

## Talkdesk sub-processors for UK instance deployments updated September 2025

The following list identifies the third-party sub-processors and Talkdesk-controlled subsidiaries and affiliates authorized to process personal data (using GDPR definitions) within Talkdesk Services and for the specific deployment on the European Data Center.

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	United Kingdom	The infrastructure provider stores data from Talkdesk services. AWS provides the infrastructure, and Talkdesk directly manages the infrastructure, the servers, and the databases.	EU-U.S. Data Privacy Framework Swiss-U.S. Data Privacy Framework UK Extension to the EU-U.S. Data Privacy Framework
Cloudflare	Network Load Balancer	Customer location	Traffic management and secure services.	EU-U.S. Data Privacy Framework

				Swiss-U.S. Data Privacy Framework UK Extension to the EU-U.S. Data Privacy Framework
Fivetran, Inc	Tool for Extracting, Transform and Load data		Collects data from several sources and transforms it into standardized information. They are used by reporting tools inside Talkdesk product and BI.	EU-U.S. Data Privacy Framework Swiss-U.S. Data Privacy Framework UK Extension to the EU-U.S. Data Privacy Framework
MongoDB	Infrastructure as a service	United Kingdom	Infrastructure provider used to provide a database storage solution that manages the servers and the databases	EU-U.S. Data Privacy Framework Swiss-U.S. Data Privacy Framework UK Extension to the EU-U.S. Data Privacy Framework
Dynatrace	Error monitoring	United Kingdom	Application monitoring and synthetic transactions that give alerts and insights into outages and degradations.	EU-U.S. Data Privacy Framework Swiss-U.S. Data Privacy Framework UK Extension to the EU-U.S. Data Privacy Framework
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.	EU-U.S. Data Privacy Framework Swiss-U.S. Data Privacy Framework UK Extension to the EU-U.S. Data Privacy Framework

Plivo	Communications provider	USA	VOIP provider for SIP phones (only to be used when connecting to SIP phones).	EU-U.S. Data Privacy Framework Swiss-U.S. Data Privacy Framework UK Extension to the EU-U.S. Data Privacy Framework
MessageBird	Keep real-time persistent connections	Ireland	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	Ireland	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	EU-U.S. Data Privacy Framework Swiss-U.S. Data Privacy Framework UK Extension to the EU-U.S. Data Privacy Framework
Infobip	Communications Platform as a Service	Germany	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	United Kingdom	Artificial Intelligence and Machine Learning Capabilities.	EU-U.S. Data Privacy Framework Swiss-U.S. Data Privacy Framework UK Extension to the EU-U.S. Data Privacy Framework
Deepgram	CopilotAgent Assist, 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	United Kingdom	Artificial Intelligence and Machine Learning Capabilities.	EU-U.S. Data Privacy Framework Swiss-U.S. Data Privacy Framework UK Extension to the EU-U.S. Data Privacy Framework
IPQualityScore	Talkdesk Identity	United Kingdom	Phone Validation, Email Risk, and IP Reputation Analysis.	DPA+SCC
Microsoft (Azure Open AI Services)	Copilot Autopilot Knowledge Management	United Kingdom	Artificial Intelligence and Machine Learning Capabilities.	DPA

	Interaction Analytics AI Trainer Quality management Quality Management Assist Digital Engagement Navigator			
Telnyx	Predictive Dialer	Germany	Answering machine detection.	DPA+SCC
Twilio Inc	Digital Engagement	Ireland	Chat processing.	EU-U.S. Data Privacy Framework Swiss-U.S. Data Privacy Framework UK Extension to the EU-U.S. Data Privacy Framework
Twilio Inc	Infrastructure as a Service	USA	SMS 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		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