

SUB-PROCESSORS USED TO PROVIDE THE CORE FUNCTIONALITY OF THE BOLDCHAT/BOLD360/BOLD360 AI SERVICE



Published: September 30th, 2020

In addition to the Sub-processors identified below, LogMeIn may utilize the affiliates listed in the LogMeIn Affiliates Sub-Processor Disclosure located at <https://www.logmeininc.com/gdpr/resource-center>.

BoldChat/Bold360/Bold360ai Services

Sub-Processor Name	Service Type	Country
Equinix, Inc. and Switch, Inc.	Third-party co-location providers for BoldChat and Bold360	United States* Europe* Australia** <i>*New Customers may elect to have Content stored in the US or Europe</i> <i>**Only used for video chat transfer</i>
Akamai Technologies, Inc.	Global Traffic Management (GTM), DDoS Protection	Worldwide* <i>*will connect user to the nearest edge server based on IP location</i>
Amazon.com, Inc., incl. Web Services	Cloud-hosting provider for specific Bold360 features	United States** Europe** India** <i>**New customers may elect to have Content stored in the US, Europe, or India</i>
Microsoft Corp, incl. Azure	Cloud hosting provider for remote control session recordings	United States* Europe* <i>*Tied to customer geo-location</i>
Zendesk, Inc., incl. Smooch (if enabled)	Multi-channel communications provider	United States* <i>*Smooch is an optional feature and does not store or maintain Customer Content after conclusion of the processing operation</i>
Google LLC, Incl. Google Translate (if enabled)	Translation functionality	Worldwide* <i>*Google Translate is an optional feature and Google does not store or maintain translations after conclusion of the processing operation</i>
Lionbridge Technologies, Inc. (if enabled)	Translation functionality	United States* <i>*Lionbridge is an optional feature and does not store or maintain translations after conclusion of the processing operation</i>
Twilio, Inc. (if enabled)	SMS functionality for inbound messaging to agents	United States* <i>Twilio SMS is an optional feature and does not store or maintain Customer Content after conclusion of the processing operation</i>