Subprocessors

This page is referenced from the KeenFace API and Studio Privacy Policy. It lists the third parties KeenTools uses to process personal data, and is kept up to date independently of those policies. Enterprise customers with a signed Data Processing Agreement will be notified in advance of any material change to this list, with an opportunity to object, per the terms of their DPA.

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Used by KeenFace API and Studio

- **Cloudflare** (R2, Pages, Workers, Images, Turnstile) — Hosting, storage, content delivery, anti-bot protection. Data: uploaded photographs, generated 3D models (meshes/textures), IP address, general traffic data. Location: European Union (R2 storage, Western Europe); global edge network.
- **Clerk** — Authentication and identity management. Data: name, email address, authentication credentials. Location: United States.
- **Convex** — Backend database. Data: account information, session data, Clerk user ID, credit ledger. Location: United States (hosted on AWS).
- **Amazon Web Services** — 3D head reconstruction (AWS Lambda) and encrypted daily backups (Amazon S3). Data: uploaded photographs, generated 3D models, account and usage data from our database. Location: United States / European Union.
- **GitHub** — Automated backup jobs (GitHub Actions); backups pass through its runners in transit. Data: database backup contents. Location: United States.
- **Retool** — Internal admin panel. Data: user ID, name, email address, transaction records. Location: United States.
- **fal.ai** — Routing layer for two purposes: (1) automated content-policy pre-screening of reference photos, and (2) reference image generation. Applies only when the Customer selects Scan Reconstruction OFF at photo upload; not used if Scan Reconstruction ON is selected. Routes onward to third-party AI model providers, including OpenRouter (as fal's own sub-processor), Google, and OpenAI. Data: uploaded reference photographs (full resolution, for generation) and a downsized copy (for content screening). Location: United States.
- **OpenAI** — Default image-generation model provider for reference photo processing, accessed via fal.ai. Applies only when the Customer selects Scan Reconstruction OFF at photo upload. Data: uploaded reference photographs (full resolution). Location: United States.
- **Google (Gemini)** — Default model for automated content-policy screening, accessed via fal.ai and OpenRouter. Applies only when the Customer selects Scan Reconstruction

OFF at photo upload. Data: a downsized copy of uploaded reference photographs. Location: United States.

- **PostHog** — Product analytics and session recordings (typed input hidden). Data: usage events, account ID, IP address; with analytics cookies also name, email address and recordings. Location: United States.
- **Sentry** — Error tracking. Data: user ID and technical error data (email and IP address removed before sending). Location: United States.
- **HubSpot** — CRM — contact sales, onboarding, registration sync. Data: name, email address, company information. Location: United States.
- **Mailchimp** (Intuit) — Email marketing. Data: email address, name, company information. Location: United States.
- **Paddle** — Billing, Merchant of Record (independent controller for payment data). Data: name, payment data, billing address. Location: United States / European Union.
- **Google Workspace (Gmail)** — Support and administrative email. Data: email address, message content. Location: United States.
- **Freshdesk** — Support email management. Data: email address, support ticket content. Location: United States.

For international transfers of personal data from the EEA, UK, or Switzerland, KeenTools relies on the transfer mechanisms made available by each processor (including, where applicable, the EU-U.S. Data Privacy Framework or Standard Contractual Clauses).

Questions about this list can be directed to privacy@keentools.io