Podium Service Partners

The following table lists Podium's service partners that process personal information, as referenced in Podium's legal documentation at legal.podium.com/#servicepartners.

Service Partner	Service Description	Location of Processing	Additional Information
Amazon Web Services, Inc.	Amazon Web Services (AWS) provides cloud computing infrastructure services, including hosting, storage, computing power, and database services that Podium uses to run its platform.	United States	Privacy Policy: AWS Privacy Notice DPA: AWS Data Processing Addendum Trust Center: AWS Trust & Safety
Anthropic, PBC	Anthropic provides AI safety research and large language model (LLM) APIs, including Claude, that Podium uses to power artificial intelligence features such as automated messaging, content generation, and intelligent customer interaction tools.	United States	Privacy Policy: Anthropic Privacy Policy DPA: Anthropic Data Processing Addendum Trust Center: Anthropic Trust & Safety
Baseten Labs, Inc.	Baseten is an AI infrastructure platform that enables the deployment, management, and scaling of AI models as high-performance, cost-efficient, and production-ready APIs.	United States	Privacy Policy: Baseten Privacy Policy DPA: Baseten Data Processing Addendum Security: Baseten Security Practices

Better Car People, LLC	Better Car People provides automotive business development center (BDC) services combining AI technology and human agents to manage dealership customer engagement and lead response across multiple communication channels.	United States	Privacy Policy: Better Car People Privacy Policy
Caldera Labs Inc.	Caldera Labs provides custom-engineered artificial intelligence solutions and automation tools that help businesses improve operational efficiency and workflows.	United States	Privacy Policy: Caldera Labs Privacy Policy
Confluent, Inc.	Confluent provides a cloud-based data streaming platform built on Apache Kafka, enabling Podium to move, process, and integrate real-time data streams across its systems.	United States (primary)	Privacy Policy: Confluent Privacy Notice DPA: Confluent Cloud Data Processing Addendum Trust Center: Confluent Trust Center
Cortex Applications, Inc.	Cortex provides an internal developer portal that helps engineering teams catalog services, enforce production readiness standards, and improve software quality through scorecards and automation.	United States	Privacy Policy: Cortex Privacy Policy
Datadog, Inc.	Datadog provides cloud-based monitoring, logging, and observability services that Podium uses to track the performance, health, and security of its infrastructure and applications.	United States	Privacy Policy: Datadog Privacy Policy DPA: Datadog Data Processing Addendum Trust Center: Datadog Trust Center
Deepgram, Inc.	Deepgram provides AI-powered speech recognition and voice intelligence APIs that Podium uses to	United States	Privacy Policy: Deepgram Privacy

	transcribe and analyze voice conversations, enabling features such as call transcription and voice analytics.		Policy DPA: Deepgram Data Processing Addendum Security: Deepgram Security
Daytona Platforms Inc.	Daytona provides a cloud runtime platform of isolated sandbox environments that Podium uses to run code and process data as part of delivering its Services.	United States	Privacy Policy: Daytona Privacy Policy DPA: Daytona Data Processing Agreement Trust Center: Daytona Trust Center
ElevenLabs, Inc.	ElevenLabs provides AI-powered voice synthesis and text-to-speech technology that Podium uses to generate natural-sounding voice content for customer interactions and automated voice communications.	United States	Privacy Policy: ElevenLabs Privacy Policy DPA: ElevenLabs Data Processing Addendum Security: ElevenLabs Security
Fireworks AI, Inc.	Fireworks AI is a high-speed cloud platform that lets developers run, customize, and scale open-source artificial intelligence models quickly and efficiently.	United States	PrivacyPolicy: Fireworks Privacy Notice DPA: Fireworks Data Processing Addendum Trust Center: Fireworks Trust Center
FullStory, Inc.	FullStory provides a digital experience intelligence platform that uses session replay, heatmaps, and user behavior analytics to help Podium understand how customers interact with its products.	United States	Privacy Policy: FullStory Privacy Policy

			DPA: FullStory Data Processing Addendum Trust Center: FullStory Trust Center
GoCardless	GoCardless provides an international bank payment network and direct debit processing platform that Podium uses to facilitate recurring payments and bank-to-bank payment collection.	United Kingdom (primary); processes payments for Podium clients in Australia	Privacy Policy: GoCardless Privacy Notice DPA: GoCardless Data Processing Agreement Trust Center: GoCardless Security & Privacy
Gong.io, Inc.	Gong provides a revenue intelligence platform that uses AI to analyze customer-facing conversations, including calls and emails, to deliver insights that help sales and customer success teams.	United States	Privacy Policy: Gong Privacy Policy DPA: Gong Data Processing Agreement Trust Center: Gong Trust Center
Google	Google provides a suite of cloud infrastructure, AI, mapping, productivity, and advertising services that Podium uses across its platform, including Google Cloud Platform, Google Maps, and various APIs.	United States (primary); data may be processed in multiple global regions	Privacy Policy: Google Privacy Policy DPA: Google Cloud Data Processing Addendum Trust Center: Google Trust & Safety
LangSmith (LangChain, Inc.)	LangSmith provides an observability and evaluation platform for large language model (LLM) applications that Podium uses to monitor, debug,	United States	Privacy Policy: LangChain Privacy Policy

