



Subprocessor List

Last modified: August 2, 2022

I. Subprocessors

The following legal entities are engaged by iCIMS, Inc. and its subsidiaries (*collectively*, “**iCIMS**”) and are authorized to process personal data for iCIMS products. These subprocessors are identified below by the iCIMS service(s) they assist in supporting (*collectively*, the “**iCIMS Talent Cloud**”).

General Subprocessors					
Subprocessor Name	Purpose	Description of Processing	Related Services	Processing Regions	Categories of Transferred Data
Action Verb, LLC	In-product SFTP file exchange	Action Verb provides infrastructure for secure and simple file transfers for user and candidate SFTP imports. Action Verb receives customer data only when the customer elects to integrate with other specific third parties. See more: https://www.files.com/security/gdpr-and-data-retention	<ul style="list-style-type: none"> Text Engagement 	<ul style="list-style-type: none"> United States 	<ul style="list-style-type: none"> Contact Information Personal Identification
Amazon Web Services, Inc.	Cloud hosting, transcription	AWS provides a network of connected servers that host iCIMS services. AWS provides scalable resources to make iCIMS services, applications, and websites accessible. See more: https://aws.amazon.com/privacy/	<ul style="list-style-type: none"> All Services* (excluding Talent Cloud AI) 	<ul style="list-style-type: none"> United States Canada EU UK 	<ul style="list-style-type: none"> All Categories

General Subprocessors					
Subprocessor Name	Purpose	Description of Processing	Related Services	Processing Regions	Categories of Transferred Data
Auth0, Inc.	Identity access management	Auth0 is an authentication and authorization platform that allows for secure access controls within iCIMS services. See more: https://auth0.com/privacy	<ul style="list-style-type: none"> All Services* (excluding Language Assessment and Candidate.ID) 	<ul style="list-style-type: none"> United States EU Canada 	<ul style="list-style-type: none"> Authentication/ Authorization Information
Clear Edge Software, Ltd. (dba AttachmentScanner)	Antivirus and malware scanner	Clear Edge is an antivirus and malware software that allows for secure document upload. See more: https://www.attachmentscanner.com/privacy	<ul style="list-style-type: none"> Candidate.ID 	<ul style="list-style-type: none"> EU 	<ul style="list-style-type: none"> Data contained in an attachment (e.g. a resume)
Cloud Elements, Inc.	API platform used to integrate to HCM solutions	Cloud Elements is a scalable API integration platform used to create a unified application ecosystem. Cloud Elements receives customer data only when the customer elects to integrate with other specific third parties. See more: https://cloud-elements.com/privacy/	<ul style="list-style-type: none"> Onboarding Applicant Tracking 	<ul style="list-style-type: none"> United States EU 	<ul style="list-style-type: none"> All Categories
Cronofy Limited	API platform used for calendar synchronization	Cronofy provides a scheduling platform used for calendar synchronization. See more:	<ul style="list-style-type: none"> Video Interviews Applicant Tracking 	<ul style="list-style-type: none"> United States EU 	<ul style="list-style-type: none"> Contact Information

General Subprocessors					
Subprocessor Name	Purpose	Description of Processing	Related Services	Processing Regions	Categories of Transferred Data
		https://www.cronofy.com/privacy/			<ul style="list-style-type: none"> Personal Identification
Daxtra Technologies, Ltd	Resume parsing, redaction, and searching capabilities	<p>Daxtra provides accurate resume parsing, redaction, and searching capabilities. Personal data is not stored for resume parsing.</p> <p>See more: https://www.daxtra.com/resources/daxtra-group-privacy-policy/</p>	<ul style="list-style-type: none"> Career Sites Candidate.ID Candidate Relationship Management Applicant Tracking Talent Cloud AI Video Interviews Digital Assistant 	<ul style="list-style-type: none"> United States EU Canada UK 	<p>Data contained in an individual's resume, which could include:</p> <ul style="list-style-type: none"> Contact Information Employment Information Personal Identification Professional Experience and Affiliations Education and Skills Social Medi
ElasticCloud, Inc.	In-product search engine	<p>ElasticCloud provides quick and modern search capabilities within iCIMS services.</p> <p>See more: https://www.elastic.co/legal/privacy-statement</p>	<ul style="list-style-type: none"> Career Sites Candidate Relationship Management 	<ul style="list-style-type: none"> United States EU 	<ul style="list-style-type: none"> Contact Information Personal Identification

