

NovoEd Service Processors and Subprocessors

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Vendor	Processing Role	Location of Processing
<i>Subprocessors/processors for providing and supporting the NovoEd service...</i>		
Box	Used for previewing files uploaded by users. File previews are saved on box	US
Amazon Web Services (AWS)	Hosting for storing, and processing data, for delivering files	US
Chartio	Reports for billing and support purposes	US
Zendesk	Helpdesk used for support and maintenance ticketing process as well as admin and user knowledge base	US
Google Analytics	Used for business analytics in order to improve services (anonymized data)	US
Twilio Sendgrid	Used as primary service for sending of emails in app for course registration, notifications, and activity digest	US
Mandrill (Mailchimp)	Used as backup service for sending of emails in app for course registration, notifications, and activity digest	US
Honey Badger	Used to log and alert for 500 server errors for support and to improve quality of service	US
New Relic	Used for performance monitoring, anonymized data only	US
Braintree Payments	Payment processing for paid courses using NovoEd payment provider. This is not used when customer uses their own payment provider (e.g. shopify)	US
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
AlienVault (AT&T CyberSecurity)	Log Federation tool for security monitoring and alerts	US
Pendo	Used for product analytics and onboarding guides to improve service and help onboard users. Uses Salesforce and Pendo data.	US
Planhat	Customer Success tool to aid customer account management	US