



Olono Sub-processors

A list of Sub-processors currently authorized by Olono, Inc. (“Olono”) to process Customer Data and assist Olono with respect to the provision of the applicable Service under the Olono Terms of Service

Agreement is set out below:

Subprocessor	Description of Processing
Amazon Web Services, Inc.	Hosting
Intercom.com	Support & Customer Documentation
Postmarkapp	Email Notifications
Heap Analytics	Product usage statistics
Datadog	Infrastructure Monitoring

How to Subscribe to Receive Notification of Change in Sub-processors:

If you are a current Olono customer with a data processing agreement in place with Olono, you may subscribe to receive notifications of new Sub-processor(s) for each applicable Olono Service before Olono authorizes any new Sub-processor(s) to process personal data in connection with the provision of the applicable Service.

You can subscribe to receive email notifications for changes to Olono Sub-processors by emailing the following information to subprocessors@olono.ai:

Customer Name

Customer Address

Executed copy of the Customer-Olono data processing addendum

To edit your email notification information, please re-submit a request to subprocessors@Olono.com with the subject title “Change in Contact Information” to Olono.



Right to Object to New Sub-processor:

A customer with a data processing agreement in place with Olono may object to Olono's use of a new Sub-processor by notifying Olono promptly in writing within ten (10) business days after receipt of Olono's notice in accordance with the mechanism set out above. If you object to a new Sub-processor, and that objection is not unreasonable, Olono will use reasonable efforts to make available to you a change in the applicable Service or recommend a commercially reasonable change to your configuration or use of the applicable Service to avoid processing of personal data by the objected-to new Sub-processor without unreasonably burdening you. If Olono is unable to make available such change within a reasonable time, which shall not exceed thirty (30) days, you may terminate the applicable Order Form(s) with respect only to those Service(s) which cannot be provided by Olono without the use of the objected-to new Sub-processor by providing written notice to Olono at:

Olono, Inc.

901 9th Street Suite #111

Austin Texas 78703

USA

Attn: Legal Department