List of Sub-Processors

Effective Date: 16th April 2026

At OrangeHRM, we work with a selected group of trusted third-party service providers (sub-processors) to help us deliver and support our services. These providers may process personal data on our behalf. Each sub-processor is subjected to strict data protection obligations and is carefully vetted to ensure compliance with our security and privacy standards, including GDPR and other applicable laws.

We maintain this list to provide transparency into our data handling practices. For questions or updates, please submit a request via our Privacy Request Form.

(https://www.orangehrm.com/en/policies/orangehrm-privacy-policy/privacy-requests).

Core Application Sub-Processors

These sub-processors are essential to the operation of the OrangeHRM platform and are used by all customers. They support core services such as infrastructure, application hosting, data storage, and customer support.

Sub-Processor	Location	Purpose of the processing
Rackspace Inc	United States United Kingdom Europe	Infrastructure hosting service to provide scalable, secure, and reliable hosting solutions for the OrangeHRM Enterprise Application.
Twilio Inc. Sendgrid	United States	OrangeHRM uses SendGrid SMTP mail delivery services to deliver transactional emails via the OrangeHRM SaaS application. Transaction emails include Leave Notification, Birthday Notifications, Timesheet submission notification, and many other system reminders and notifications.
OrangeHRM Software (Pvt) Ltd	Sri Lanka	Technical support and technical operations staff who support the operation of the SaaS service.

Integration Sub-Processors

These sub-processors are used only when customers choose to enable specific integrations with third-party systems.

Sub-Processor	Location	Purpose of the processing
Celigo Inc.	United States	Celigo provides an IPAAS platform to integrate third-party applications with the OrangeHRM application.
Cams Biometrics	India	Cams Biometrics (Dheeram Innovations Private Limited) provides an API service to integrate with biometric devices to pull attendance data (and push employee data). In addition to integrating with third-party clocks, Cams Biometrics also provides its own clocks.
Amazon Web Services (AWS)	United States	AWS hosts our Microsoft Teams middleware service, accessible only via Microsoft IPs and managed solely by our engineering team.

Advanced Reporting Sub-Processors

These sub-processors support enhanced reporting and analytics features that are available to customers who have opted in for advanced data visualization or custom reporting solutions.

Sub-Processor	Location	Purpose of the processing
Microsoft Corporation, Power BI	United States United Kingdom	Power BI is integrated with the OrangeHRM application to provide advanced reporting and analytics capabilities.

AI (Artificial Intelligence) Services Sub-Processors

These sub-processors are involved in delivering AI-powered features within the OrangeHRM application. They are used only when customers activate AI-based functionalities.

Sub-Processor	Location	Purpose of the processing
OpenAI, LLC	United States	This enables natural language processing, content generation, and powering AI features that enhance the functionality and user experience of the OrangeHRM application.

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E-Signature Service Sub-Processors

These sub-processors support the E-Signature service (OrangeSign) document signing service and are engaged only when customers use the document signing functionality within the application.

Sub-Processor	Location	Purpose of the processing
OneSpan Inc	United States	This enables document signing functionality within the E-Signature service (OrangeHRM - OneSpan Integration), including electronic signature processing, signer authentication, and evidence summary generation, using signer details, timestamps, IP addresses, and document content.
Google Cloud Platform (Cloud KMS)	United States	This enables secure digital signature functionality within the E-Signature service (OrangeSign), including cryptographic signing and key management, using document hashes and related metadata, without access to document content or personal data.

Mobile Application Sub-Processors

These sub-processors are only used if the customer opts to use the OrangeHRM mobile application.

Sub-Processor	Location	Purpose of the processing
Firebase (Google's Mobile and Web Application Development Platform)	United States	Firebase is used to manage push notifications in the OrangeHRM mobile application. Note: Since iOS does not support directly sending push notifications using Firebase, the OrangeHRM mobile application sends the push notifications to the Apple Push Notification Service (APNS) via Firebase, and then the Apple API delivers the notifications to the user.
Google Speech to Text	United States	OrangeHRM's mobile application uses speech-to-text functionality to convert user voice input into text. When supported, the application uses Google Speech-to-Text as the primary service. If Google Speech-to-Text is not available or supported on the device, the application defaults to the device's native speech recognition capabilities, which may be provided by the operating system or device manufacturer (e.g., Apple, Samsung). OrangeHRM does not control or store the audio content; we only receive the transcribed text result for in-app functionality.

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Open Source Application Hosting Sub-Processors

These sub-processors are used exclusively for customers using the open-source version of OrangeHRM hosted by us. They support infrastructure and platform-level services required to deliver free hosting, including compute, storage, and basic support tooling.

Sub-Processor	Location	Purpose of the processing
Amazon Web Services (AWS)	United Kingdom	AWS is used as the Infrastructure Hosting Provider for the open-source free Hosting service.

Customer Engagement Sub-processors

These sub-processors are used to facilitate direct interaction, relationship management, and communication with our clients. They support front-facing services including business productivity, document collaboration, customer support ticketing, CRM, automated meeting documentation, AI-driven insights, and personalized marketing outreach to enhance the overall customer experience and service delivery.

Sub-Processor	Location	Purpose of the processing
Google Workspace (Google LLC)	United States	Google workspace is used for business productivity and communication, including email (Gmail), document collaboration, and scheduling client meetings.
Fathom AI	United States	Used to provide AI-powered meeting recording, transcription, and automated summarization for client interactions and internal documentation.
GetResponse	Poland	Used for managing customer contact lists, delivering email communications, and executing automated marketing/privacy campaigns.
Zoho Corporation Pvt Ltd	United States	Zoho Desk is used as our ticketing system to manage and respond to client queries efficiently.

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