¹ For more details see <https://aws.amazon.com/about-aws/global-infrastructure/regional-product-services/>

² For more details see <https://aws.amazon.com/ses/>

³ Currently used for Navi Agent Studio only as an Early Access Program (EAP)

⁴ Azure Open-AI capabilities are becoming available in an increasing number of Coupa products. Customers can enable and control such capabilities on the UI. These capabilities are off by default.

⁵ Future mail relay service provider for selected customers

⁶ Mexico will be a future support location

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
Looker Data Sciences Inc. a Google company 101 Church Street Santa Cruz, CA 95060 USA https://looker.com/	Analytics	Reporting, analytics, and dashboarding
Snowflake Inc. 450 Concar Drive San Mateo, CA, 94402, USA www.snowflake.com		
TrustWeaver AB a Sovos Compliance, LLC company 200 Ballardvale Street, Building 1 4th Floor Wilmington, MA 01887, USA https://sovos.com/	Compliant eInvoicing, Expenses	Electronic signature
Microsoft Corp. One Microsoft Way Redmond, Washington 98052, USA https://azure.microsoft.com/	InvoiceSmash, Sourcing Optimization, Navi, Contract Intelligence, PO Collaboration Intelligence	Cloud-Infrastructure Services (separate hosting)
Amazon Web Services Inc. Fortune Chambers, 410 Terry Avenue North Seattle, WA 98109-5210, USA https://aws.amazon.com/	Platform Capabilities	Sensitive information protection for Generative AI applications
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.
Google LLC. 1600 Amphitheatre Parkway Mountain View, CA 94043, USA https://cloud.google.com/	Various (Expenses, Mobile, CSP, Spend Guard, InvoiceSmash, Contracts, Contract Intelligence, Navi)	Google Vision (OCR ⁷), Google Translation, Google Maps, Google Places, Google Analytics ⁸ Google Search
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

⁷ 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>

⁸ 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/>

Name and Address	Hosted Application / Service	Scope of Subprocessing
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
Mastercard International Incorporated 2000 Purchase Street Purchase, NY 10577, USA https://www.mastercard.com	Pay	Provides connectivity to issuers and banks.
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
Iterable, Inc. 71 Stevenson St, Suite 300 San Francisco CA 94105, USA https://iterable.com/	Early Payment Discounting	Provides messaging services to suppliers and financing partners
Segment.io, Inc. a Twilio company 100 California Street, Suite 700 San Francisco, CA 94111, USA https://segment.com/		
Viewpost North America, LLC 315 E. Robinson Street, Suite 225 Orlando, FL 32801, USA www.viewpost.com	Pay	Check Printing
Qlik Technologies Inc. 211 South Gulph Road, Suite 500 King of Prussia, PA 19406 https://www.qlik.com/us	SCDP	Visualization

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 and thus qualify as a Subprocessor. Other subcontractors are listed for information only.

Legacy Application	Name and Address	Scope of Services
2017 - Simeno (myCatalogPool)	ITpoint Systems AG Riedstrasse 1, 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
2019 - Exari (now Contract Lifecycle Management)	Amazon Web Services Inc. (details as before)	Cloud-Infrastructure Services
2020 - Bellin (now Treasury)	PlusServer GmbH Hohenzollernring 72, 50672 Cologne, Germany www.plusserver.com	Colocation Services
	ComputerLine GmbH Zellgut 7, 6214 Schenkon, Switzerland www.computerline.com	Colocation Services
2020 - LLamasoft (now Supply Chain Design & Planning)	Amazon Web Services Inc. (details as before)	Cloud-Infrastructure Services
