

List of Sub-Processors

Effective Date: 1st July 2026

At Rostero, 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 subject 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 submit a request via the OrangeHRM [Privacy Request Form](#).

(<https://www.orangehrm.com/en/policies/orangehrm-privacy-policy/privacy-requests>).

Core Application Sub-Processors

These sub-processors are essential to the operation of the Rostero 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 Rostero Enterprise Application.
Twilio Inc. Sendgrid	United States	Rostero uses SendGrid SMTP mail delivery services to deliver transactional emails via the Rostero SaaS application. Transactional emails include Leave Notification, Birthday Notifications, and many other system reminders and notifications.
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 Rostero application.
Cams Biometrics	India	Cams Biometrics (Dheeram Innovations Private Limited) provides an API service to integrate with biometric devices to pull attendance data (and push employee data). In addition to integrating with third-party clocks, Cams Biometrics also provides its own clocks.
Amazon Web Services (AWS)	United States	AWS hosts our Microsoft Teams middleware service, accessible only via Microsoft IPs and managed solely by our engineering team.

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 Rostero application to provide advanced reporting and analytics capabilities.

Customer Engagement Sub-processors

These sub-processors are used to facilitate direct interaction, relationship management, and communication with our clients. They support front-facing services including business productivity, document collaboration, customer support ticketing, CRM, automated meeting documentation, AI-driven insights, and personalized marketing outreach to enhance the overall customer experience and service delivery.

Sub-Processor	Location	Purpose of the processing
Google Workspace (Google LLC)	United States	Google Workspace is used for business productivity and communication, including email (Gmail), document collaboration, and scheduling client meetings.
Fathom AI	United States	Used to provide AI-powered meeting recording, transcription, and automated summarization for client interactions and internal documentation.
GetResponse	Poland	Used for managing customer contact lists, delivering email communications, and executing automated marketing/privacy campaigns.
Zoho Corporation Pvt Ltd	United States	Zoho Desk is used as our ticketing system to manage and respond to client queries efficiently.