

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 (e.g., Anthropic)	AI assistant, dynamic pricing, agentic dispatch	Operational content submitted to AI features	United States / Global
OTA & channel partners (Booking.com, Agoda, Tiket.com, Expedia)	Availability, rate, and reservation synchronisation	Reservation & booking data	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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