

Subprocessors

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Exhibit Hub Inc. ("ExhibitHub," "we," "us") uses the third-party providers listed below to host, operate, and support the ExhibitHub platform. A subprocessor is a provider we engage that may process personal data contained in Customer Data on our customers' behalf, as described in our Data Processing Addendum (<https://exhibithub.com/legal/dpa>). This page forms part of the Data Processing Addendum as Annex C.

Each subprocessor is bound by written data protection terms that are no less protective than our Data Processing Addendum, and we remain responsible for their performance. The platform's application, database, and AI processing run in the United States. Where a provider below processes data in another location, the table says so.

Infrastructure and application

Subprocessor	Purpose	Personal data processed	Location
Vercel, Inc.	Application hosting, request routing, logging, and performance monitoring. Routing of AI model requests through Vercel AI Gateway.	Customer Data in transit through the application. Request logs, including IP addresses and user identifiers. The AI Gateway does not log prompt or response content.	United States (us-east-1, Northern Virginia)
Supabase, Inc.	Primary database, user authentication, and file storage	All Customer Data, including uploaded files. User account and authentication data.	United States (AWS us-east-1, Northern Virginia)
Inngest, Inc.	Scheduling and execution of background jobs	User and workspace identifiers and references to stored files. No document content.	United States (AWS us-east-2, Ohio, and Ashburn, Virginia)
Twilio Inc. (SendGrid)	Delivery of sign-in and notification emails	Recipient names and email addresses. Notification content, which may include event details.	United States

AI features

Subprocessor	Purpose	Personal data processed	Location
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Kepler Software, Inc. (Mastra)	Runtime for AI workflows, and diagnostic traces of AI feature activity	Inputs to and outputs of AI features, which may include document contents, file names, user identifiers, and email addresses	United States (compute in Portland, Oregon; diagnostic data in Iowa)
ChiselStrike, Inc. (Turso)	Storage of AI workflow state and diagnostic traces	The same data as Mastra	United States (us-east-1, Northern Virginia)
OpenAI OpCo, LLC	AI models used by platform features, accessed through Vercel AI Gateway. Also used by our team, through ChatGPT, for support and operational work.	Inputs to and outputs of AI features, which may include Customer Data. Customer Data our team includes in support and operational work.	United States
Anthropic, PBC	AI models used by platform features, accessed through Vercel AI Gateway. Also used by our team, through Claude, for support and operational work.	Inputs to and outputs of AI features, which may include Customer Data. Customer Data our team includes in support and operational work.	United States

Support, analytics, and business operations

Subprocessor	Purpose	Personal data processed	Location
PostHog, Inc.	Product analytics and in-app session recordings	User identifiers and email addresses, in-app usage events, and recordings of activity within the platform	United States (PostHog US Cloud)
Intercom, Inc.	In-app support chat and help center, including AI-assisted answers (Fin)	Name, email address, and company of Users who contact support. Support conversation content, which may include Customer Data shared in a conversation.	United States
Google LLC (Google Workspace)	Email, calendar, and file storage for support and customer communications	Contents of emails and files exchanged with us, which may include Customer Data	United States (Google Workspace data region set to the United States)
Attio Ltd.	Customer relationship management, including synced email and calendar	Contact and account details of customer personnel. Email correspondence with us, which may include Customer Data shared in support or account conversations.	United States (Google Cloud)

Granola, Inc.	Notes and transcripts of customer calls	Names of call participants. Call transcripts and notes, which may include Customer Data discussed on a call. Audio is not stored.	United States (AWS)
Stripe, Inc.	Payment processing, billing, and invoicing	Billing contact details and transaction records. Card details are collected directly by Stripe and never pass through ExhibitHub systems.	United States

AI providers: training and retention

None of the providers below may use Customer Data to train or improve their models under our arrangements with them, as we have configured them. The table states how long each retains the inputs and outputs of AI processing.

Provider	Used to train models	Retention of inputs and outputs
OpenAI, through Vercel AI Gateway	No	Up to 30 days for abuse monitoring, then deleted
Anthropic, through Vercel AI Gateway	No	Up to 30 days for abuse monitoring, then deleted
Vercel AI Gateway	No	Does not store prompt or response content. Usage metadata only.
ChatGPT and Claude (team use)	No	Kept in our workspace until deleted. Deleted conversations are removed from the provider's systems within 30 days.
Mastra and Turso (diagnostic traces)	No	15 days, then deleted
Intercom Fin	No	Intercom's AI providers do not store inputs or outputs (zero data retention). Support conversations are kept in Intercom until deleted.
Granola	No	Audio is not stored. Transcripts and notes are kept until deleted.

Providers used by our subprocessors

Our subprocessors may engage their own providers to deliver their services, and are contractually required to disclose them. On written request, we will identify the providers engaged by any subprocessor that processes personal data on your behalf, and point you to that subprocessor's own published list.

Notice of changes

We will notify subscribed customers at least **30 days** before a new subprocessor begins processing personal data. To subscribe, email privacy@exhibithub.com with the subject line "Subprocessor notifications" and the email address you would like notices sent to.

You may object to a new subprocessor on reasonable data protection grounds within the notice period, as described in Section 7 of our Data Processing Addendum. Where a subprocessor must be replaced urgently for security, legal, or continuity reasons, we may make the change before the notice period ends and will notify you as soon as practicable.

Change history

Date	Change
October 19, 2026	Initial publication