

Talkdesk sub-processors for CA instance deployments updated March 2025

The following list identifies the third-party sub-processors and Talkdesk-controlled subsidiaries and affiliates that are authorized to process personal data (using GDPR definitions) within Talkdesk Services.

The list includes the following types of sub-processors:

- Sub-processors associated with services provided by Talkdesk (either core product or specific to some additional products).
- Sub-processors are used for customer support functions such as support services and troubleshooting.
- Talkdesk-controlled subsidiaries and affiliates are obligated to follow Talkdesk policies, including Talkdesk’s privacy policy.

Sub-processors associated with services provided by Talkdesk - Core product

Company	Service	Processing country	Purpose	Transfer mechanism
Amazon Web Service, Inc	Infrastructure as a Service	Canada	The infrastructure provider is used to store data from services provided by Talkdesk. AWS provides the infrastructure, and Talkdesk directly manages the infrastructure, the servers, and the databases.	DPA+SCC
Cloudflare	Network Load Balancer	Customer location	Traffic management and secure services.	DPA+SCC
Fivetran, Inc	Tool for Extracting, Transform and Load data	USA	Collects data from several sources and transforms it into standardized information. Used by reporting tools inside Talkdesk product and BI.	DPA+SCC

Google Cloud Platform	Infrastructure as a Service	Canada	Encrypted backup of critical information for DR purposes.	DPA+SCC
Dynatrace	Application performance monitoring	Canada	Application monitoring and synthetic transactions that give alerts and insights into outages and degradations.	DPA +SCC
Pendo.io, Inc	Talkdesk site usage heatmaps for UI design improvement (no personal data stored)	USA	Provides data on most-used pages and products of the Talkdesk platform and any issues with UI. It also pushes in-app NPS surveys and distributes in-app product notices and product announcements.	DPA+SCC
MessageBird (Pusher)	Keep real-time persistent connections	USA	Allows the maintenance of persistent connections and allows real-time communication from a server and a web browser.	DPA+SCC
Twilio Inc	Communications Platform as a Service	USA	Cloud communications platform for building SMS, voice, and messaging applications on an API built for a global scale.	EU-U.S. Data Privacy Framework Swiss-U.S. Data Privacy Framework UK Extension to the EU-U.S. Data Privacy Framework
Workramp	Training platform	USA	Allow agents to access training content related to Talkdesk CCaaS	DPA+SCC
Infobip	Communications Platform as a Service	Canada	Outbound Messaging Services	DPA
KMC	Services outsourcing	Philippines	Support services	DPA+SCC

Sub-processors associated with services provided by Talkdesk - Additional Talkdesk product-specific

This list includes sub-processors that are used for specific purposes and products provided by Talkdesk.

Company	Products	Processing country	Purpose	Transfer mechanism
Databricks	Copilot, Autopilot, CXAnalytics, Feedback, AI Trainer, CXSensors	Canada	Artificial Intelligence and Machine learning capabilities (Interaction Enrichments)	DPA+SCC
Deepgram	Copilot CXAnalytics CXSensors	USA	Speech recognition technology in multiple languages.	DPA+SCC
Eyeson	Screen Recording	Germany	Screen recording support.	DPA
Google Cloud Platform (Dialogflow)	Copilot, Autopilot, CX Analytics, AI Trainer, Feedback	Canada	Artificial Intelligence and Machine Learning Capabilities.	DPA+SCC
IPQualityScore	Talkdesk Identity	USA	Phone Validation, Email Risk, and IP Reputation Analysis.	DPA+SCC
Microsoft (Azure Open AI Services)	Agent Assist Virtual Agent Knowledge Management Interaction Analytics AI Trainer Quality management Quality Management Assist Digital Engagement	USA	Used for large language model inference Used for voice transcription	DPA

Nylas	Digital Engagement	USA	Email storage and processing.	DPA+SCC
Telnyx	Predictive Dialer	USA	Answering machine detection.	DPA+SCC
Twilio Inc	Digital Engagement	USA	SMS and Chat processing.	EU-U.S. Data Privacy Framework Swiss-U.S. Data Privacy Framework UK Extension to the EU-U.S. Data Privacy Framework
VSFT Holdings, Inc.	Talkdesk Identity	USA	Voice authentication.	DPA+SCC

Customer Support functions

Company	Service	Processing country	Purpose	Transfer mechanism
LogRocket	Product analytics and troubleshooting	USA	Support troubleshooting.	EU-U.S. Data Privacy Framework Swiss-U.S. Data Privacy Framework
Zendesk	Ticketing service	USA	Used to collect information provided by customers and the support team during troubleshooting.	EU-U.S. Data Privacy Framework Swiss-U.S. Data Privacy Framework UK Extension to the EU-U.S. Data Privacy Framework

Talkdesk-controlled subsidiaries and affiliates

Talkdesk-controlled subsidiaries and affiliates perform specific functions related to Talkdesk-provided services. The type of processing includes:

- Technical Support
- Service maintenance

Affiliate name	Purpose	Country
Talkdesk, Inc Portugal Unipessoal	Technical Support and service maintenance.	Portugal
Talkdesk Inc.	Internal provision of services	USA