GoToAssist Remote Support v4, incl. Service Desk and Seeit Sub-Processors

GoTo

GoToAssist Remote Support v4

Data Hosting Locations

Entity Name	Hosting Type	Location
Equinix, Inc.	Co-location facility	United States
Switch, Inc.	Co-location facility	United States
Amazon.com, Inc., Incl. Amazon Web Services	Cloud hosting provider	United States
Oracle Cloud Infrastructure	Cloud hosting provider	Worldwide* *will connect users to the nearest session and media server from the United States, Germany or India based on IP location*

Third Party Sub-Processors

Entity Name	Purpose	Location
Amazon.com Inc., incl. CloudFront	Content Delivery Network (CDN) *Note: No Customer Content is handled via the CDN*	Worldwide* *will connect users to the nearest edge server based on IP location, to find out more, visit:* https://aws.amazon.com/about-aws/global-infrastructure/
SendGrid, Inc.	Product-related email communication platform	United States

GoToAssist Service Desk

Data Hosting Locations

Entity Name	Hosting Type	Location
Equinix, Inc.	Co-location facility	United States
Switch, Inc.	Co-location facility	United States

Third Party Sub-Processors

Entity Name	Purpose	Location
SendGrid, Inc.	Product-related email communication	United States
Splunk, Inc.	Storage of logging events used for report generation	United States
Intercom, Inc.	Customer engagement/messaging	United States

GoToAssist Seeit

Data Hosting Locations

Entity Name	Hosting Type	Location
Amazon.com, Inc., Incl. Amazon Web Services	Cloud hosting provider	United States

Third Party Sub-Processors

Entity Name	Purpose	Location
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

GOTO AFFILIATES
In addition to the sub-processors above, GoTo may utilize the affiliates listed in the GoTo Affiliates Sub-Processor Disclosure which can be found at https://www.goto.com/company/trust/resource-center.

DATA TRANSFERS
Where GoTo transfers personal data in connection with its services, it does so in compliance with data protection regulations and utilizes the following frameworks to safeguard transfers, as applicable:

- Standard Contractual Clauses (or "Model Clauses")
- APEC Cross-Border Privacy Rules (or "APEC CBPR")
- APEC Privacy Recognition for Processors (or "APEC PRP")

More information on GoTo's privacy program, including transfer mechanisms, risk assessments, and supplemental measures may be found at https://www.goto.com/company/trust/privacy.

DATA PROCESSING ADDENDUM
GoTo offers a comprehensive global Data Processing Addendum ("DPA"), which is designed to meet the requirements of applicable data privacy laws and regulations. Please visit https://www.goto.com/company/legal to learn more.

TECHNICAL AND ORGANIZATIONAL MEASURES
GoTo's security and privacy practices are outlined in its Trust and Privacy Center at https://www.goto.com/company/trust/privacy, as well as in Technical and Organizational Measures ("TOMs") documentation which outline encryption types used, data retention periods, certifications maintained, and other relevant measures implemented by GoTo. Product-specific TOMs may be found at https://www.goto.com/company/trust/resource-center.