



Headquarters  
400 Oyster Point Blvd  
Suite 414  
San Francisco, CA  
94080

**T** (650) 754-6661  
**W** [www.wattiq.io](http://www.wattiq.io)  
**E** [info@wattiq.io](mailto:info@wattiq.io)

# WattIQ Subprocessors

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## General Subprocessors

WattIQ uses several third-party information technology services in the delivery of the WattIQ System and our customer-facing services (including customer support). The subprocessors listed here include any subprocessor which may receive, process, or send data derived from a WattIQ customer account or personal user data (e.g., email addresses). We do not list third-party service providers who do not directly handle customer data.

This document lists each of the third-party vendors (or “subprocessors”), their area of responsibility, and provides a link to their websites. In general, each vendor will have additional privacy, security, and compliance documents there.

| Third Party Service | Purpose                                    | Country | Website   |
|---------------------|--|---------|---|
| Amazon Web Services | Cloud hosting                              | USA     | <a href="https://aws.amazon.com/compliance/">https://aws.amazon.com/compliance/</a>   |
| Zendesk             | Customer support portal                    | USA     | <a href="https://www.zendesk.com/company/privacy-and-data-protection/">https://www.zendesk.com/company/privacy-and-data-protection/</a> |
| Twilio              | Customer notification by email and SMS     | USA     | <a href="https://www.twilio.com/security">https://www.twilio.com/security</a>   |
| Squadcast           | Customer alerting and notification         | USA     | <a href="https://www.squadcast.com/security">https://www.squadcast.com/security</a>   |
| Auth0/Okta          | Customer authentication to WattIQ via SAML | USA     | <a href="https://auth0.com/security">https://auth0.com/security</a>   |