

# SkillsOS Subprocessor List

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Last Updated: December 2024

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## Overview

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This document lists the third-party subprocessors that SkillsOS engages to process customer data in connection with providing our services. All subprocessors are contractually bound to protect customer data in accordance with our Data Processing Agreement and applicable data protection laws.

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## Current Subprocessors

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### Infrastructure & Hosting

Subprocessor	Purpose	Data Processed	Location
Vercel Inc.	Application hosting, CDN, edge functions	Application data, user sessions	United States
Supabase Inc.	Database hosting, authentication services	All customer data, user credentials	United States
Amazon Web Services (AWS)	File storage (S3), backup storage	Uploaded documents, media files	United States

### Authentication & Identity

Subprocessor	Purpose	Data Processed	Location
Supabase Auth	User authentication, session management	Email, password hashes, session tokens	United States

## Communication Services

Subprocessor	Purpose	Data Processed	Location
SendGrid (Twilio Inc.)	Transactional email delivery	Email addresses, email content	United States

## Payment Processing

Subprocessor	Purpose	Data Processed	Location
Stripe Inc.	Payment processing, subscription management	Payment information, billing details	United States

## AI & Analytics

Subprocessor	Purpose	Data Processed	Location
OpenAI	AI-powered features (curriculum analysis, recommendations)	Curriculum content, program data (anonymized where possible)	United States

## Monitoring & Security

Subprocessor	Purpose	Data Processed	Location
Vercel Analytics	Application performance monitoring	Anonymized usage data	United States

## Subprocessor Details

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### Vercel Inc.

- **Website:** <https://vercel.com>
- **Privacy Policy:** <https://vercel.com/legal/privacy-policy>
- **Security:** SOC 2 Type II certified

- **Data Processing:** <https://vercel.com/legal/dpa>

## Supabase Inc.

- **Website:** <https://supabase.com>
- **Privacy Policy:** <https://supabase.com/privacy>
- **Security:** SOC 2 Type II certified
- **Data Processing:** <https://supabase.com/legal/dpa>

## Amazon Web Services (AWS)

- **Website:** <https://aws.amazon.com>
- **Privacy Policy:** <https://aws.amazon.com/privacy/>
- **Security:** SOC 2, ISO 27001, FedRAMP certified
- **Data Processing:** <https://aws.amazon.com/compliance/data-processing-addendum/>

## SendGrid (Twilio Inc.)

- **Website:** <https://sendgrid.com>
- **Privacy Policy:** <https://www.twilio.com/legal/privacy>
- **Security:** SOC 2 Type II certified
- **Data Processing:** <https://www.twilio.com/legal/data-protection-addendum>

## Stripe Inc.

- **Website:** <https://stripe.com>
- **Privacy Policy:** <https://stripe.com/privacy>
- **Security:** PCI DSS Level 1, SOC 2 Type II certified
- **Data Processing:** <https://stripe.com/legal/dpa>

## OpenAI

- **Website:** <https://openai.com>

- **Privacy Policy:** <https://openai.com/privacy/>
- **Security:** SOC 2 Type II certified
- **Data Processing:** <https://openai.com/policies/data-processing-addendum/>

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## Data Processing Locations

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All subprocessors listed above process data in the **United States**. For institutions requiring data residency in other jurisdictions, please contact us to discuss available options.

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## Security Requirements

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All subprocessors must meet the following minimum requirements:

Requirement	Standard
<b>Audit Certification</b>	SOC 2 Type II or equivalent
<b>Encryption at Rest</b>	AES-256 or equivalent
<b>Encryption in Transit</b>	TLS 1.2 or higher
<b>Access Controls</b>	Role-based access, MFA for administrative access
<b>Incident Response</b>	Documented incident response procedures
<b>Data Processing Agreement</b>	Contractual data protection obligations

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## Change Notification Process

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### Adding New Subprocessors

When SkillsOS intends to engage a new subprocessor:

1. **Assessment:** Security and privacy assessment of the subprocessor

2. **Notification:** Customers notified via email at least 30 days in advance
3. **Objection Period:** Customers may object within 30 days
4. **Resolution:** Good faith discussion to address concerns

## Notification Method

Subprocessor change notifications are sent to:

- The primary contact email on file
- The technical contact email on file
- Posted to the Trust Center

## Objection Process

If you object to a new subprocessor:

1. Submit objection in writing to [privacy@skillsos.org](mailto:privacy@skillsos.org)
2. Include specific concerns and proposed alternatives
3. We will work in good faith to address concerns
4. If concerns cannot be resolved, you may terminate affected services

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## Historical Changes

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Date	Change	Subprocessor
December 2024	Initial list published	All listed subprocessors

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## Contact Information

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For questions about our subprocessors or to receive change notifications:

**Privacy Team:** [privacy@skillsos.org](mailto:privacy@skillsos.org) **Security Team:** [security@skillsos.org](mailto:security@skillsos.org)

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## Subscribe to Updates

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To receive notifications about subprocessor changes, ensure your contact information is current in your account settings or contact us at [privacy@skillsos.org](mailto:privacy@skillsos.org).

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*This document is updated as subprocessors change. Check the Trust Center for the most current version.*

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