NovoEd Service Processors and Subprocessors

Vendor	Processing Role	Location of Processing	Address	Contact Info
Subprocessors/processors for providing and supporting the NovoEd service....				
Box	Used for previewing files uploaded by users. File previews are saved on box	US	900 Jefferson Ave Redwood City, CA 94063	(877) 563-7946
Amazon Web Services (A	Hosting for storing, and processing data, for delivering files	US	410 Terry Ave North Seattle, WA 98109	(206) 266-1000
Zendesk	Helpdesk used for support and maintenance ticketing process as well as admin and user knowledge base	US	989 Market St San Francisco, CA 94103	(888) 670-4887; zendesk.com
Twillio Sendgrid	Used as primary service for sending of emails in app for course registration, notifications, and activity digest	US	889 Winslow St #400 Redwood City, CA 94063	(844) 814-4627
Mandrill (Mailchimp)	Used as backup service for sending of emails in app for course registration, notifications, and activity digest	US	675 Ponce de Leon Ave NE, Suite 5000 Atlanta, GA 30308	(800) 315-5939
Honey Badger	Used to log and alert for 500 server errors for support and to improve quality of service	US	11410 NE 124th St #246, Kirkland, WA 98034	(866) 724-3373; support@honeybadger.io
New Relic	Used for performance monitoring, anonymized data only	US	188 Spear St Suite 1000 San Francisco, CA 94105	(650) 777-7600
CoreTelligent	Security provider who has access to log federation tools and investigates the severity of security alerts to escalate the actionable alerts to the NovoEd team.	US	2033 Gateway Place 5th Floor, San Jose, CA 95110	(855) 841-5888; info@coretelligent.com
AlienVault (AT&T CyberSe	Log Federation tool for security monitoring and alerts	US	208 South Akard St Dallas, TX 75201	(214) 666-8510
Pendo	Used for product analytics and onboarding guides to improve service and help onboard users. Uses Salesforce and Pendo data.	US	301 Hillsborough St Raleigh, NC 27603	(877) 320-8484
DeepGram	Optional: Automatic speech to text conversion used for audios and videos if enabled by the client.	US	548 Market St Suite 25104, San Francisco, CA 94104	(833) 333-7472
ChurnZero	Used for usage analytics, and client activitation by client success team to enable a successful deployment of NovoED.	US	1100 15th St NW FL 4, Washington, DC 20005	(703) 721-4988
Gong	Call recording and revenue intelligence software. Only used in client calls not with end users. Clients can reject the recording and this software will not be used	US	265 Cambridge Ave, Suite 60717, Palo Alto, CA 94306	privacy@gong.io
Azure Translator	Optional: Clients may enable end users to translate the text content in an online course to the end user's preferred language.	US	Microsoft Headquarters One Microsoft Way Redmond, WA 98052	1-425-882-8080
Discourse	Optional: Users in NovoEd's free public learning experience design courses may choose to join NovoEd's Learning Experience Design community hosted on Discourse.	US	8 The Grn Ste Dover, DE 19901	(419) 777-1626; team@discourse.com
Zoom	Optional: Users in NovoEd's free public learning experience design courses may be added to Zoom live sessions in the process of the online course.	US	55 Almaden Blvd San Jose, CA 95113	(888) 799-9666