



List of Sub-Processors

Effective Date: 30th June 2025

At OrangeHRM, we work with a selected group of trusted third-party service providers (sub-processors) to help us deliver and support our services. These providers may process personal data on our behalf. Each sub-processor is subjected to strict data protection obligations and is carefully vetted to ensure compliance with our security and privacy standards, including GDPR and other applicable laws.

We maintain this list to provide transparency into our data handling practices. For questions or updates, please contact us at privacy@orangehrm.com.

Core Application Sub-Processors

These sub-processors are essential to the operation of the OrangeHRM platform and are used by all customers. They support core services such as infrastructure, application hosting, data storage, and customer support.

Sub-Processor	Location	Purpose of the processing
Rackspace Inc	United States United Kingdom Europe	Infrastructure hosting service to provide scalable, secure, and reliable hosting solutions for the OrangeHRM Enterprise Application.
Twilio Inc. Sendgrid	United States	OrangeHRM uses SendGrid SMTP mail delivery services to deliver transactional emails via the OrangeHRM SaaS application. Transaction emails include Leave Notification, Birthday Notifications, Timesheet submission notification, and many other system reminders and notifications.
Zoho Corporation Pvt Ltd	United States	Zoho Desk is used as our ticketing system to manage and respond to client queries efficiently.
OrangeHRM Software (Pvt) Ltd	Sri Lanka	Technical support and technical operations staff who support the operation of the SaaS service.

Integration Sub-Processors

These sub-processors are used only when customers choose to enable specific integrations with third-party systems.

Sub-Processor	Location	Purpose of the processing
Celigo Inc.	United States	Celigo provides an IPAAS platform to integrate third-party applications with the OrangeHRM application.

Advanced Reporting Sub-Processors

These sub-processors support enhanced reporting and analytics features that are available to customers who have opted in for advanced data visualization or custom reporting solutions.

Sub-Processor	Location	Purpose of the processing
Microsoft Corporation, Power BI	United States United Kingdom	Power BI is integrated with the OrangeHRM application to provide advanced reporting and analytics capabilities.

AI (Artificial Intelligence) Services Sub-Processors

These sub-processors are involved in delivering AI-powered features within the OrangeHRM application. They are used only when customers activate AI-based functionalities.

Sub-Processor	Location	Purpose of the processing
OpenAI, LLC	United States	This enables natural language processing, content generation, and powering AI features that enhance the functionality and user experience of the OrangeHRM application.

Open Source Application Hosting Sub-Processors

These sub-processors are used exclusively for customers using the open-source version of OrangeHRM hosted by us. They support infrastructure and platform-level services required to deliver free hosting, including compute, storage, and basic support tooling.

Sub-Processor	Location	Purpose of the processing
Amazon Web Services (AWS)	United Kingdom	AWS is used as the Infrastructure Hosting Provider for the open-source free Hosting service.