



Redis Subprocessors

Basic Services Functions

The following is a list of third parties that Redis uses to help provide certain services. Redis may need to allow these third parties to your personal data in order to do things like facilitate payment or provide authentication services.

Name of subprocessor	Headquarters Location	Purpose
BlueSnap, Inc.	Waltham, Massachusetts, United States	Online Payment Platform
Salesforce, Inc.	San Francisco, California, United States	CRM Services Provider
Oracle Corporation (NetSuite)	Austin, Texas, United States	ERP and Financial Planning Service Provider
Zendesk, Inc.	San Francisco, California, United States	Cloud Services Provider; Basic Support Services (such as ticketing)
Okta	San Francisco, California, United States	Authentication Services Provider
Twilio Inc. (Sendgrid)	San Francisco, California, United States	Email delivery service
Atlassian	Sydney, New South Wales, Australia	Jira, Confluence, StatusPage
Google Workspace	Mountain View, California, United States	Process company mail, document management
PagerDuty, Inc.	San Francisco, California, United States	Incident Response, On-Call Management
ExaVault Inc.	San Ramon, California, United States	Cloud FTP platform
Freshworks Inc.	San Mateo, California, United States	License Ticketing



Cloud Services Providers

Redis Enterprise Cloud Services is capable of running on different cloud platforms. Depending on your Redis Enterprise Cloud Services offering, including which cloud services provider(s) you have selected, one or more of the following third parties may process personal data on your behalf.

IMPORTANT: Please make sure to consult your organization's system inventory and applicable documentation to understand which provider(s) applies. The links below will take you to the applicable GDPR pages for your cloud services provider. The cloud provider, region, and availability zone of their deployments will depend on how and where your organization has deployed its Redis Enterprise Cloud Services.

Name of Cloud Services Provider	Detail
Amazon Web Services, Inc.	AWS GDPR Center https://aws.amazon.com/compliance/gdpr-center/
Google, Inc.	GCP Privacy Resource Center (GDPR) GDPR and Google Cloud
Microsoft Corp	Microsoft Trust Center GDPR Overview General Data Protection Regulation, GDPR Overview

Cloud Services Provider Responsibility

The public cloud provider hosting your Redis Enterprise Cloud databases is responsible for the physical security of their data centers and the security of the network, storage, servers, and virtualization that form the core infrastructure of your deployment.

Amazon, Microsoft, and Google's public clouds embrace a wide range of security best practices and compliance standards. Compliance information—including audits, attestations, and certifications about resources hosted—can be found in the following compliance pages:

- AWS Compliance
- GCP Compliance
- Azure Compliance

For more information please see the [Redis Cloud shared responsibility model page](#) in the [Redis Enterprise Cloud Security Documentation](#).