

Talkdesk sub-processors for UK instance deployments

Updated September 2026

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.

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	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
2	Cloudflare	Network Load Balancer	Customer location	Traffic management and secure services.	EU-U.S. Data Privacy Framework
3	Fivetran, Inc	Tool for Extracting, Transform and Load data	United Kingdom	Collects data from several sources and transforms it into standardized	EU-U.S. Data Privacy Framework / Swiss-U.S. Data Privacy Framework /

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#	Company	Service	Processing Country	Purpose	Transfer Mechanism
				information. Used by reporting tools inside Talkdesk product and BI.	UK Extension to the EU-U.S. Data Privacy Framework
4	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
5	Dynatrace	Application performance 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
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.	EU-U.S. Data Privacy Framework / Swiss-U.S. Data Privacy Framework / UK Extension to the EU-U.S. Data Privacy Framework
7	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

#	Company	Service	Processing Country	Purpose	Transfer Mechanism
8	MessageBird (Pusher)	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
9	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
10	Workramp	Training Platform	USA	Allow agents to access training content related to Talkdesk CCaaS	DPA
11	Infobip	Communications Platform as a Service	Germany	Outbound Messaging Services	DPA+SCC
12	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
13	Databricks	Copilot, Autopilot, CX Analytics, Feedback, AI Trainer, CX Sensors	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
14	Deepgram	Copilot, Autopilot, CX Analytics, AI Trainer, Feedback	USA	Speech recognition technology in multiple languages.	DPA+SCC
15	Eyeson	Screen Recording	Germany	Screen recording support.	DPA
16	Google Cloud Platform (Dialogflow)	Copilot, CX Analytics, CX Sensors	United Kingdom	Artificial Intelligence and Machine Learning Capabilities.	DPA
17	IPQualityScore	Answering machine detection	United Kingdom	Phone Validation, Email Risk, and IP Reputation Analysis.	DPA
18	Microsoft (Azure OpenAI Services)	Copilot, Autopilot, Knowledge Management, Interaction Analytics, AI Trainer, Quality Management, Quality Management Assist, Digital Engagement, Navigator	United Kingdom (UK South)	Used for large language model inference	DPA+SCC
19	Nylas	Digital Engagement	Ireland	Email storage and processing.	DPA+SCC
20	Telnyx	Predictive Dialer	Germany	Answering machine detection.	EU-U.S. Data Privacy Framework / Swiss-U.S. Data Privacy Framework

#	Company	Products	Processing Country	Purpose	Transfer Mechanism
					/ UK Extension to the EU-U.S. Data Privacy Framework
21	Twilio Inc (DCE - Chat)	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
22	Twilio Inc (DCE - SMS)	Digital Engagement	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
23	VSFT Holdings, Inc.	Talkdesk Identity	Ireland	Voice authentication.	DPA+SCC
24	Redis	Fully managed, in-memory database service	United Kingdom	Persist operational and customer data to deliver platform functionality with high availability.	DPA + SCC
25	Noetica (Advanced Dialer)	Intelligent predictive dialer	United Kingdom	Provide automated outbound dialing services for contact centers.	

Customer Support functions

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#	Company	Service	Processing Country	Purpose	Transfer Mechanism
26	LogRocket	Product analytics and troubleshooting	USA	Support troubleshooting.	EU-U.S. Data Privacy Framework / Swiss-U.S. Data Privacy Framework
27	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	Country	Purpose
28	Talkdesk, Inc Portugal Unipessoal	Portugal	Technical Support and service maintenance
29	Talkdesk Brasil CX Cloud Software, LTDA.	Brazil	Internal provision of services
30	Limited Liability Company Talkdesk Ukraine	Ukraine	Internal provision of services
31	Talkdesk India Private Limited	India	Internal provision of services
32	Talkdesk (Wuhan) Software Co., Ltd.	China	Internal provision of services

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