



Sub-processors

Last updated: 30 July 2026 · Version 1.0

ionstream engages a small number of third-party sub-processors to help deliver, secure, and support our services. Because we operate our own cloud on our own hardware, this list is intentionally short. Below are the sub-processors we currently use to process customer data, the service each provides, and where they are located. We keep this list current and notify customers of material changes as described in our Data Processing Agreement (DPA).

The current version of this list is always available at ionstream.ai/legal/subprocessors.

Sub-processors

Name	Purpose	Data processed	Location
Cloudflare, Inc.	DNS, CDN and TLS/edge proxy for customer traffic (*.ionstream.ai) plus Pages hosting	Customer request metadata and IP addresses in transit	USA (global edge network)
TRG Datacenters (trgdatacenters.com)	Colocation — physical hosting and custody of all ionstream infrastructure	Physical custody of all customer data at rest	Houston, TX, USA
Amazon Web Services, Inc.	Encrypted database backups only (S3, SSE-S3)	Backups of database data (encrypted)	USA — us-east-1
PagerDuty, Inc.	Incident alerting and on-call notifications	Operational alerts (may contain customer identifiers)	USA
Slack (Salesforce, Inc.)	Operational alert delivery and internal notifications	Operational alerts (may contain customer identifiers)	USA
SparkPost (Bird)	Transactional email — invoices and	Customer email	USA



Name	Purpose	Data processed	Location
	dunning notices	address and invoice metadata	
Intuit QuickBooks	Accounting and bookkeeping integration	Customer billing and accounting data	USA

We do not use a payment gateway or card processor: orders are settled by wire transfer.

Changes to this list

We will provide advance notice before engaging a new sub-processor that processes customer personal data. To be notified of changes, email feedback@ionstream.ai and ask to be added to our sub-processor notification list. Customers may object to a new sub-processor in accordance with our DPA.

Questions

If you have any questions about this list or about how we handle customer data, contact us at feedback@ionstream.ai.