

# GoTo Connect, Contact Center, and Customer Engagement Sub-Processors



## Data Hosting Locations

Entity Name	Hosting Type	Location
Amazon.com, Inc., incl. Amazon Web Services (AWS)	Cloud hosting provider for product features	United States
Oracle Cloud Infrastructure (OCI)	Cloud hosting provider for product features	United States, Germany, United Kingdom, Australia, Singapore, Brazil

## Third Party Sub-Processors

Entity Name	Purpose	Location
Syniverse Technologies LLC	Call routing engine	United States
Mixpanel	Insights to provide enhanced support	United States, Netherlands
Sumo Logic, Inc.	Storage of backend service logging events	United States
Splunk, Inc.	Storage of backend service logging events	United States
Pendo.io, Inc.	Customer engagement/messaging platform that facilitates communication with users based on their behavior within the application	United States
Destiny Automate Ltd.	Call routing integration for Microsoft Teams (Call2Teams)	United Kingdom
Workato	Optional CRM database integration service	United States
OpenAI LLC, incl. Microsoft Azure OpenAI Service	Optional AI-based features and functionality	United States

## GOTO AFFILIATES

In addition to the sub-processors above, GoTo may utilize the affiliates listed in the GoTo Affiliates Sub-Processor Disclosure which can be found at <https://www.goto.com/company/trust/resource-center>.

## DATA TRANSFERS

Where GoTo transfers personal data in connection with its services, it does so in compliance with data protection regulations and utilizes the following frameworks to safeguard transfers, as applicable:

- Data Privacy Framework (or “DPF”) Program
- Standard Contractual Clauses (or “Model Clauses”)
- APEC Cross-Border Privacy Rules (or “APEC CBPR”)
- APEC Privacy Recognition for Processors (or “APEC PRP”)

More information on GoTo’s privacy program, including transfer mechanisms, risk assessments, and supplemental measures may be found at <https://www.goto.com/company/trust/privacy>.

#### **DATA PROCESSING ADDENDUM**

GoTo offers a comprehensive global Data Processing Addendum (“DPA”), which is designed to meet the requirements of applicable data privacy laws and regulations. Please visit <https://www.goto.com/company/legal> to learn more.

#### **TECHNICAL AND ORGANIZATIONAL MEASURES**

GoTo’s security and privacy practices are outlined in its Trust and Privacy Center at <https://www.goto.com/company/trust/privacy>, as well as in Technical and Organizational Measures (“TOMs”) documentation which outlines encryption types used, data retention periods, certifications maintained, and other relevant measures implemented by GoTo. Product-specific TOMs may be found at <https://www.goto.com/company/trust/resource-center>.