

Rescue, Rescue Lens, Rescue Live Guide and Rescue Live Lens Sub-Processors



Rescue & Rescue Lens

Data Hosting Locations*

<i>Data storage region: Global</i>		
Entity Name	Hosting Type	Location
Switch, Inc.	Co-location facility	United States
<i>Data storage region: European Union</i>		
Entity Name	Hosting Type	Location
Amazon.com, Inc., Incl. Amazon Web Services	Cloud-hosting provider	Ireland
Oracle Cloud Infrastructure	Cloud-hosting provider	Germany

*Customers may, upon account creation, select either GoTo's European Union or Global data infrastructure to store their Customer Content.

Third Party Sub-Processors

<i>Data storage region: Global</i>		
Entity Name	Hosting Type	Location
Akamai Technologies, Inc.	Global Traffic Management (GTM), DDoS protection	Worldwide* <small>*users will be connected to the nearest edge server based on IP location</small>
Amazon.com, Inc., Incl. Amazon Web Services	Cloud-hosting provider for chat session monitoring	Germany
Oracle Cloud Infrastructure	Cloud-hosting provider for web servers and gateways	Germany, England, Australia, United States
Switch, Inc.	Co-location facility or web servers and gateways	United States
<i>Data storage region: European Union</i>		
Entity Name	Hosting Type	Location
Akamai Technologies, Inc.	Global Traffic Management (GTM), DDoS protection	Worldwide* <small>*users will be connected to the nearest edge server based on user IP location</small>
Amazon.com, Inc., Incl. Amazon Web Services	Cloud-hosting provider for chat session monitoring	Germany
Amazon.com, Inc., Incl. Amazon Web Services	Cloud-hosting provider for web servers and gateways	Ireland
Oracle Cloud Infrastructure	Cloud-hosting provider for web servers and gateways	Germany

Rescue Live Guide

Data Hosting Locations*

<i>Data storage region: Global</i>		
Entity Name	Hosting Type	Location
Amazon.com, Inc., Incl. Amazon Web Services	Cloud-hosting provider	United States, Germany, India, Japan
Switch, Inc.	Co-location facility	United States
<i>Data storage region: European Union</i>		
Entity Name	Hosting Type	Location
Amazon.com, Inc., Incl. Amazon Web Services	Cloud-hosting provider	Germany, Ireland

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Third Party Sub-Processors

<i>Data storage region: Global</i>		
Entity Name	Hosting Type	Location
Splunk, Inc.	Storage of backend and media event logs	United States
Amazon.com, Inc., Incl. Amazon Web Services	Cloud-hosting provider for web servers and gateways and for running browser-based co-browse sessions	Germany, United States, India, Japan
<i>Data storage region: European Union</i>		
Entity Name	Hosting Type	Location
Splunk, Inc.	Storage of backend and media event logs	United States
Amazon.com, Inc., Incl. Amazon Web Services	Cloud-hosting provider for web servers and gateways and for running browser-based co-browse sessions	Germany, Ireland

Rescue Live Lens

Data Hosting Locations*

<i>Data storage region: Global</i>		
Entity Name	Hosting Type	Location
Amazon.com, Inc., Incl. Amazon Web Services	Cloud-hosting provider	United States, Germany, Singapore
<i>Data storage region: European Union</i>		
Entity Name	Hosting Type	Location
Amazon.com, Inc., Incl. Amazon Web Services	Cloud-hosting provider	Germany, Ireland

*Customers may, upon account creation, select either GoTo's European Union or Global data infrastructure to store their Customer Content.

Third Party Sub-Processors

<i>Data storage region: Global</i>		
Entity Name	Hosting Type	Location
Twilio, Inc.	Product-related SMS invitation communication platform.	United States
Splunk, Inc.	Storage of backend and media event logs	United States
<i>Data storage region: European Union</i>		
Entity Name	Hosting Type	Location
Twilio, Inc.	Product-related SMS invitation communication platform.	United States
Splunk, Inc.	Storage of backend and media event logs	United States
Amazon.com, Inc., Incl. Amazon Web Services	Cloud-hosting provider for web servers and gateways and for running browser-based camera sharing sessions	Germany, Ireland

CHANGES TO SUB-PROCESSORS

Any additional or new proposed sub-processors shall be disclosed at [goto.com/trust](https://www.goto.com/trust) and to you via e-mail, where you are subscribed to receive e-mail updates, as provided for in the Agreement and/or DPA.

GOTO AFFILIATES

In addition to the sub-processors above, GoTo may utilize the affiliates listed in the GoTo Affiliates Sub-Processor Disclosure available 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:

- 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 outline 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>.