

Sub-Processor	Description/Purpose	Data or Information Stored	Location
<b>Twilio Inc.</b> Twilio's Security Policy can be found <a href="#">here</a> .  Information on Twilio's sub-processors can be viewed <a href="#">here</a> .	Voice and text messaging services.	Customer phone numbers.	U.S.A.
<b>Microsoft Azure</b> Microsoft's Security Policy can be found <a href="#">here</a>  Information as to Microsoft's sub-processors can be viewed <a href="#">here</a> .	Azure Cloud computing services.	Azure Blob storage contains various data types, including images and documents for Inspections, Amenities, Pet Registry, email drafts, building directory files, and library documents.	U.S.A.
<b>Amazon</b> More about Amazon's Security Policy can be found <a href="#">here</a> .  Information on Amazon's sub-processors can be viewed <a href="#">here</a> .	Alexa, Simple Email Service (SES), virtual assistant services and cloud computing services.	Customer email addresses.	U.S.A.
<b>Salesforce.com</b> Salesforce's Security Policy can be found <a href="#">here</a> .  Information on Salesforce's sub-processors can be viewed <a href="#">here</a> .	BuildingLink uses Salesforce as a customer relationship management software to help manage sales, customer service, marketing automation, and analytics.	Names, email addresses, phone numbers, addresses, communication history, & data about properties and management companies.	U.S.A.
<b>Freshworks</b> Freshwork's Privacy Policy can be found <a href="#">here</a> .  Information on Freshworks's sub-processors can be viewed <a href="#">here</a> .	CX-Support call and ticketing system.	Names, email addresses, phone numbers, varied building data.	U.S.A.
<b>Sentry.io</b> Sentry.io's Security Policy can be found <a href="#">here</a> .  Information on Sentry.io's sub-processors can be viewed <a href="#">here</a> .	Desktop and mobile app error collection.	Usernames, Mgmt Company Names, Building Names, OS and App versions.	Ireland/EU
<b>Hotjar</b> Hotjar's Security policy can be found <a href="#">here</a> .  Information on Hotjar's sub-processors can be viewed <a href="#">here</a> .	Hotjar is a user behavior analytics and feedback tool that helps businesses understand and improve their website or app by providing insights through heatmaps, recordings, and surveys.	(data obfuscation for the user): Names, email addresses, phone numbers, varied building data.	Ireland/EU
<b>Google Analytics</b> Google Analytics Security Policy can be found <a href="#">here</a> .  Information on Google Analytic's data processing terms can be found <a href="#">here</a> .	Web analytics platform that collects data from our company website and creates reports that provide statistics and basic analytics for Search Engine Optimization (SEO) and marketing purposes.	Historical (25 months) website performance information, such as audience, acquisition, behavior, and conversions.	Google Servers
<b>Pendo</b> Pendo's Security Policy can be found <a href="#">here</a> .	Pendo is a product analytics platform that allows us to monitor and analyze how users interact with our application through data. Its guidance functionality also lets app makers embed user-friendly walkthroughs in their applications.	Historical (from May 2021) user behavior data - page and feature interactions, user ids, authority level, building ids, betflags, building type, management company, building unit count, building name, building location (city, country, locale),	U.S.A

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<b>Microsoft Office 365 Hosted by Microsoft</b> Microsoft's Security Policy can be found <a href="#">here</a> .  Information as to Microsoft's sub-processors can be viewed <a href="#">here</a> .	BuildingLink uses Microsoft Office to directly communicate with clients.	Customers' names & emails.	U.S.A
<b>Stripe</b> Stripe's Privacy Policy can be found <a href="#">here</a> .  Stripe lists their subprocessors <a href="#">here</a> .	Facilitate customers (our buildings) accepting payments from their residents (ex: amenity bookings, maintenance charges, parking, etc). We also use Stripe to process payments for customers purchasing peripherals from us (ex: signature pads, barcode scanners, etc.).	From their privacy policy (name, email address, billing address, shipping address, payment method information (such as credit or debit card number, bank account information or payment card image selected by you), merchant and location, purchase amount, date of purchase, and in some cases, some information about what you have purchased and your phone number and past purchases.) -	U.S.A.
<b>Flagsmith</b> Flagsmith's Privacy Policy can be found <a href="#">here</a> .  Information on Flagsmith's sub-processors can be found <a href="#">here</a> .	Feature flag and remote configuration management. Teams can release new features gradually, target specific user segments, and gather valuable insights through A/B testing, all while maintaining control and minimizing risks.	Property ID, unit occupancy ID, user type ID, user type name, user type node, sub, & beta flags.	London
<b>Confluent, Inc.</b> Confluent's Privacy statement can be found <a href="#">here</a> .  Confluents information on sub-processors can be found <a href="#">here</a> .	Confluent provides Kafka in the cloud services. Our platform relies on Kafka for event-driven operations and data flows, enabling micro-services architecture.	User and facility data, including ocupancy, full name, email, phone, etc.	U.S.A.
<b>HubSpot</b> Hubspot's Security Policy can be found <a href="#">here</a> .  Information on Hubspot's sub-processors can be viewed <a href="#">here</a> .	HubSpot is a marketing automation, analytics and communications tool that we utilize for demand generation.	Names, email addresses, phone numbers, prospect company information (entity, location, website).	U.S.A.
<b>SalesLoft</b> Salesloft's Security Policy can be found <a href="#">here</a> .	Optimizes and adds process for outbound prospecting.	Names, email addresses, phone numbers, prospect company information (entity, location, website).	U.S.A.
<b>Microsoft SharePoint</b> See Microsoft's Security Policy <a href="#">here</a> .	This is a web-based collaborative platform that integrates natively with Microsoft 365. BLK uses it as a document management and storage system for customer contracts, marketing collateral, and other business related documents.	Names, email addresses, phone numbers, addresses, data about properties and management companies.	U.S.A