

Talkdesk sub-processors for CA 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	Transfer Mechanism
1	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
2	Cloudflare	Network Load Balancer	Customer location	Traffic management and secure services.	DPA+SCC
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.	DPA+SCC

Version:
September 2026

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1

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Sub-processors - CA Instance

#	Company	Service	Processing Country	Purpose	Transfer Mechanism
4	MongoDB	Infrastructure as a Service	Canada	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
5	Dynatrace	Application performance monitoring	Canada	Application monitoring and synthetic transactions that give alerts and insights into outages and degradations.	DPA+SCC
6	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
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.	DPA+SCC
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.	EU-U.S. DPF
9	Workramp	Training platform	USA	Allow agents to access training content related to Talkdesk CCaaS	DPA
10	Infobip	Communications Platform as a Service	Canada	Outbound Messaging Services	DPA+SCC
11	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
12	Databricks	Copilot, Autopilot, CX Analytics, Feedback, AI Trainer, CX Sensors	Canada	Artificial Intelligence and Machine learning capabilities (Interaction Enrichments)	DPA+SCC
13	Deepgram	Copilot, Autopilot, CX Analytics, AI Trainer, Feedback	USA	Speech recognition technology in multiple languages.	DPA+SCC
14	Eyeson	Screen Recording	Germany	Screen recording support.	DPA
15	Google Cloud Platform (Dialogflow)	Copilot, CX Analytics, CX Sensors	Canada	Artificial Intelligence and Machine Learning Capabilities.	DPA+SCC
16	IPQualityScore	Answering machine detection	USA	Phone Validation, Email Risk, and IP Reputation Analysis.	DPA
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	DPA+SCC
18	Nylas	Digital Engagement	USA	Email storage and processing.	DPA+SCC

Sub-processors - CA Instance

19	Telnyx	Predictive Dialer	USA	Used for voice transcription	EU-U.S. Data Privacy Framework / Swiss-U.S. Data Privacy Framework
20	Twilio Inc (DCE)	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
21	VSFT Holdings, Inc.	Talkdesk Identity	USA	Voice authentication.	DPA+SCC
22	Redis	Fully managed, in-memory database service	Canada	Persist operational and customer data to deliver platform functionality with high availability.	DPA + SCC

Customer Support functions

#	Company	Service	Processing Country	Purpose	Transfer Mechanism
23	LogRocket	Product analytics and troubleshooting	USA	Support troubleshooting.	EU-U.S. Data Privacy Framework / Swiss-U.S. Data Privacy Framework
24	Zendesk	Ticketing service	USA	Used to collect information provided by customers and the support team during troubleshooting.	DPA+SCC

Talkdesk-controlled subsidiaries and affiliates

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

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4

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- Technical Support
- Service maintenance

#	Affiliate name	Country	Purpose
25	Talkdesk, Inc Portugal Unipessoal	Portugal	Technical Support and service maintenance
26	Talkdesk, Inc.	USA	Internal provision of services
27	Talkdesk Brasil CX Cloud Software, LTDA.	Brazil	Internal provision of services
28	Limited Liability Company Talkdesk Ukraine	Ukraine	Internal provision of services
29	Talkdesk India Private Limited	India	Internal provision of services
30	Talkdesk (Wuhan) Software Co., Ltd.	China	Internal provision of services