General Subprocessors					
Subprocessor Name	Purpose	Description of Processing	Related Services	Processing Regions	Categories of Transferred Data
			<ul style="list-style-type: none"> Talent Cloud AI 		<ul style="list-style-type: none"> Browsing Information Employment Information Personal Identification User Account Information
Ekata, Inc.	Reverse phone lookup	<p>Ekata provides an identity verification platform. iCIMS uses Ekata’s reverse phone lookup service. The reverse phone lookup process associates phone numbers with other contact information that belong to the same individual. Ekata does not store the phone number used in the reverse phone lookup process.</p> <p>See more: https://ekata.com/eu-privacy-notice/</p>	<ul style="list-style-type: none"> Text Engagement Digital Assistant 	<ul style="list-style-type: none"> United States 	<ul style="list-style-type: none"> Contact Information
GlobalLogic, Inc.	Outsourced customer support	<p>GlobalLogic provides reliable customer support for iCIMS services. GlobalLogic remotely accesses data only and does not store data. Global Logic resources would never access customer data without a request/authorization from the customer.</p> <p>See more:</p>	<ul style="list-style-type: none"> All Services* (excluding Language Assessment, Candidate.ID, and Video Interviews) 	<ul style="list-style-type: none"> India 	<ul style="list-style-type: none"> Data would only be accessed for support purposes

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Subprocessor Name	Purpose	Description of Processing	Related Services	Processing Regions	Categories of Transferred Data
		https://www.globallogic.com/gdpr/			
Google, LLC	Cloud hosting, in-product search engine, and in-product chatbot	<p>Google Cloud Platform provides a network of connected servers that host some of iCIMS services. Google DialogFlow provides conversational interfaces that better user experiences for iCIMS customers.</p> <p>See more: https://policies.google.com/privacy?hl=en-US</p>	<ul style="list-style-type: none"> • Applicant Tracking • Career Sites • Text Engagement • Digital Assistant • Video Interviews 	<ul style="list-style-type: none"> • United States 	<ul style="list-style-type: none"> • Contact Information • Browsing Information • Employment Information • Personal Identification • Audio Analysis
Hosted FTP	In-product SFTP file exchange	<p>Hosted FTP provides infrastructure for secure and simple file transfers within iCIMS services. Hosted FTP receives customer data only when the customer elects to integrate with other specific third parties.</p> <p>See more: https://hostedftp.com/privacy</p>	<ul style="list-style-type: none"> • Career Sites 	<ul style="list-style-type: none"> • United States 	<ul style="list-style-type: none"> • All categories
IBM, Inc.	Used to provide in-product chatbot; Sentiment analysis	<p>IBM provides a question-and-answer system that enables a dialog interaction on iCIMS services. IBM provides advanced text analytics to extract meaning from text.</p> <p>See more: https://www.ibm.com/privacy</p>	<ul style="list-style-type: none"> • Text Engagement • Digital Assistant • Video Studio 	<ul style="list-style-type: none"> • United States 	<ul style="list-style-type: none"> • Personal Identification

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Intercountry ICB	Candidate language assessment	Intercountry provides a language evaluation service to overcome linguistic and cultural barriers throughout the hiring process. Intercompany remotely accesses data only. See more: https://www.intercountry.com/rgdp	<ul style="list-style-type: none"> Language Assessment 	<ul style="list-style-type: none"> EU 	<ul style="list-style-type: none"> Education and Skills
Looker Data Sciences, Inc.	Provides analytics and data visualization capabilities	Looker Data Science provides in-product analytics and data visualization for iCIMS customers. See more: https://looker.com/trust-center/privacy/gdpr	<ul style="list-style-type: none"> Career Sites Candidate Relationship Management Applicant Tracking Video Studio 	<ul style="list-style-type: none"> United States EU 	<ul style="list-style-type: none"> Browsing Information Employment Information Personal Identification
Mailgun Technologies, Inc.	API that is used to track, send, and receive in-product emails	Mailgun is a reliable email service provider used to track, send, and receive emails within iCIMS services. iCIMS follows common industry best practices around email deliverability in attempting to deliver email messages for 72 hours. Emails that bounce (cannot be delivered) after 72 hours are deleted, and the recipient email address gets added to the suppression list so subsequent emails will be blocked. See more: https://www.mailgun.com/privacy-policy/	<ul style="list-style-type: none"> Text Engagement Digital Assistant Career Sites 	<ul style="list-style-type: none"> United States 	<ul style="list-style-type: none"> Contact Information Education and Skills Employment Information Personal Identification Professional Experience and Affiliations

