Sub-processors

The companies that process your media, transcripts or personal data for us, what each one receives, and where.

Last updated

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Current sub-processors

Amazon Web Services

Amazon Web Services EMEA SARL, Luxembourg

Stores your files and runs our processing: preview copies, waveforms, thumbnails, transcription and subtitle jobs, and video rendering. Delivers files to your browser through Amazon CloudFront.

What it receives

Your uploaded media and everything produced from it.

Where

EU (Paris, France). CloudFront can briefly cache a file at the edge location nearest the person viewing it.

Transfer safeguard

AWS Data Processing Addendum, including the Standard Contractual Clauses, for edge caching outside the EEA.

MongoDB Atlas

MongoDB Limited, Ireland

Our database.

What it receives

Transcripts, subtitles, translations, project and file names, and account details.

Where

EU (Paris, France)

Vercel

Vercel Inc., United States

Hosts the web application. Its server functions handle every request the editor makes.

What it receives

Content passing through the application while you use it, account details and IP addresses.

Where

EU (Paris, France) for server functions. Static pages are served from Vercel's global network.

Transfer safeguard

Standard Contractual Clauses

Soniox

Soniox, Inc., United States

Speech recognition: turns the audio in your file into a transcript. Our primary provider, except for files uploaded as Dutch – dialect.

What it receives

Your audio or video file, which it fetches from our storage, and your custom vocabulary.

Where

EU, through Soniox's EU endpoint: audio and transcripts are processed and stored in the EU.

Transfer safeguard

Standard Contractual Clauses, for the service metadata Soniox may process outside the EEA

Reson8

Resonate Labs B.V., the Netherlands

Speech recognition for files uploaded as Dutch – dialect. When it is unavailable, those files go to Soniox.

What it receives

Your audio or video file and your custom vocabulary.

Where

EU (the Netherlands), on servers Reson8 runs itself.

ElevenLabs

Eleven Labs Inc., United States

Backup speech recognition, used only when Soniox is unavailable and the file is under 1 GB.

What it receives

Your audio or video file and your custom vocabulary.

Where

United States for now. We are moving it to ElevenLabs' EU data residency environment.

Transfer safeguard

EU-U.S. Data Privacy Framework

Speechmatics

Cantab Research Limited, United Kingdom

Backup speech recognition for files of 1 GB or more, used only when Soniox is unavailable.

What it receives

Your audio or video file and your custom vocabulary.

Where

EU

Transfer safeguard

UK adequacy decision, for access from the United Kingdom

Google Gemini API

Google LLC, United States

Language models that lay out subtitles, translate them, and write chapters and highlights.

What it receives

Transcript text with timings and speaker labels, and any instructions you add, such as tone of voice. Never your audio or video.

Where

Not fixed: Google may process requests in any of its data centres.

Transfer safeguard

EU-U.S. Data Privacy Framework, and Google's data processing terms with the Standard Contractual Clauses

Resend

Plus Five Five, Inc., United States

Sends account and notification emails.

What it receives

Your email address, and the project names and links in notification emails.

Where

United States

Transfer safeguard

Standard Contractual Clauses

PostHog

PostHog Inc., United States

Product analytics: which features are used, linked to a pseudonymous user ID.

What it receives

Usage events from the application, which can include the text of on-screen elements you click, such as a line of a transcript.

Where

EU (Frankfurt, Germany)

Transfer safeguard

Standard Contractual Clauses, for access from the United States

What every sub-processor has agreed to

Each sub-processor may use your content only to perform its task for us. None of them may use it to train or improve their models. Where one processes data outside the European Economic Area, the transfer is covered by an adequacy decision, such as the EU-U.S. Data Privacy Framework, or by the European Commission's Standard Contractual Clauses.

Changes to this list

We give at least 30 days' notice before a new sub-processor starts processing your data: we update this page and email the owner of each account. Under our Data Processing Agreement you can object to the change.

Providers we use for our own purposes

A few providers help us run the business rather than process your content. Stripe handles payments, and Google Analytics measures visits to our website. Cloudflare Turnstile blocks automated sign-ups, and Upstash applies rate limits to sign-in attempts. They do not receive your media or transcripts. Our Privacy Policy covers this processing.

Questions about any provider? Email privacy@subtitle.ai.