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MongoDB Subprocessors

Please register to be notified of any changes to the Subprocessor list on this page. If a change occurs, you will receive an email to the address that you provide.

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Cloud Providers

MongoDB may engage the following entities to process personal data that you include in your use of MongoDB's Cloud Services:

Third Party Entity

Description of Processing

Amazon Web Services, Inc.	Cloud Provider
Google, Inc.	Cloud Provider
Microsoft Corp	Cloud Provider

Data Types

Amazon Web Services, Inc.	MongoDB Atlas runs on top of AWS, GCP, and Microsoft Azure. These cloud providers host the personal data you store in the Cloud Services.
Google, Inc.	" "
Microsoft Corp	" "

Other Third-Party Subprocessors

To provide support and perform other service functions, we may also engage the following to process personal data on your behalf:

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Third-Party Entity

Description of Processing

Okta, Inc.	Authentication Services
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Description of Processing

Twilio, Inc.	2FA and SMS Alerts
Salesforce.com, Inc.	Support Portal
Intercom R&D Unlimited Co.	Chat Support
Talkdesk, Inc.	Voice Support
Google Inc.	Email Support
Box, Inc.	File Sharing for Remote Consulting Services
Coveo Software Corp.	Support Search Functionality
Fastly, Inc.	Content Delivery Network for Support
Stripe Inc.	Payment Processor

Data Types

Okta, Inc.	Okta receives and stores basic information in the course of authenticating you into the service via federated single sign in (e.g, first and last name, business contact info, email).
Twilio, Inc.	If you turn on two-factor authentication or SMS alerts, Twilio receives basic info to provide you authentication codes or SMS alerts (e.g., phone number).

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Data Types

Salesforce.com, Inc.

If you engage in support within the Salesforce portal, Salesforce receives basic info related to your case and subscription (e.g., name, email, phone number, company, country, Atlas ID).

If you include other personal data in your support tickets (e.g., snippets of database logs, query outputs, etc.), this information would also be processed by Salesforce.

Intercom R&D Unlimited Co.

If you initiate a chat in the Atlas UI chatbot, Intercom receives basic info related to your case (e.g., name, email, phone number, company, country, Atlas ID).

If you include other personal data in your support chats (e.g., snippets of database logs, query outputs, etc.), this information would also be processed by Intercom.

Talkdesk, Inc.

If you engage in telephone support, Talkdesk receives basic contact info (e.g., name, phone number).

Google Inc.

If you engage in email support via Gmail, Google receives basic contact info (e.g., name, email address).

If you include other personal data support emails (e.g., snippets of database logs, query outputs, etc.), this information would also be processed by Google.

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Box, Inc.

If you choose to share files with us during the delivery of remote Consulting Services, Box receives basic contact info as well as any personal data included in those files.

Data Types

Coveo Software Corp.

Coveo is a federated search engine that allows you to search for basic support info as well as your historical and active support tickets. If you engage in support within the Salesforce portal, those support tickets would be integrated into Coveo.

If you include other personal data in your support tickets (e.g., snippets of database logs, query outputs, etc.), this information would also be processed by Coveo.

Fastly, Inc.

If you engage in support within the Salesforce portal, information transmitted to and from MongoDB will be transmitted through Fastly's servers.

If you include other personal data in your support tickets (e.g., snippets of database logs, query outputs, etc.), this information would also be processed by Fastly.

Stripe Inc.

Stripe receives billing information, such as your name, credit card details, and address, if you pay for MongoDB services by credit card.

Headquartered Location

Okta, Inc.

San Francisco, CA

Twilio, Inc.

San Francisco, CA

Salesforce.com, Inc.

San Francisco, CA

Intercom R&D Unlimited Co.

San Francisco, CA

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Headquartered Location

Talkdesk, Inc.	San Francisco, CA
Google Inc.	Mountain View, CA
Box, Inc.	Redwood City, CA
Coveo Software Corp.	Quebec City, Canada
Fastly, Inc.	San Francisco, CA
Stripe Inc.	San Francisco, CA

Affiliates

MongoDB may engage one or more of our Affiliates to provide support and perform other service functions:

Affiliate Entity

Location

MongoDB, Inc.	United States
MongoDB Ltd.	Ireland
MongoDB Canada, Inc.	Canada
MongoDB Australia Pty Ltd.	Australia
MongoDB Israel Inc.	Israel

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Location

MongoDB France SARL	France
MongoDB Software India Private Limited	India
MongoDB Italy S.R.L	Italy
MongoDB España, S.L.	Spain
MongoDB Argentina SRL	Argentina

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