

Subprocessors

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Underline.AI, Inc. engages the third-party providers listed below to help operate the **Underline.Health** platform. This page is the current list referred to in Section 4 of the [Business Associate Agreement](#), Section 4 of the [Israeli Data Protection Addendum](#), and Section 5 of the [Privacy Policy](#).

All processing takes place on infrastructure located in the **United States**.

1. Providers that process patient records

Each provider in this section is bound by a written agreement imposing obligations no less protective than those we owe you, executed before it processes any patient records, and is contractually prohibited from using patient records to train, fine-tune, or improve generative AI models.

Function	Providers we may use	Data received for that function
Cloud infrastructure and hosting	Amazon Web Services	Patient records in full, as stored and processed by the Services.
Hosted generative AI and vision models	Amazon Web Services (Amazon Bedrock)	Clinical text and images submitted for drafting, analysis, and extraction.
Speech-to-text transcription	Deepgram, OpenAI, Amazon Transcribe	Recording audio, and the transcript returned. No stored clinical record and no other patient data.

Function	Providers we may use	Data received for that function
In-application support chat	Intercom	The content of any support conversation you start from within the Services, which may include patient information you choose to type into it.
Mobile app crash reporting	Sentry	Crash reports from the mobile apps: error type, stack trace, device and app version, and your account identifier. Scrubbed on the device to exclude clinical content.

We may use any of the providers named for a given function, and not every one of them is in use at a given time. Adding a provider to a function, or introducing a new function, is a change to this list and is subject to the notice obligation in Section 3.

On Anthropic. The generative models used to draft and analyse clinical content are Anthropic models, accessed exclusively through Amazon Bedrock. Anthropic is not a subprocessor and receives none of your data — AWS is the processing party, under our agreement with AWS.

Audio retention. Session recordings are deleted from our storage immediately after transcription, leaving only the transcript. **Voice recordings** you make yourself are retained as part of the capture, so that you can play them back, until you delete the capture or your account. Regardless of which, transcription providers are contractually required to process audio only in order to return a transcript, and not to retain it for their own purposes.

2. Providers that do not process patient records

These providers support the account, billing, and product-analytics layer. They receive information about **you** as a clinician and account holder, and they receive no patient records. They are listed here for transparency and are covered by the [Privacy Policy](#) rather than by a data protection agreement.

Function	Providers we may use	Data received for that function
Subscription payments	Stripe	Your email address and a workspace identifier. Card details go directly to the payment provider and are never held by us.
Product analytics	Mixpanel	Feature usage events and your account identifier. Not configured to receive the content of clinical records.
Tag management	Google Tag Manager	Page and event data, and your account identifier. Email address and phone number are hashed with SHA-256 before being made available to any tag.
Customer relationship management	HubSpot	Your name, email address, workspace identifier, subscription status, and the campaign parameters that brought you to us.

Why these do not require a data protection agreement

A business associate agreement is required only of a provider that creates, receives, maintains, or transmits protected health information. The providers above receive clinician account and billing data, which is not patient information.

This holds **only while no patient identifier is placed into a field belonging to one of these providers** — for example a payment description, a subscription metadata field, or an analytics event property. We treat that as an engineering constraint, not merely a policy.

3. Changes to this list

We update this page before a new subprocessor begins processing patient records, and give at least thirty (30) days' notice of the addition by email or within the

Services. If you reasonably object to a new subprocessor on data protection grounds, you may terminate the Services without penalty and receive a pro-rata refund of prepaid fees.

Where a provider must be replaced urgently to preserve the security, integrity, or continuity of the Services, we may make the change without advance notice and will tell you promptly afterwards, with the reason. The written agreement required above must still be in place before the replacement processes any patient records.

4. Questions

Write to legal@underline.health.

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