

SUB-PROCESSORS USED TO PROVIDE THE CORE FUNCTIONALITY OF THE GOTOASSIST V4 SERVICE



Published: July 3rd, 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>.

GoToAssist v4 Service Desk

Sub-Processor Name	Service Type	Country
Equinix, Inc. and Switch, Inc.	Third-party co-location hosting providers for GoToAssist Service Desk	United States
SendGrid, Inc.	Product-related email communication platform	United States
Splunk, Inc.	Storage of logging events used for report generation	United States
Intercom, Inc.	Customer engagement/messaging platform	United States

GoToAssist v4 Remote Support

Sub-Processor Name	Service Type	Country
Equinix, Inc. Switch, Inc.	Third-party co-location hosting providers for GoToAssist RS Services	United States
Amazon.com Inc., incl. CloudFront	Content Delivery Network (CDN) <i>Note: No Customer Content is handled via the CDN</i>	Worldwide* <i>*will connect users to the nearest edge server based on IP location, to find out more, please visit: https://aws.amazon.com/about-aws/global-infrastructure/</i>
Amazon.com, Inc., Incl. Amazon Web Services	Code repository and cloud-hosting provider for endpoint delivery and cloud recordings	United States
SendGrid, Inc.	Product-related email communication platform	United States
Splunk, Inc.	Storage of logging events used for report generation	United States

GoToAssist v4 Seelt

Sub-Processor Name	Service Type	Country
Amazon.com, Inc., Incl. Amazon Web Services	Cloud-hosting provider for GoToAssist Seelt	United States
Clickatel, Inc.	Product related SMS invites communication platform	United States
SendGrid, Inc.	Product related email communication platform	United States
Splunk, Inc.	Storage of logging events used for report generation.	United States
TokBox, Inc.	Video transmitting and playback	United States