

Sub-processors

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A sub-processor is a third party that processes personal data on our behalf so that we can run ASHDOCS. Each one is bound by a written data-processing agreement and may only use the data to provide its service to us. We review this list whenever we add or replace a provider, and we email account holders that have opted in to sub-processor notices (Settings → Notifications) at least 14 days before a new sub-processor starts handling customer data. If you object on reasonable data-protection grounds and we cannot resolve it, you may cancel under the Refund and Cancellation Policy.

Sub-processor	What it does for us	Data it handles	Where	Safeguard
DigitalOcean, LLC	Application servers and request logs	All data that passes through the API and dashboard	Region of our droplet (confirm in DigitalOcean console; stated on this page once confirmed)	DPA with EU standard contractual clauses
MongoDB, Inc. (Atlas)	Primary database	Accounts, API keys (hashed), invoices, customers, automation definitions, billing records	Region of the Atlas cluster (confirm; stated here once confirmed)	DPA with EU standard contractual clauses

Sub-processor	What it does for us	Data it handles	Where	Safeguard
Cloudflare, Inc. (R2)	File storage	Generated PDFs, uploaded documents, logos, exports	Cloudflare's distributed storage; data is stored in the jurisdiction hint we set (confirm)	DPA with EU standard contractual clauses
Vercel, Inc.	Hosts ashdocs.com and the dashboard front end	Visitor IP addresses and request metadata	United States (edge network worldwide)	DPA with EU standard contractual clauses
Resend, Inc.	Transactional email (invoice emails, verification, password reset, receipts)	Recipient name and email, invoice number, amount, hosted-page link	United States	DPA with EU standard contractual clauses
Razorpay Software Pvt. Ltd.	Payment processing and subscription billing	Payer name, email, phone, card or UPI token, billing country, amounts	India	RBI-regulated payment aggregator; Razorpay's own privacy policy applies to the payment

Sub-processor	What it does for us	Data it handles	Where	Safeguard
PostHog, Inc.	Product analytics and error tracking	Pseudonymous usage events, page views, browser and device data; session replay only when enabled by us for debugging, with text inputs masked	United States or EU, depending on the PostHog cloud region we use (confirm)	DPA with EU standard contractual clauses

We do not use any other provider to process personal data. Email and support are handled by us directly from ashwinmanikandan@ashdocs.com (Google Workspace, United States and EU, DPA with standard contractual clauses) and, for older correspondence, connect.ashstudios@gmail.com.

Integrations you choose. When you connect ASHDOCS to Make, Zapier, n8n, Google Sheets, Airtable or any other tool, that tool receives the data you map to it under its own terms. Those tools are not our sub-processors; you are the controller of what you send them.