

# Sub-processors

Last updated: August 24, 2026

## 1. About This List

To deliver the Rideum Services, we engage a limited number of trusted third parties ("Sub-processors") that may Process Personal Data on our behalf. This page is referenced by our [Data Processing Agreement](#) and lists the categories of Sub-processors currently in use.

## 2. Current Sub-processors

| Category                                            | Purpose                                         | Data involved                                | Region                 |
|-----------------------------------------------------|-------------------------------------------------|----------------------------------------------|------------------------|
| Cloud hosting & infrastructure                      | Application hosting, database, storage, compute | All service data                             | Indonesia / Singapore  |
| Payment gateways (e.g., Midtrans, Xendit)           | Processing guest and operational payments       | Transaction & payment metadata               | Indonesia              |
| Messaging providers (WhatsApp Business, email, SMS) | Guest and operational notifications             | Contact details, message content             | Global                 |
| AI / model providers (Anthropic, OpenAI, Google)    | AI assistant, dynamic pricing, agentic dispatch | Operational content submitted to AI features | United States / Global |
| Product analytics & error monitoring                | Service reliability and improvement             | Usage and device data                        | Global                 |

*The specific vendors within each category are maintained by Rideum and current as of the date shown above.*

## 3. How We Evaluate Sub-processors

Before engaging a Sub-processor, we perform due diligence appropriate to the risk, and we enter into a written agreement imposing data-protection and security obligations no less protective than those in our DPA.

## 4. Changes & Objection

We update this page when we add or replace a Sub-processor. Where required by our DPA, we will notify affected Clients in advance. If you have a reasonable, data-protection-based objection to a new Sub-processor, contact us and we will work with you in good faith as described in the DPA.

## Contact Us

For questions about this document, or to exercise any right described here, contact us:

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