MongoDB.

MongoDB Subprocessors

Please register to be notified of any changes to the Subprocessor list on this page. If a change occurs, you will receive an email to the address that you provide.

Register now

Email Address

First Name

Last Name

Company

Submit

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Cloud Providers

MongoDB may engage the following entities to process personal data that you include in your use of MongoDB's Cloud Services:

Third Party Entity	Description of Processing	Data Types
Amazon Web Services, Inc.	Cloud Provider	MongoDB Atlas runs on top of AWS, GCP, and Microsoft Azure. These cloud providers host the personal data you store in the Cloud Services.
Google, Inc.	Cloud Provider	" "
Microsoft Corp	Cloud Provider	" "

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Other Third-Party Subprocessors

To provide support and perform other service functions, we may also engage the following entities

to process personal data on your behalf:

Third-Party Entity	Description of Processing	Data Types	Headquartered Location
Okta, Inc.	Authentication Services	Okta receives and stores basic information in the course of authenticating you into the service via federated single sign in (e.g, first and last name, business contact info, email).	San Francisco, CA
Twilio, Inc.	2FA and SMS Alerts	If you turn on two-factor authentication or SMS alerts, Twilio receives basic info to provide you authentication codes and text alerts (e.g., phone number). If you engage in support within the	San Francisco, CA

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Third-Party Entity	Description of Processing	Data Types	Headquartered Location
Salesforce.com, Inc.	Support Portal	Salesforce portal, Salesforce receives basic info related to your case and subscription (e.g., name, email, phone number, company, country, Atlas ID). If you include other personal data in your support tickets (e.g., snippets of database logs, query outputs, etc.), this information would also be processed by Salesforce. If you initiate a chat in the Atlas UI chatbot, Intercom receives basic info related to your case	San Francisco, CA

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Third-Party Entity	Description of Processing	Data Types	Headquartered Location
Intercom R&D Unlimited Co.	Chat Support	(e.g., name, email, phone number, company, country, Atlas ID). If you include other personal data in your support chats (e.g., snippets of database logs, query outputs, etc.), this information would also be processed by Intercom.	San Francisco, CA
Talkdesk, Inc.	Voice Support	If you engage in telephone support, Talkdesk receives basic contact info (e.g., name, phone number). If you engage in email support via Gmail, Google	San Francisco, CA

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Third-Party Entity	Description of Processing	Data Types	Headquartered Location
Google Inc.	Email Support	receives basic contact info (e.g., name, email address). If you include other personal data in your support emails (e.g., snippets of database logs, query outputs, etc.), this information would also be processed by Google.	Mountain View, CA
Box, Inc.	File Sharing for Remote Consulting Services	If you choose to share files with us during the delivery of remote Consulting Services, Box receives basic contact info as well as any personal data included in those files.	Redwood City, CA

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Third-Party Entity	Description of Processing	Data Types	Headquartered Location
Coveo Software Corp.	Support Search Functionality	Coveo is a federated search engine that allows you to search for basic support info as well as your historical and active support tickets. If you engage in support within the Salesforce portal, those support tickets would be integrated into Coveo. If you include other personal data in your support tickets (e.g., snippets of database logs, query outputs, etc.), this information would also be processed by Coveo.	Quebec City, Canada

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Third-Party Entity	Description of Processing	Data Types	Headquartered Location
Fastly, Inc.	Content Delivery Network for Support	If you engage in support within the Salesforce portal, information transmitted to and from MongoDB will be transmitted through Fastly's servers. If you include other personal data in your support tickets (e.g., snippets of database logs, query outputs, etc.), this information would also be processed by Fastly.	San Francisco, CA
Stripe Inc.	Payment Processor	Stripe receives billing information, such as your name, credit card details, and address, if you pay for MongoDB	San Francisco, CA

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Third-Party Entity	Description of Processing	Data Types	Headquartered Location
		services by credit card.	

Affiliates

MongoDB may engage one or more of our Affiliates to provide support and perform other service functions:

Affiliate Entity	Location
MongoDB, Inc.	United States
MongoDB Ltd.	Ireland
MongoDB Canada, Inc.	Canada
MongoDB Australia Pty Ltd.	Australia

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Affiliate Entity	Location
MongoDB Israel Inc.	Israel
MongoDB France SARL	France
MongoDB Software India Private Limited	India
MongoDB Italy S.R.L	Italy
MongoDB España, S.L.	Spain
MongoDB Argentina SRL	Argentina

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