

NATURALSOFT SUBPROCESSOR LIST

Last Updated: July 27th, 2026

NaturalSoft uses the following providers to operate NaturalReader.

The exact provider used depends on the:

- product;
- platform;
- feature;
- selected voice;
- AI model;
- plan;
- purchase channel; and
- user configuration.

Providers receive only information reasonably necessary for their functions.

Provider	Purpose	Information Potentially Processed	Typical Location
Amazon Web Services, Inc. and affiliates	Production hosting, compute, storage, databases, monitoring, content delivery, AWS Cognito authentication, and Amazon Polly speech	Account identifiers, Customer Content, documents, projects, generated audio, voice input, usage, IP address, logs, and diagnostics	Primarily United States; support may be global
Google LLC and affiliates - Google Cloud	Text-to-speech, speech processing, and selected AI features	Text, prompts, selected document content, generated results, and request metadata	United States; support may be global

Provider	Purpose	Information Potentially Processed	Typical Location
Google LLC and affiliates - Google Analytics	Website and application analytics	Device and cookie identifiers, browser data, usage events, approximate location, and IP-related information	United States and other provider locations
Microsoft Corporation and affiliates	Microsoft Azure Speech and related voice processing	Text, speech requests, generated audio, and request metadata	Primarily United States; support may be global
ElevenLabs, Inc. and affiliates	Text-to-speech, voice generation, and authorized voice cloning	Text, voice samples, generated audio, and request metadata	United States and other provider locations
OpenAI, L.L.C. and affiliates	AI voice, language, script, document, and related AI processing	Prompts, text, selected document content, generated results, and request metadata	Primarily United States; support may be global
Intercom, Inc. and affiliates	Customer support and account communication	Name, email, account details, messages, user-submitted attachments, and technical context	Primarily United States; support may be global
Stripe, Inc. and affiliates	Website payments, subscriptions,	Name, email, billing address, payment information,	Primarily United States; support may be global

Provider	Purpose	Information Potentially Processed	Typical Location
	tax, billing, and fraud prevention	transaction information, and fraud information	
Apple Inc. and affiliates	Apple sign-in, iOS distribution, and applicable subscriptions	Apple identifier, relay email or email, app subscription information, and device or store information	Primarily United States; support may be global
Google LLC and affiliates - Google Identity and Google Play	Google sign-in, Android distribution, and applicable subscriptions	Google identifier, email, subscription information, and device or store information	Primarily United States; support may be global

NaturalSoft-Developed Systems

NaturalSoft-developed models and systems are not subprocessors because they are operated by NaturalSoft.

They are governed by NaturalSoft's:

- Master Subscription Agreement;
- Privacy Policy;
- Data Processing Addendum; and
- Security Overview.

AI Training Restriction

NaturalSoft does not authorize these providers to use Customer Content for AI model training.

NaturalSoft uses available:

- business or API services;
- provider settings; and
- contractual restrictions

intended to prevent model training on Customer Content.

Provider Changes

NaturalSoft may add, replace, or remove providers.

The public list will be updated with a revised date.

Paid organizational Customers may subscribe to material subprocessor notices by contacting:

Privacy Email: privacy@naturalreaders.com

Where the DPA applies, objections to a new subprocessor must be made:

- in writing;
- within 15 days after notice; and
- on reasonable data-protection grounds.

Questions

Questions about subprocessors may be sent to:

Privacy Email: privacy@naturalreaders.com