

SUB-PROCESSORS USED TO PROVIDE THE CORE FUNCTIONALITY OF THE BOLD360AI SERVICE



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BoldChat/Bold360 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* <i>*Storage component tied to customer geo-location</i>
Microsoft Corp, incl. Azure	Cloud hosting provider for remote control session recordings	United States* Europe* <i>*Tied to customer geo-location</i>

Bold360ai (ai component)

Sub-Processor Name	Service Type	Country
Amazon.com, Inc., incl. Amazon Web Services, Cloudfront	Cloud-hosting provider, Content Delivery Network, DDoS protection	United States** Europe** India** <i>**New customers may elect to have Content stored in the US, Europe, or India</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>