Third-Party Services

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JetBrains s.r.o. ("**JetBrains**") is a products and services provider based in the Czech Republic (EU), so its activities are directly regulated by the EU General Data Protection Regulation (GDPR). JetBrains relies on certain third parties and affiliates, which may host some products offered by JetBrains, facilitate communication between JetBrains and customers, or otherwise help JetBrains with certain processes. Due to the nature of their engagement, these entities may have access to certain data shared by customers (including but not limited to some personal data). Here is a more detailed overview of the third parties and JetBrains affiliates to which customer data can be made available.

A. Third Parties and JetBrains Affiliates Engaged in the Provision of Products and Services (Sub-Processors)

JetBrains offers products that are installed on customers' infrastructure as well as products hosted by JetBrains. If you install on-premises products such as IDEs or .NET & Visual Studio Tools, these products are located on your hardware. JetBrains does not provide hosting for these products and does not have access to any of your data processed with these tools unless you actively decide to share this data with JetBrains. Please note that some on-premises products have certain plugins or extensions you might install and communicate with JetBrains servers. Please read the documentation for more information before installing and using such extensions and plugins.

If you use a service hosted by JetBrains or share certain personal data through a support request, JetBrains may process the data with the help of the following third-party providers and affiliates. JetBrains considers these entities to be possible sub-processors of customers' personal data in terms of the GDPR, and JetBrains maintains data processing agreements with them. This ensures adequate levels of data protection consistent with JetBrains' obligations to its customers. JetBrains will inform customers about the changes of these sub-processors in accordance with the applicable data processing agreement.

1. Third-Party Hosting Providers

When JetBrains offers services that it hosts, the following third parties are used as hosting sub-providers:

Product Name	Third-Party Provider	Data Ce
Code With Me*/Remote Development/Fleet	Google Cloud EMEA Limited (Ireland)	Ireland (
Datalore (Community, Professional)*	Amazon Web Services EMEA SARL (Luxembourg)	Ireland (
License Vault	Amazon Web Services EMEA SARL (Luxembourg)	Ireland (
Space	Amazon Web Services EMEA SARL (Luxembourg)	Ireland (
TeamCity Cloud*	Amazon Web Services EMEA SARL (Luxembourg)	Ireland (
YouTrack Cloud*	Amazon Web Services EMEA SARL (Luxembourg)	When y
Qodana	Amazon Web Services EMEA SARL (Luxembourg)	Ireland (
IDE Services Cloud*	Amazon Web Services EMEA SARL (Luxembourg)	Ireland (
On-premises versions of products (personal data related to licenses)	Amazon Web Services EMEA SARL (Luxembourg)	Ireland (

Code With Me, Datalore, TeamCity, License Vault, Space, IDE Services and YouTrack are also available in on-premises versions installed on the customer's infrastructure. This is an option for customers who prefer not to have their data hosted by third parties. Please contact the JetBrains Sales team for more information.

For communication with customers, JetBrains uses the following providers, which may also process certain customer data made available by customers as part of their communication:

Service	Third-Party Provider	Data Center Location
Support ticket system	Zendesk, Inc. (U.S.)	Germany (EU)
Internal support systems	Amazon Web Services EMEA SARL (Luxembourg)	Ireland (EU)
Internal support systems	Google Cloud EMEA Limited (Ireland)	Finland (EU)
Technical support services	JUST AFTER MIDNIGHT LIMITED	UK
Customer relationship management	SalesForce, Inc. (U.S.)	Germany (DE)
Customer call management	AirCall SAS (France)	United States, Europe (EEA, Switzerland

2. Affiliates Engaged in JetBrains' Services

When customers request services that include personal data processing, JetBrains may engage its affiliates to provide such a service and make the personal data available to them as necessary to provide the services as described here.

B. Third Parties Supporting JetBrains Internal Processes (Other Recipients)

When JetBrains processes data for internal purposes as a data controller, other JetBrains affiliates listed here may have access to the data as needed. Additionally, JetBrains uses additional providers that do not have access to customer content processed as part of JetBrains' services, but that can receive certain personal data relating to, for example, individual customers, contact details of corporate customers' employees, or other representatives, users of products or services, visitors to JetBrains' websites or premises, or other individuals.

1. Essential Processors

These providers are engaged by JetBrains for the processing of data necessary for our products or services to work, for our communication with customers or users, or further internal operations, and include, but are not limited to:

• Providers of hosting for JetBrains' internal applications, productivity tools, and email and file storage providers, such as Amazon AWS, Microsoft Azure, Slack, Glean, or Google Cloud Platform;

• Providers of messaging services, such as Marketo;

• Providers of authentication services, such as Google, GitHub, GitLab, or BitBucket;

• Payment services providers, such as Adyen or Braintree;

• Providers of billing, accounting, and taxation platforms, such as NetSuite, Avalara, or Taxamo;

• Anonymous analytics providers, such as Google (Google Analytics, Google Tag Manager, and Google DoubleClick) for analytics on our websites, HotJar for analytics on our websites, or Bugsnag for analytics in our mobile apps.

2. Optional Processors

Optional processors are used for certain types of processing with which you expressly agree or otherwise consent to, for instance, when you interact with JetBrains' social media profiles or complete an optional survey. Optional processors include but are not limited to:

• Customer quizzes or surveys, such as Alchemer, QuickTapSurvey, or HotJar;

• Third-party functionalities that process personal data on our websites (analytics, search bars, etc.), such as Google (Google Analytics, Google Tag Manager), HotJar, Algolia, or New Relic;

• Providing demos or other types of communication through our consulting partners,

The providers and entities in Section B process the data on behalf of JetBrains as a controller and are engaged by JetBrains as described in the Privacy Notice. JetBrains does not sell your data to any third party.

C. AI and LLM services

JetBrains AI features are hosted services based on large, connected language models operated either by JetBrains or by third parties.

A list of the large language models connected to JetBrains AI and third parties operating these models is available at JetBrains AI Service Providers and can be updated at any time through the publication of a new list.

When you activate AI features in any JetBrains product, your data might be shared and processed with third parties operating the AI and/or the large language model service solely for the purpose of generating the outputs or making suggestions.

In case you input any personal data into AI services, JetBrains are the data processor to such personal data and the service providers are considered as data sub-processors. JetBrains only uses providers which offer adequate processing and protection of your personal data. For more details please see the JetBrains AI Terms of Service.

JetBrains AI services use the following third-party language model service providers as AI subcontractors. Based on the JetBrains AI version that you use, your inputs and personal data can be shared with these listed AI subprocessors.

Service	Third-Party Provider	Data Center Location

Service	Third-Party Provider	Data Center Location
JetBrains AI Pro, JetBrains AI Enterprise, Grazie	OpenAI, Google, Anthropic, Tavily	OpenAI, Anthropic, Tavily: US Google: the

Contact us

If you have any questions or concerns, please let us know by sending an email to privacy@jetbrains.com.