

Resolvable AI Sub-processor List

Version 1.1 | Effective date: 16 October 2026

This list identifies sub-processors that may process Customer Personal Data in connection with Resolvable AI. Actual use depends on selected Services, channels and configuration.

SUB-PROCESSOR	PURPOSE	PROCESSING LOCATION / TRANSFER	SERVICES AFFECTED
Supabase, Inc.	Database, authentication, file storage and secrets	Ireland, EEA (eu-west-1)	All durable Resolvable AI data. This includes accounts, tenant settings, knowledge, conversations, messages, ticket copies, files, QA, analytics and connector configuration.
Vercel Inc.	Application hosting, APIs, webhooks, scheduled jobs, CDN and performance monitoring	Application compute currently runs in Washington, D.C., USA (iad1). CDN and platform infrastructure are global.	All website, API and webhook traffic passes through Vercel. It also processes request logs, performance data and deployment artefacts.
OpenAI	AI responses, routing, classification, embeddings and quality scoring	Current integration uses OpenAI's default global API, not a UK or EEA regional endpoint. Treat as US/global processing.	Customer messages and the relevant knowledge, configuration and tool results required for AI-enabled features. Request storage is disabled, but OpenAI's account-level abuse-monitoring rules may still apply.
Mailgun Technologies / Sinch	Native inbound and outbound email delivery	EU Mailgun region. Message data remains within Mailgun's EU region. Limited account and billing data may be global.	Native email only. Sender and recipient details, email content, attachments, headers and delivery events. This is currently a staged/pilot service rather than fully enabled production email.

Change notifications

Resolvable will give at least 15 calendar days' prior notice of any intended addition or replacement of a sub-processor that will process Customer Personal Data, in accordance with the DPA. The notice and objection procedure, including the information provided and handling of objections, is governed by DPA clauses 7.2 and 7.3. The accepted Order Form, including an online signup order, must identify the Customer's notice contact or agreed notification mechanism. The Customer must keep that contact current. Account settings or a sub-processor subscription page may provide an additional notification mechanism.

Questions and objections

Questions or objections should be sent to legal@resolvable.com within the notice period, identifying the relevant Customer, sub-processor and reasonable data-protection grounds.

Payment provider

Stripe is used for Resolvable AI subscription billing, recurring credit-pack payments and other agreed payments. Billing and payment administration is distinct from processing customer-service records on the Customer's instructions. Stripe may act as a processor for some activities and as an independent controller for payment, fraud-prevention and regulatory activities, as described in its terms and privacy notice.

PROVIDER	PURPOSE	PROCESSING LOCATION / TRANSFER	DATA AND SCOPE
Stripe	Billing and payment processing	United States and other locations used by Stripe, its affiliates and sub-processors. Applicable Stripe transfer terms govern relevant international transfers.	Billing contacts, billing details, transaction and payment information needed for the payment service. This listing does not authorise transfer of customer-service conversations, knowledge or call recordings to Stripe.

Provider information: stripe.com/gb/privacy; stripe.com/legal/dpa; stripe.com/legal/dta. Where a provider processes Personal Data on the Customer's behalf through Resolvable, the DPA's applicable sub-processor and transfer requirements apply.