

## Talkdesk sub-processors for US instance deployments

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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                                                                                                                                                                                                  |
|---|-------------------------|-----------------------------------------------|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Amazon Web Service, Inc | Infrastructure as a Service                   | USA                | 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. |
| 2 | Cloudflare              | Network Load Balancer                         | Customer location  | Traffic management and secure services.                                                                                                                                                                  |
| 3 | Fivetran, Inc           | Tool for Extracting, Transform, and Load data | USA                | Collect data from several sources and transform it into standardized data. This information is used by reporting tools inside Talkdesk products and BI.                                                  |
| 4 | Dynatrace               | Application performance monitoring            | USA                | Application monitoring and synthetic transactions that give alerts and insights into outages and degradations.                                                                                           |

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| #  | Company              | Service                                                                          | Processing Country | Purpose                                                                                                                                                                                            |
|----|----------------------|----------------------------------------------------------------------------------|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5  | 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. |
| 6  | Plivo                | Communications provider                                                          | USA                | SIP devices inventory management tool                                                                                                                                                              |
| 7  | MessageBird (Pusher) | Keep real-time persistent connections                                            | USA                | It allows the maintenance of persistent connections and allows real-time communication from a server and a web browser.                                                                            |
| 8  | 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.                                                                              |
| 9  | Workramp             | Training platform                                                                | USA                | Allow agents to access training content related to Talkdesk CCaaS                                                                                                                                  |
| 10 | Infobip              | Communications Platform as a Service                                             | USA                | Outbound Messaging Services                                                                                                                                                                        |
| 11 | KMC                  | Services outsourcing                                                             | Philippines        | Support services                                                                                                                                                                                   |

### 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                                                                             |
|----|------------|--------------------------------------------------------------------|--------------------|-------------------------------------------------------------------------------------|
| 12 | Databricks | Copilot, Autopilot, CX Analytics, Feedback, AI Trainer, CX Sensors | USA                | Artificial Intelligence and Machine learning capabilities (Interaction Enrichments) |
| 13 | Deepgram   | Copilot, Autopilot, CX Analytics, AI Trainer, Feedback             | USA                | Speech recognition technology in multiple languages.                                |
| 14 | Eyeson     | Screen Recording                                                   | Germany            | Screen recording support.                                                           |

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| #  | Company                            | Products                                                                                                                                       | Processing Country | Purpose                                                                                         |
|----|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-------------------------------------------------------------------------------------------------|
| 15 | Google Cloud Platform (Dialogflow) | Copilot, CX Analytics, CX Sensors                                                                                                              | USA                | Artificial Intelligence and Machine Learning Capabilities.                                      |
| 16 | IPQualityScore                     | Answering machine detection                                                                                                                    | USA                | Phone Validation, Email Risk, and IP Reputation Analysis.                                       |
| 17 | Microsoft (Azure OpenAI Services)  | Copilot, Autopilot, Knowledge Management, Interaction Analytics, AI Trainer, Quality Management, Quality Management Assist, Digital Engagement | USA                | Used for large language model inference                                                         |
| 18 | PortX                              | Banking Core Middleware Integrator                                                                                                             | USA                | Integration of APIs.                                                                            |
| 19 | Nylas                              | Digital Engagement                                                                                                                             | USA                | Email storage and processing.                                                                   |
| 20 | Telnyx                             | Predictive Dialer                                                                                                                              | USA                | Used for voice transcription                                                                    |
| 21 | Twilio Inc (DCE)                   | Digital Engagement                                                                                                                             | USA                | SMS and Chat processing.                                                                        |
| 22 | VSFT Holdings, Inc.                | Talkdesk Identity                                                                                                                              | USA                | Voice authentication.                                                                           |
| 23 | Redis                              | Fully managed, in-memory database service                                                                                                      | USA                | Persist operational and customer data to deliver platform functionality with high availability. |
| 24 | ElevenLabs                         | AI-powered text-to-speech service                                                                                                              | USA                | Convert customer data in text form to audible speech in the desired language.                   |
| 25 | Noetica (Advanced Dialer)          | Intelligent predictive dialer                                                                                                                  | USA                | Provide automated outbound dialing services for contact centers.                                |
| 26 | Workato                            | Integration and automation platform                                                                                                            | USA                | Integrate and orchestrate Talkdesk products with end customers' tech stacks.                    |

## Customer Support functions

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| #  | Company   | Service                               | Processing Country | Purpose                                                                                        |
|----|-----------|---------------------------------------|--------------------|------------------------------------------------------------------------------------------------|
| 27 | LogRocket | Product analytics and troubleshooting | USA                | Support troubleshooting.                                                                       |
| 28 | Zendesk   | Ticketing service                     | USA                | Used to collect information provided by customers and the support team during troubleshooting. |

### **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                           | Country  | Purpose                                   |
|----|------------------------------------------|----------|-------------------------------------------|
| 29 | Talkdesk, Inc Portugal Unipessoal        | Portugal | Technical Support and service maintenance |
| 30 | Talkdesk Brasil CX Cloud Software, LTDA. | Brazil   | Internal provision of services            |

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