Rapid7 Subprocessor List

Updated: November 2025

Subprocessor	Use Case	Personal Data Types Collected	Location of Processing	Further Information
Amazon Web Services (AWS)	Cloud Hosting	Personal data captured in scan data, admin, and user data, and product and offering data	Australia, Canada, Germany, Ireland, Japan, United States	Data processor for customer security data
Ask-AI	Customer Support	Customer ticket information which includes customer names and email addresses	United States	AI tool that permits support engineers to leverage generative AI capabilities to deliver faster response times and resolutions for customers
Box	Cloud-based content management and collaboration	Employee and customer PII such as names, email addresses, phone numbers, and PII that may be part of customer security data such as domain names and IP addresses	United States	Cloud-based tool and service for files and other data types that permits secure collaboration, content management, and workflow
Cisco	Network Security and Identity Management	Logs, tags, and markers associated with users in Rapid7's environment	United Kingdom, United States	Network security and identity management that permits network posturing
Compyl	Governance, Risk, and Compliance (GRC)	Employee and customer names and email addresses	United States	GRC software platform for Third-Party Risk Management (TPRM), framework support, workflow automation, and risk register and monitoring

Subprocessor	Use Case	Personal Data Types Collected	Location of Processing	Further Information
Confluent	Cloud-based streaming platform	Metadata associated with Rapid7 customer devices such as IP addresses, host names, operating systems	United States	AWS-based data streaming platform for ingesting customer data from the Insight Platform for further processing
Datadog	Monitoring Analytics	IP addresses, browser information, and user profile information	United States	Tool to improve, monitor, and understand usage of the Rapid7 Insight Platform
Dialpad	VoIP	Employee and customer PII such as names, email addresses, and phone numbers	United States	VoIP system for phone calls
Freshworks	Customer Communications and Ticketing System	Personal data from Okta including employee data, titles, and email addresses	United States	Freshworks, which includes Freshservice and Freshdesk helps streamline customer communications and ticketing as well as the use of various applications
Gong	CRM	Employee and customer PII such as names, email addresses, and phone numbers captured from channels like calls, emails, and web conferencing	United States, EU	Revenue intelligence platform that helps Rapid7 analyze customer interactions to improve sales performance, coaching, and deal management by providing insights that can help Rapid7 understand customer behavior and improve team productivity
Google Cloud	Cloud Hosting	Employee PII and Customer PII such as names, email addresses, and IP addresses	United States, EU	Enterprise platform which provides a variety of workspace productivity tools and services to Rapid7 through Google Workspace (SaaS) and Google Cloud Platform (IaaS)
Grafana Labs	Data Visualization and Monitoring Analytics	IP addresses, browser information, user profile information, and customer IDs	United States	Open-source platform for monitoring, visualizing, and analyzing metrics, logs, and traces for better decision making

Subprocessor	Use Case	Personal Data Types Collected	Location of Processing	Further Information
IronScales	Email Security	Email data which can include names, email addresses, titles and addresses	United States	Provides visibility into inbound email and enhances Rapid7's ability to detect, prevent, and respond to phishing threats more effectively
Klarity	Contract Management	Customer names, signatory names, titles, and customer addresses	United States	Tracks contractual obligations with customers and vendors
Marketo	Program/campaign management	Customer PII such as names, titles, and email addresses	United States	Tool for program and campaign management and as a lead database to coordinate email sends to prospects and customers
Okta	Identity and Access Management	Employee data and customer data	United States	Permits single-sign-on to Rapid7 systems and applications by our employees and customers (who have a separated Okta instance that is integrated with iPIMS)
OpenAI	AI Language Model Services	Text inputs provided by users and customers, which may include personal data or customer information for customer support, content creation, and data analysis	United States	Enhances Rapid7 services by providing advanced natural language processing capabilities to improve efficiency and customer experience
Pendo	Product Analytics	User names and account information	United States	Used to communicate downtimes, new features, and releases with customers
Plextrac	Central Authentication Service	Customer names and email addresses	United States	Reporting and dashboarding of CAS results and data for vulnerability management and penetration testing
Salesforce	CRM	Customer and user names, titles, phone numbers, email addresses, and physical addresses	United States	CRM for account and contracts management, opportunity management and forecasting, customer support, managed services, and order management

Subprocessor	Use Case	Personal Data Types Collected	Location of Processing	Further Information
6sense	Account-Based Marketing (ABM)	Names, titles, email addresses, phone numbers, geolocations, cookies, device data, and IP addresses of customers, prospects, and visitors to Rapid7's web properties	United States	Platform that provides Rapid7 insights into potential buyers to enable targeted marketing and sales efforts
Slack	Internal Communication and Messaging	Workspace and account information, usage information, cookie information, third-party services information, contact data, audio and video metadata	United States	Messaging tool for departmental messaging and cross collaboration across the company
Snowflake	Data Store	Customer and user names, email addresses, phone numbers, and product usage	United States	Data lakehouse and data store to ingest and transform data from various source applications to build analytics and support core business processes
Tableau	Cloud Security	Customer and user names, email addresses, phone numbers, and product usage	United States	Business intelligence tool for internal usage reporting
Zoom	Videoconferencing	Names, titles, email addresses, phone numbers, IP addresses, and device information of employees, customers, prospects, and any individual who interacts with Rapid7 agents or employees via Zoom	United States	Cloud-based video conferencing platform that enables Rapid7 to hold meetings, webinars, and other online interactions. It offers features like video and audio conferencing, screen sharing, chat, and recording capabilities

In addition to the subprocessors listed above, the following entities are a part of the Rapid7 group, and accordingly may also function as subprocessors.

Subprocessor	Location
Rapid, Inc.	United States
Rapid7 LLC	United States
Rapid7 International Group	United Kingdom
Rapid7 International Group Limited	United Kingdom
Rapid7 International Holdings Limited	United Kingdom
Rapid7 Ireland Limited	Ireland
Rapid7 Netherlands B.V.	Netherlands
Rapid7 Singapore Pte. Ltd.	Singapore
Rapid7 Japan KK	Japan
Rapid7 Germany GMBH	Germany
Rapid7 Canada, Inc.	Canada
Rapid7 Australia Pty Ltd.	Australia
Rapid7 Spain SL	Spain
Rapid7 France SAS	France
Rapid7 Sweden AB	Sweden
Rapid7 India Technologies Private Ltd.	India
Rapid7 Czech Republic S.R.O	Czech Republic
IntSights Cyber Intelligence Ltd.	Israel