

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



Data Hosting Locations

Entity Name	Hosting Type	Location
Amazon.com, Inc., Incl. Amazon Web Services	Cloud hosting provider for product features	United States
Equinix Inc. CoreSite Realty Corporation (Coresite) Internap Corporation (Internap/INAP) ServerCentral, LLC. (Server Central) Switch Communications Group, LLC. (Switch)	Third-party co-location hosting providers <i>Note: Primary hosting location is based on closest data center location.</i>	United States, Brazil, Germany, Australia, United Kingdom

Third Party Sub-Processors

Entity Name	Purpose	Location
Google LLC, Incl. Google Cloud (if enabled)	Voice-to-text transcription provider	Worldwide* <small>*Google Transcription is an optional feature and Google does not store or maintain translations after conclusion of the processing operation.</small>
Syniverse Technologies	Call routing engine	United States
MixPanel	Product analytics	United States, Netherlands
Pendo	Customer engagement/messaging platform that facilitates communication with users based on their behavior within the application	United States
Qunifi	Connection for existing phone system to Call2Teams (Microsoft Teams) <i>Note: Specifically for the Teams Edition of GoTo Connect</i>	United Kingdom

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:

- 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>.