

Subprocessors

The external services involved in processing, their purpose and condition of use.

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<https://skyinbox.com.br/subprocessors/2026-10-23>

1. How to read this list

SkyInbox is provided by **SKILLS IT SOLUCOES EM TECNOLOGIA LTDA**, trading as **Skills IT**, Brazilian company registration (CNPJ) **05.699.856/0001-10**. This page lists the external services that may take part in processing data, organised by purpose. Which of them take part in each operation depends on the features and channels the customer company uses.

It complements the Data Processing Agreement, which sets out the obligations for selecting, contracting and supervising these providers.

2. Customer service platform

Service	Purpose	Data and condition of use
Microsoft Azure	Platform hosting: server, storage and backups	All platform content, stored on the infrastructure administered by Skills IT
OpenRouter	Routing of calls to Sky's language model	Conversation excerpt, relevant knowledge base articles and generated reply, when Sky is active
OpenAI	Sky's language model and knowledge base vectorisation	Conversation excerpt, knowledge base articles and generated reply, when Sky or a chatbot AI block is active

Service	Purpose	Data and condition of use
Google Cloud Translation	Automatic message translation	Text of the messages to be translated, only when the feature is enabled for the account
Google	Sign-in to the dashboard with a Google account	Name, email and account identifier, only for those who choose this sign-in

Skills IT and the model providers it selects and contracts do not use messages, documents or generated replies to train artificial intelligence models.

3. Channels and services connected by the customer company

Channel operators deliver and receive messages. They are connected by the customer company, which accepts each operator's terms when connecting the account:

Service	Channel
Meta	Official WhatsApp Business API (direct connection, no intermediary), Instagram and Messenger
Telegram	Telegram
The customer company's email provider	Mailboxes connected as a channel

Services that depend on the customer company's own account, such as Twilio and Bandwidth (voice and SMS), Dialogflow and video call providers, only process data when the company enables them, and are governed by the contract between the company and the provider.

4. Company website

Service	Purpose	Data and condition of use
Vercel	Hosting and delivery of the website skyinbox.com.br	Web requests, IP address and technical access data
Vercel Web Analytics	Website audience measurement	Technical browsing data, only with consent
Vercel Speed Insights	Website performance	Loading and visual stability metrics, only with consent
Google Analytics	Website audience measurement	Page path, traffic source, campaign markers and actions on the website, only with consent

Contact requests sent through the website are delivered by email, through the mail server of the skyinbox.com.br domain, and recorded in the Skills IT sales system. The [Cookie Policy](#) details the measurement that requires consent.

5. Internal components

Chatwoot, KanbanCW, Typebot, PostgreSQL, Redis and Nginx are software components of the platform that run on the infrastructure administered by Skills IT. They are not external providers receiving data, which is why they are listed separately from the list above.

6. Changes and contact

Before adding or replacing a subprocessor that processes data on behalf of the customer company, Skills IT gives notice through the registered contact, with a period to object, as set out in the [Data Processing Agreement](#). This list is updated at the same time, with a new dated version.

Contact: contato@skyinbox.com.br.