

Sub-processors

Helm uses the third parties below to provide the service. Each one processes customer personal data only on our instructions, under a written data processing agreement that passes on obligations equivalent to those in our Data Processing Agreement. We keep customer data in the United Kingdom or the European Economic Area, except where stated below, and each exception is covered by an Article 46 UK GDPR safeguard. We give customers at least 30 days' notice before adding or replacing a sub-processor.

Infrastructure and platform

Sub-processor	What it does	Location and safeguard
Neon, Inc.	Primary application database: the system of record and the encrypted mailbox mirror Personal data: all stored data; mailbox content, recipient identities, comment bodies and voice snapshots encrypted at rest; routing metadata in clear	United Kingdom (London) Safeguard: DPA with EU SCCs + UK Addendum
Fly.io, Inc.	Application compute (web and background workers) Personal data: processes data in memory to run the service; no persistent content storage	United Kingdom (London) Safeguard: DPA with Article 46 transfer safeguards
Cloudflare, Inc.	Edge security: DDoS protection, web application firewall, content delivery Personal data: proxies inbound web traffic; does not store mailbox content	Global edge; EU/UK localisation available Safeguard: DPA with EU SCCs + UK Addendum
Okta, Inc. (Auth0)	Staff sign-in and secure custody of mailbox, calendar and contacts authorisation tokens Personal data: sign-in identity, multi-factor assertions, mailbox authorisation tokens	United Kingdom Safeguard: DPA with EU SCCs + UK Addendum

AI model processing

Sub-processor	What it does	Location and safeguard
OpenRouter, Inc.	AI model gateway for drafting and, where enabled, triage Personal data: decrypted message content needed to prepare a draft or triage a message	EU in-region; zero data retention, no data collection, no fallback outside the EU Safeguard: DPA with EU SCCs + UK Addendum

The AI model used for each task is configuration and may change. A model change that changes the provider counts as a sub-processor change and gets 30 days' notice.

Communications, logging and analytics

Sub-processor	What it does	Location and safeguard
Plus Five Five, Inc. (Resend)	Helm's own product email to customer staff (access requests, invitations, mention notices) and the colleague reply-by-email webhook; not the customer's lettings mail Personal data: staff email address, a short notice, inbound colleague reply; no mailbox content	United States Safeguard: DPA with EU SCCs + UK Addendum + UK Extension to the Data Privacy Framework
Raintank Inc. (Grafana Labs)	Operational logs, metrics and traces Personal data: identifiers, status codes and counts only; no message body, address or token	United Kingdom (London) Safeguard: DPA with EU SCCs + UK IDTA
Functional Software, Inc. (Sentry)	Application error tracking Personal data: scrubbed error events; no request bodies, cookies, query strings, user identifiers or message content	European Union (Frankfurt) Safeguard: DPA with EU SCCs + UK Addendum

Resend uses Svix Inc. to deliver webhooks.

Your connected providers
Helm connects to the mailbox, calendar and contacts in your own Google Workspace or Microsoft 365 account. That data stays in your tenancy under your own agreement with Google or Microsoft.

Planned changes

New or replacement sub-processors are listed here at least 30 days before they start processing customer personal data.

Sub-processor	What it will do	Location and safeguard
PostHog, Inc.	Product analytics Personal data: a fixed set of behavioural events; no PII and no message content	European Union (Frankfurt) Safeguard: DPA with EU SCCs + UK Addendum Notice given: 15 October 2026 Takes effect: 14 November 2026 or later

Get notified of changes

To hear about changes to this list, email hello@usehelm.co.uk and ask to be added.

Change log

Date	What changed	Why
15 October 2026	Page published, with the sub-processors and transfer safeguards previously set out in Annexes B and D of our Data Processing Agreement	So customers can check the current list at any time
15 October 2026	PostHog, Inc. added to Planned changes	Product analytics, from 14 November 2026 at the earliest