Study Manager Subprocessors

November 1, 2026

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Seralogix, LLC uses four subprocessors to provide Study Manager. A subprocessor is a third party that processes personal information or Customer Data on our behalf. This page forms part of our Privacy Policy and Terms of Use.

Current subprocessors

Provider	Purpose	What it receives	When	Location
Amazon Web Services, Inc.	Hosting, database, file storage, content delivery, backups, monitoring	All data in the Service	Always	United States (us-east-1)
Google LLC (Google Workspace)	Sending the Service's emails: invitations, password resets, support replies	Names, email addresses, and organization and study names in emails	Whenever the Service sends an email	United States
Google LLC (reCAPTCHA)	Bot protection on the sign-up page	IP address and browser and device signals	Only on the sign-up page	United States
OpenAI, L.L.C.	AI features	The text and study details needed for each request	Only when an administrator has turned the feature on and the study has not opted out	United States

We use no analytics, advertising or tracking providers.

How we choose and bind them

Each subprocessor is bound by written terms that require it to process data only to provide its service to us, to keep it confidential and secure, and to meet data protection law, including the EU Standard Contractual Clauses for transfers from the EU and UK. OpenAI does not use data sent through its API to train its models.

Changes to this list

We will email each organization's administrators at least 30 days before a new subprocessor starts processing their data, and update this page at the same time. Removing a subprocessor may happen without notice.

An organization may object to a new subprocessor on reasonable data protection grounds by writing to privacy@seralogix.com within those 30 days. We will work with it in good faith to resolve the concern. If we cannot, the organization may end its use of the affected feature or close its account.

Contact

Questions about subprocessors go to privacy@seralogix.com.