List of Subprocessors

Last Updated: March 25, 2024

SUBPROCESSOR	TYPE	DESCRIPTION	LOCATION
AHA	Internal product roadmap software	Contact details for customer or product support follow-up	US
Applicant Pro	HR	Applicant tracking system	US
Applicant Tracking	Sandbox	Integration tool	US
Ashby	HR	Recruiting platform	US
AvePoint	Backup Software	Backup of Salesforce and O365	US
AWS (Amazon Web Services)	Hosting	Criteria Software as a Service	US/AU
Breezy	Applicant Tracking	Applicant info tracking	US
Calendly	Scheduling tool	Contact information for meeting scheduling	US
Chilipiper	Scheduling and routing	Contact details for customer or product support follow-up	US
ChurnZero	Customer success software	Customer usage analytics	US
ClearCompany	Sandbox	Integration tool	US
CloudConvert	File Converter Service	Assessment with contact name	N/A
CookieBot	Cookie management software	GDPR/CCPA-compliant cookie permissions tool for marketing website.	N/A
Conga Composer	Document	Document automation service	US
D&B Optimizer	Data Append Tool	Customer lead data	US
DocuSign	Electronic Contracting	Customer contact name, email, address for contract and accounting	US

Drift	Lead collection	Customer contact details for customer follow- up	US
Dropbox	File Storage	Storage of old files archive	US
Fingerprint JS	Browser fingerprinting library	Fraud detection for assessment security	US
Fivetran	Analytics	Data management tool	US
Gong.io	Sales analytics	Stores customer contact details for sales management	US
Google	Cookie	Provides analytics of web activity	US
Greenhouse	Sandbox	Integration tool	US
HotJar	User session analytics	user feedback and behavior analytics tool that helps customers understand the behavior	EU
iCiMS	Sandbox	Integration tool	US
IDVerse	Identity	Automated identity application?	US
JazzHR	HR	Recruiting software	US
JIRA	Customer support	Contact name and email for support ticket tracking	AUS
JobAdder	HR	Recruitment tool	AUS
Jobvite	HR	Recruitment tool	US
Joynd - (formerly HRNX)	HR integration software	Encrypts customer job candidate data	US
Lever	HR	Recruiting software	US
LinkedIn	Social Networking Marketing	Social media marketing	US
LiveHire	Revenue	Sales analytics	AUS
NetSuite	Enterprise Resource Management	Enterprise Resource Management platform used for managing financial transactions and GL.	US
New Relic	Application performance monitoring	Customer and candidate data is masked but analyzed.	US

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Nextiva	Sales analytics	Stores customer contact details for sales management	US
Office 365	Email	Emails to and from Criteria (excluding emails with assessment data)	US
Okta	IT	Identity Provider	US
PageUp	Sandbox	Integration tool	US
Qualtrics	Surveys	Customer survey data	US
QuickBooks Online	Accounting	Customer contact name, email, address for financial accounting	US
Rackspace	Hosting	Office 365 Host	US
Salesforce	Customer relationship management	Stores customer contact details for billing, contracting, and marketing	US
Slack	Corporate messaging	Contact details for customer or product support follow-up	US
SmartRecuiters	HR	Recruiting tool	US
Sophos	Antivirus	Antivirus software	US
Stripe	PCI-certified credit card payment processing	Customer contact information (if Service is paid via credit card)	US/AU
Twilio	SMS Messaging	SMS messages for reminders	US
VidCruiter	HR	Video interviewing tool	CAN
Workable	HR	Recruitment tool	US
Workato	Engineering	Integration Tool	US
ZOHO Recruit	HR	Recruiting tool	India
Zoom	Video and chat messaging, support, and streaming demos	Contact details for sales and support	US

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