



Rapid7 Subprocessor List

Updated: August 2024

Subprocessor	Use Case	Personal Data Types Collected	Location of Processing	Further Information
Amazon Web Services (AWS)	Cloud Hosting	Personal data captured in scan data, admin, and user data, and product and offering data	Australia, Canada, Germany, Ireland, Japan, United States	Data processor for customer security data
Ask-AI	Customer Support	Customer ticket information which includes customer names and email addresses	United States	AI tool that permits support engineers to leverage generative AI capabilities to deliver faster response times and resolutions for customers
Cisco	Network Security and Identity Management	Logs, tags, and markers associated with users in Rapid7's environment	United Kingdom, United States	Network security and identity management that permits network posturing
Datadog	Monitoring Analytics	IP addresses, browser information, and user profile information	United States	Tool to improve, monitor, and understand usage of the Rapid7 Insight Platform
Freshworks	Customer Communications and Ticketing System	Personal data from Okta including employee data, titles, and email addresses	United States	Freshworks, which includes Freshservice and Freshdesk helps streamline customer communications and ticketing as well as the use of various applications

Intercom	Customer Service	Personal data contained in user account information and text/files sent via messenger by customers	United States	Provides customer service, support, product usage statistics, and feedback across products
Jigsaw / Intuitive	Customer Service	User and customer names	United States	Enables location of documentation for customers to stay abreast of product related changes and updates and provides ongoing training and certification
Klarity	Contract Management	Customer names, signatory names, titles, and customer addresses	United States	Tracks contractual obligations with customers and vendors
Okta	Identity and Access Management	Employee data and customer data	United States	Permits single-sign-on to Rapid7 systems and applications by our employees and customers (who have a separated Okta instance that is integrated with iPIMS)
OpenAI	AI Language Model Services	Text inputs provided by users and customers, which may include personal data or customer information for customer support, content creation, and data analysis	United States	Enhances Rapid7 services by providing advanced natural language processing capabilities to improve efficiency and customer experience
Pendo	Product Analytics	User names and account information	United States	Used to communicate downtimes, new features, and releases with customers
Plextrac	Central Authentication Service	Customer names and email addresses	United States	Reporting and dashboarding of CAS results and data for vulnerability management and penetration testing
Salesforce	CRM	Customer and user names, titles, phone numbers, email addresses, and physical addresses	United States	CRM for account and contracts management, opportunity management and forecasting, customer support, managed services, and order management
Shodan	EASM	Queries devices connected to the Internet for publicly-available information	United States	Data feed for EASM offering

Slack	Internal Communication and Messaging	Workspace and account information, usage information, cookie information, third-party services information, contact data, audio and video metadata	United States	Messaging tool for departmental messaging and cross collaboration across the company
Snowflake	Data Store	Customer and user names, email addresses, phone numbers, and product usage	United States	Data lakehouse and data store to ingest and transform data from various source applications to build analytics and support core business processes
Tableau	Cloud Security	Customer and user names, email addresses, phone numbers, and product usage	United States	Business intelligence tool for internal usage reporting

In addition to the subprocessors listed above, the following entities are a part of the Rapid7 group, and accordingly may also function as subprocessors.

Subprocessor	Location
Rapid, Inc.	United States
Rapid7 LLC	United States
Rapid7 International Group	United Kingdom
Rapid7 International Group Limited	United Kingdom
Rapid7 International Holdings Limited	United Kingdom
Rapid7 Ireland Limited	Ireland
Rapid7 Netherlands B.V.	Netherlands
Rapid7 Singapore PTE. LTD.	Singapore
Rapid7 Japan KK	Japan

Rapid7 Germany GMBH	Germany
Rapid7 Canada, Inc.	Canada
Rapid7 Australia Pty Ltd.	Australia
Rapid7 Spain SL	Spain
Rapid7 France SAS	France
Rapid7 Sweden AB	Sweden
Rapid7 Israel Technologies Ltd.	Israel
IntSights Cyber Intelligence LTD	Israel
Noetic Cyber UK Limited	United Kingdom