	test, and improve its AI-powered features and workflows.		DPA: LangChain Data Processing Addendum Trust Center: LangSmith Security
Livekit Incorporated	Livekit provides real-time communication infrastructure and voice AI services that Podium uses to power voice-based customer interactions, call handling, and real-time audio processing.	United States	Privacy Policy: Livekit Privacy Policy DPA: Livekit Data Processing Addendum Security: Livekit Security
Microsoft	Microsoft provides cloud computing services (Azure), productivity software, and AI capabilities that Podium integrates into its platform, including for hosting, communications, and enterprise tooling.	United States (primary); data may be processed in multiple global regions	Privacy Policy: Microsoft Privacy Statement DPA: Microsoft Data Processing Agreement Trust Center: Microsoft Trust Center
Netsapiens	NetSapiens provides a cloud communications platform and unified communications as a service (UCaaS) infrastructure that powers Podium's phone and voice services for businesses.	United States	Privacy Policy: NetSapiens Privacy Policy
OneSignal, Inc.	OneSignal provides a customer messaging and engagement platform that Podium uses to deliver push notifications, in-app messages, SMS, and email communications to users.	United States	Privacy Policy: OneSignal Privacy Policy DPA: OneSignal Data Processing Addendum Trust Center: OneSignal Security

OpenAI, L.P.	OpenAI provides large language model AI services and APIs that power Podium's artificial intelligence features, including automated messaging, content generation, and intelligent customer interaction tools.	United States	Privacy Policy: OpenAI Privacy Policy DPA: OpenAI Data Processing Addendum Trust Center: OpenAI Trust Portal
Plaid Inc.	Plaid provides a financial data network and API that enables Podium to connect with users' bank accounts for payment verification, ACH transfers, and financial data access.	United States	Privacy Policy: Plaid Privacy Policy DPA: Plaid Data Processing Addendum Trust Center: Plaid Trust Portal
Riskified, Inc.	Riskified provides an e-commerce fraud prevention and chargeback management platform that helps Podium identify and mitigate fraudulent transactions and chargebacks in its payment processing operations.	United States / Israel (company is dual-headquartered; data processed primarily in the US)	Privacy Policy: Riskified Privacy Policy Trust Center: Riskified Security
Roark	Roark provides an AI-powered phone call intelligence platform that Podium uses to analyze, transcribe, and extract insights from customer phone conversations to improve sales and support outcomes.	United States	Trust Center: Roark Trust Center

Salesforce.com, Inc.	Salesforce provides a cloud-based customer relationship management (CRM) platform that Podium uses for managing customer data, sales processes, support workflows, and business operations.	United States	Privacy Policy: Salesforce Privacy Statement DPA: Salesforce Data Processing Addendum Trust Center: Salesforce Trust Center
SardineAI, Corp.	Sardine provides AI-powered fraud detection, risk assessment, and compliance services that Podium uses to identify and prevent fraudulent activity across its payments and user onboarding workflows.	United States	Privacy Policy: Sardine Privacy Policy
Sigma Computing, Inc.	Sigma provides a cloud-based business intelligence and data analytics platform that Podium uses to explore, analyze, and visualize data for business reporting and operational decision-making.	United States	Privacy Policy: Sigma Privacy Policy DPA: Sigma Data Processing Addendum Trust Center: Sigma Trust Center
Snowflake Inc.	Snowflake provides a cloud-based data warehousing and analytics platform that Podium uses to store, manage, and analyze large volumes of data to support business intelligence and operational reporting.	United States (primary); available across AWS, Azure, and Google Cloud globally	Privacy Policy: Snowflake Privacy Notice DPA: Snowflake Data Processing Addendum Trust Center: Snowflake Trust Center
Stripe, Inc.	Stripe provides payment processing infrastructure and APIs that Podium uses to process credit card transactions, manage subscriptions, facilitate payouts, and handle payment-related compliance.	United States	Privacy Policy: Stripe Privacy Policy

			DPA: Stripe Data Processing Addendum Trust Center: Stripe Privacy Center
The Campaign Registry	The Campaign Registry (TCR) is the industry-standard registration platform for 10-digit long code (10DLC) SMS messaging campaigns, which Podium uses to register its business messaging campaigns to improve deliverability and compliance.	United States	Privacy Policy: TCR Privacy Policy
Thomson Reuters	Thomson Reuters provides legal, regulatory, and compliance data and tools that Podium uses for identity verification, know-your-customer (KYC) checks, and regulatory compliance screening.	United States / Canada	Privacy Policy: Thomson Reuters Privacy Statement DPA: Thomson Reuters Data Processing Addendum Trust Center: Thomson Reuters Trust Center
Tray.io, Inc.	Tray.io provides a general automation and integration platform that Podium uses to connect its services with third-party applications, automate workflows, and integrate data between systems.	United States / United Kingdom (company operates internationally; data processed in US and EU)	Privacy Policy: Tray.io Privacy Policy DPA: Tray.io Data Processing Addendum Trust Center: Tray.io Security
Twilio Inc.	Twilio provides a cloud communications platform and APIs that Podium uses to power its SMS, voice, and messaging capabilities, enabling two-way text communication between businesses and their customers.	United States (primary); global infrastructure with regional data centers	Privacy Policy: Twilio Privacy Notice DPA: Twilio Data Protection Addendum

			Trust Center: Twilio Trust Center
Zapier Inc.	Zapier provides a no-code workflow automation platform that enables Podium and its customers to integrate Podium with thousands of third-party applications and automate data flows between them.	United States	Privacy Policy: Zapier Privacy Policy DPA: Zapier Data Processing Agreement Trust Center: Zapier Security Center
Zoom Video Communications, Inc.	Zoom provides a cloud-based video conferencing and communications platform that Podium uses to facilitate virtual meetings, webinars, and team collaboration.	United States (primary); data may be processed in multiple global regions	Privacy Policy: Zoom Privacy Policy DPA: Zoom Data Processing Addendum Trust Center: Zoom Trust Center