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Subprocessor Name	Purpose	Description of Processing	Related Services	Processing Regions	Categories of Transferred Data
Message Systems, Inc. (dba SparkPost)	API that is used to track, send, and receive in-product emails	<p>Message Systems is a reliable email service provider used to track, send, and receive emails within iCIMS services. iCIMS follows common industry best practices around email deliverability in attempting to deliver email messages for 72 hours. Emails that bounce (cannot be delivered) after 72 hours are deleted, and the recipient email address gets added to the suppression list so subsequent emails will be blocked.</p> <p>See more: https://www.sparkpost.com/policies/privacy/</p>	<ul style="list-style-type: none"> • Connect • Applicant Tracking • Onboarding • Offer Management • Text Engagement • Digital Assistant • Candidate Relationship Management • Career Sites 	<ul style="list-style-type: none"> • United States • EU 	<ul style="list-style-type: none"> • Contact Information • Education and Skills • Employment Information • Personal Identification • Professional Experience and Affiliations
Microsoft, Inc.	Used for cloud hosting, disaster recovery, and in-product search engine	<p>Microsoft cloud hosting is a network of connected servers that host some of iCIMS services. Microsoft provides disaster recovery capabilities, automated email sending, and searching capabilities within iCIMS services.</p> <p>Microsoft processes data exclusively in the EU for the following products: Applicant Tracking, Onboarding, Offer Management.</p> <p>See more:</p>	<ul style="list-style-type: none"> • Candidate.ID • Candidate Relationship Management • Connect • Applicant Tracking • Onboarding • Offer Management 	<ul style="list-style-type: none"> • United States • EU • UK 	<ul style="list-style-type: none"> • All Categories

General Subprocessors					
Subprocessor Name	Purpose	Description of Processing	Related Services	Processing Regions	Categories of Transferred Data
		https://www.microsoft.com/en-us/trust-center/privacy/gdpr-overview	<ul style="list-style-type: none"> Talent Cloud AI 		
MongoDB, Inc.	Cloud database	<p>MongoDB provides reliable and scalable storage capabilities for some iCIMS services. The document model maps to the objects in your application code, making data easy to work with. Ad hoc queries, indexing, and real time aggregation provide powerful ways to access and analyze your data. Limited personal data, including contact information, is processed and stored.</p> <p>See more: https://www.mongodb.com/cloud/trust/compliance/gdpr</p>	<ul style="list-style-type: none"> Text Engagement Digital Assistant 	<ul style="list-style-type: none"> United States EU 	<ul style="list-style-type: none"> Browsing Information Contact Information Personal Identification User Account Information
Outsourcia	Customer support	<p>Outsourcia provides reliable customer support for some of iCIMS services, for customers in the EU only. Outsourcia remotely accesses data only and does not store data. Outsourcia resources only access customer data upon a request/authorization from the customer.</p> <p>See more: https://www.outsourcia.com/gdpr-compliance/policy</p>	<ul style="list-style-type: none"> Video Interviews Language Assessments 	<ul style="list-style-type: none"> Madagascar 	<ul style="list-style-type: none"> Contact Information Employment Information Personal Identification

General Subprocessors					
Subprocessor Name	Purpose	Description of Processing	Related Services	Processing Regions	Categories of Transferred Data
OVHcloud	Cloud hosting	OVHcloud provides a network of connected servers that host some of iCIMS services, for a very limited number of customers only. See more: https://us.ovhcloud.com/legal/eu-privacy-notice	<ul style="list-style-type: none"> • Video Interviews • Language Assessments 	<ul style="list-style-type: none"> • EU 	<ul style="list-style-type: none"> • Contact Information • Personal Identification
OwnBackup, Inc.	Salesforce backup storage	OwnBackup provides backup storage for Salesforce data, which contains customer support ticket information. See more: https://www.ownbackup.com/privacy-policy/	<ul style="list-style-type: none"> • All Services* (excluding Candidate.ID) 	<ul style="list-style-type: none"> • United States 	<ul style="list-style-type: none"> • Browsing Information • Personal Identification • Employment Information
Rev.com, Inc.	Video transcriptions, closed captioning	Rev.com provides professional video transcriptions and closed captioning services. See more: https://www.rev.com/about/privacy	<ul style="list-style-type: none"> • Video Studio 	<ul style="list-style-type: none"> • United States 	<ul style="list-style-type: none"> • Personal Identification
Salesforce.com, Inc.	Ticketing and customer support	Salesforce provides infrastructure for customers and applicants to file support tickets. See more: https://www.salesforce.com/company/privacy/	<ul style="list-style-type: none"> • All Services* (excluding Candidate.ID) 	<ul style="list-style-type: none"> • United States 	<ul style="list-style-type: none"> • Browsing Information • Personal Identification • Contact Information

