ITERONIX HELPDESK

Sub-processor List

Version 1.2

Audience: Information · Version 2026-11-18

Iteronix LLC uses the following third parties to provide Iteronix HelpDesk. Some are used only when the related feature is enabled for a Client.

Sub-processor	Purpose	Data	Location
Hosting provider of the portal (GoDaddy)	Application hosting and database	All portal data	United States
VPS provider (GoDaddy)	Remote-access (MeshCentral) and EDR (Wazuh) servers, if enabled	Device, remote-session and security data	United States
PayPal	Online invoice payments, if used	Invoice number, amount, payer details	United States / global
Backblaze (B2 Cloud Storage) or Cloudflare (R2), as configured	Storage of encrypted Document Backup files, if Document Backup is ordered	Encrypted file contents (unreadable without Iteronix's key), file names and sizes	United States / as configured
Cloudflare (Workers AI)	Optional AI assistance on tickets	Ticket text	Global
Anthropic (Claude API)	Optional AI assistance on tickets, if selected	Ticket text	United States
Microsoft / Google	Sign-in and tenant insights, if enabled	Name, email, directory data	Global
YouTube (privacy-enhanced mode)	Onboarding videos in the portal	Playback data	Global
Google (AdSense)	Footer advertising, when enabled and only after cookie consent	IP address and ad-interaction data, for ad delivery and measurement	Global

This list may be updated as described in the Data Processing Agreement. Last updated: 2026-11-04.