

Talkdesk sub-processors for EU 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	Germany/Ireland	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,	Germany/Ireland	Collect data from several sources and	DPA+SCC

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Sub-processors - EU Instance

#	Company	Service	Processing Country	Purpose	Transfer mechanism
		Transform, and Load data		transform it into standardized data. This information is used by reporting tools inside Talkdesk products and BI.	
4	MongoDB	Infrastructure as a Service	Germany/Ireland	Infrastructure provider used to provide a database storage solution that manages the servers and the databases.	DPA+SCC
5	Dynatrace	Application performance monitoring	Ireland	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	Plivo	Communications provider	USA	SIP devices inventory management tool	EU-U.S. Data Privacy Framework Swiss-U.S. Data Privacy Framework UK Extension to the EU-U.S. Data Privacy Framework
8	MessageBird (Pusher)	Keep real-time persistent connections	Ireland	It allows the maintenance of persistent connections and allows real-time	DPA+SCC

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Sub-processors - EU Instance

#	Company	Service	Processing Country	Purpose	Transfer mechanism
				communication from a server and a web browser.	
9	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
10	Workramp	Training platform	USA	Allow agents to access training content related to Talkdesk CCaaS	DPA+SCC
11	Infobip	Communications Platform as a Service	Germany	Outbound Messaging Services	DPA
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	Germany/Ireland	Artificial Intelligence and Machine learning capabilities (Interaction Enrichments)	DPA+SCC
14	Deepgram	Copilot, Autopilot, CX Analytics, AI Trainer, Feedback	USA	Speech recognition technology in multiple languages.	DPA+SCC

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#	Company	Products	Processing Country	Purpose	Transfer Mechanism
15	Eyeson	Screen Recording	Germany	Screen recording support.	DPA
16	Google Cloud Platform (Dialogflow)	Copilot, CX Analytics, CX Sensors	Belgium	Artificial Intelligence and Machine Learning Capabilities.	DPA+SCC
17	IPQualityScore	Answering machine detection	Germany	Phone Validation, Email Risk, and IP Reputation Analysis.	DPA+SCC
18	Microsoft (Azure OpenAI Services)	Copilot, Autopilot, Knowledge Management, Interaction Analytics, AI Trainer, Quality Management, Quality Management Assist, Digital Engagement	Netherlands/France	Used for large language model inference	DPA
19	Nylas	Digital Engagement	Ireland	Email storage and processing.	DPA+SCC
20	Telnyx	Predictive Dialer	Germany	Used for voice transcription	DPA+SCC
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/WhatsApp)	Digital Engagement	USA/Ireland	SMS and WhatsApp 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

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Customer Support functions

#	Company	Service	Processing Country	Purpose	Transfer mechanism
27	LogRocket	Product analytics and troubleshooting	USA	Support troubleshooting.	EU-U.S. Data Privacy Framework Swiss-U.S. Data Privacy Framework
28	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

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, Inc.	USA	Internal provision of services
31	Talkdesk Brasil CX Cloud Software, LTDA.	Brazil	Internal provision of services

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