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Subprocessor Name	Purpose	Description of Processing	Related Services	Processing Regions	Categories of Transferred Data
					<ul style="list-style-type: none"> • Employment Information
SendGrid, Inc.	Automated email sending	<p>SendGrid is an email service provider that supports automated sending.</p> <p>See more: https://www.twilio.com/docs/glossary/gdpr</p>	<ul style="list-style-type: none"> • Candidate.ID • Video Interviews • Language Assessments 	<ul style="list-style-type: none"> • United States 	<ul style="list-style-type: none"> • Contact Information • Personal Identification
SumoLogic, Inc.	Audit log retention and analytics	<p>SumoLogic provides a log aggregator to facilitate ingestion, aggregation and search of application and system logs.</p> <p>See more: https://www.sumologic.com/privacy-statement/</p>	<ul style="list-style-type: none"> • All Services* (excluding Video Interviews, Language Assessments, Candidate.ID, and Talent Cloud AI) 	<ul style="list-style-type: none"> • United States • EU 	<ul style="list-style-type: none"> • Browsing Information • Employment Information
Twilio, Inc.	Texting to SMS carriers	<p>Twilio is a SMS service provider for sending text messages to candidates and applicants.</p> <p>See more: https://www.twilio.com/legal/privacy</p>	<ul style="list-style-type: none"> • Candidate.ID • Text Engagement • Video Studio 	<ul style="list-style-type: none"> • United States 	<ul style="list-style-type: none"> • Contact Information • Employment Information • Personal Identification

General Subprocessors					
Subprocessor Name	Purpose	Description of Processing	Related Services	Processing Regions	Categories of Transferred Data
Visier, Inc.	Data analytics and visualization	<p>Visier provides data analytics and visualization for iCIMS customers.</p> <p>See more: https://www.visier.com/privacy/</p>	<ul style="list-style-type: none"> • Applicant Tracking • Candidate Relationship Management • Career Sites • Onboarding 	<ul style="list-style-type: none"> • United States • EU • Canada 	<ul style="list-style-type: none"> • Education and Skills • Employment Information • Personal Identification • User Account Information
Vonage Holdings Corp.	Text messaging automation and video streaming	<p>Vonage provides video streaming services and an SMS API that enables text communications within the iCIMS platform. Call Detail Records are stored, which contain the phone number and any information entered by a candidate in the message body of SMS (which could contain personal data).</p> <p>See more: https://www.vonage.com/legal/privacy-policy/</p>	<ul style="list-style-type: none"> • Video Interviews • Language Assessments • Text Engagement 	<ul style="list-style-type: none"> • United States 	<ul style="list-style-type: none"> • Contact Information • Employment Information • Personal Identification
Zendesk, Inc.	Ticketing service provider for customer support	<p>Zendesk provides infrastructure for customers and applicants to file support tickets</p> <p>See more: https://www.zendesk.com/company/privacy-and-data-protection/</p>	<ul style="list-style-type: none"> • Text Engagement • Digital Assistant • Career Sites • Candidate Relationship Management 	<ul style="list-style-type: none"> • United States 	<ul style="list-style-type: none"> • Browsing Information • Contact Information • Personal Identification

General Subprocessors					
Subprocessor Name	Purpose	Description of Processing	Related Services	Processing Regions	Categories of Transferred Data
			<ul style="list-style-type: none"> • Video Interviews • Language Assessments 		

Subprocessors for Professional Services					
Subprocessor Name	Purpose	Description of Processing	Related Services	Processing Regions	Categories of Transferred Data
Alexander Mann Solutions (dba AMS)	Outsourced professional services	AMS provides reliable professional services for implementing iCIMS services. AMS resources would not access customer data without acknowledgment from the customer. AMS resources are granted role-based access to the customer's data for which they are assigned as a project resource, and their access is promptly disabled upon completion of the project. AMS does not store any customer data. See more: https://www.weareams.com/privacy-policy/	<ul style="list-style-type: none"> • Applicant Tracking • Candidate Relationship Management • Career Sites • Connect • Text Engagement • Video Studio 	<ul style="list-style-type: none"> • United States • United Kingdom • EU 	<ul style="list-style-type: none"> • Data would only be accessed to assist with implementation of iCIMS services
EPI-USE America, Inc.	Outsourced professional services	EPI-USE provides reliable professional services for implementing iCIMS services and integrating with Customer's HCM Vendor. EPI-USE resources would not access customer data without acknowledgment from the customer. EPI-USE resources are granted role-based	<ul style="list-style-type: none"> • Applicant Tracking • Onboarding 	<ul style="list-style-type: none"> • United States • United Kingdom • South Africa 	<ul style="list-style-type: none"> • Data would only be accessed for implementation and HCM integration

		<p>access to the customer’s data for which they are assigned as a project resource, and their access is promptly disabled upon completion of the project. EPI-USE does not store any customer data.</p> <p>See more: https://www.epiuse.com/privacy-policy/</p>			project purposes
Fourvision	Outsourced professional services	<p>Fourvision provides reliable professional services for implementing iCIMS services. Fourvision resources would not access customer data without acknowledgment from the customer. Fourvision resources are granted role-based access to the customer’s data for which they are assigned as a project resource, and their access is promptly disabled upon completion of the project. Fourvision does not store any customer data.</p> <p>See more: https://www.fourvision.com/privacy-policy/</p>	<ul style="list-style-type: none"> • Applicant Tracking • Candidate Relationship Management • Career Sites • Connect • Text Engagement • Video Studio 	<ul style="list-style-type: none"> • United States • United Kingdom • EU • India 	<ul style="list-style-type: none"> • Data would only be accessed to assist with implementation of iCIMS services
GlobalLogic, Inc.	Outsourced professional services	<p>GlobalLogic provides reliable professional services for implementing iCIMS services. GlobalLogic resources would not access customer data without acknowledgment from the customer. GlobalLogic resources are granted role-based access to the customer’s data for which they are assigned as a project resource, and their access is promptly disabled upon completion of the project. GlobalLogic does not store any customer data.</p>	<ul style="list-style-type: none"> • Applicant Tracking 	<ul style="list-style-type: none"> • United States • EU • Canada • India • UK • Argentina 	<ul style="list-style-type: none"> • Data would only be accessed to assist with implementation of iCIMS services

		See more: https://www.globallogic.com/gdpr/			
Harmonize HR	Outsourced professional services	Harmonize provides reliable professional services for implementing Applicant Tracking. Harmonize resources would not access customer data without acknowledgment from the customer. Harmonize resources are granted role-based access to the customer's data for which they are assigned as a project resource, and their access is promptly disabled upon completion of the project. Harmonize does not store any customer data. See More: https://harmonizehr.com/privacy-policy/	<ul style="list-style-type: none"> • Applicant Tracking 	<ul style="list-style-type: none"> • United States • EU 	<ul style="list-style-type: none"> • Data would only be accessed for project purposes to assist with the implementation of their Applicant Tracking System
Shaker Recruitment Advertising & Communications	Outsourced professional services	Shaker provides reliable professional services for implementing Career Sites and integrating Career Sites with Applicant Tracking. Shaker resources would not access customer data without acknowledgment from the customer. Shaker resources are granted role-based access to the customer's data for which they are assigned as a project resource, and their access is promptly disabled upon completion of the project. Shaker does not store any customer data. See More: https://shaker.com/	<ul style="list-style-type: none"> • Career Sites • Applicant Tracking 	<ul style="list-style-type: none"> • United States 	<ul style="list-style-type: none"> • Data would only be accessed for project purposes to assist with the implementation of their Career Site and integrating it with Applicant Tracking

*All Services includes the following iCIMS products: Career Sites, Candidate.ID, Candidate Relationship Management, Connect, Text Engagement, Applicant Tracking, Offer Management, Onboarding, Digital Assistant, Talent Cloud AI, Video Interviews, Language

Assessments, Video Studio. All Services excludes connectors, integrations, and other third-party products or services that are optional and selected by our customers.

II. Subscribe to Receive Updates to the List of Subprocessors

If you are a current iCIMS customer, you may subscribe to receive notifications whenever we add a new subprocessor(s). To subscribe, complete and submit the form located [here](#).

III. Request More Information About a Subprocessor

iCIMS customers may also request further information about a subprocessor by contacting privacy@icims.com.