

Vivun Inc. - Sub Processors Operational Entities

Vivun uses sub-processors (listed below), to assist in providing services as described in our Terms of Service or a similar master services agreement customers may have signed with us.

Product Infrastructure and Operation Third-Party Sub-Processors				
Entity Name	Subject Matter of the Processing	Processed Data	Location	Impacted Products/Services
Amazon Web Services, Inc.	Infrastructure provider for the production proxy API that exposes endpoints for: Web Application, Browser Extension and native iOS and Android mobile apps.	All data that passes through production APIs.	USA	All
Google LLC	Google Analytics: Application usage and traffic statistics	URLs, IP addresses	USA	All
Functional Software, Inc. dba Sentry.io	Client crash reporting statistics and aggregation.	IP addresses, email addresses, usernames	USA	All
Salesforce	Infrastructure provider for the managed package.	All data uploaded to and collected by the application.	USA	All
Altassian, Inc.	Statuspage.io: System status communications	IP addresses, email addresses, usernames	USA	All
Pendo.io, Inc	Application usage, associated metrics, and provider for in-application tutorials	IP addresses, email addresses, user role, coarse location, web browser UserAgent.	USA	All
Snowflake	Application and infrastructure support and cloud computing based	All data uploaded to and collected by the application.	USA	All

	data warehousing			
Confluent Cloud	Managed Kafka Provider, Data Streaming from/into internal Data Storage, Stream Processing, Interservice Communication	All data uploaded to and collected by the application.	USA	All
Okta, Inc.	SMoP - Auth0: auth, user management, and access management	Processed Data - IP addresses, email addresses, usernames, passwords, auth tokens, identifying user information, third party credentials, and all data uploaded to and collected by the application.	USA	All
OpenAI	Support general product offerings via natural language processing	All data uploaded to and collected by the application.	USA	All
Sigma Computing	Infrastructure provider for the visualization of metrics and analytics within the application	All customer production data	AWS, us-west-2 (Oregon)	All
Monte Carlo	Data Observability Platform	Data quality checks, data cataloguing	AWS. us-west-2 (Oregon)	All
You.com	Public web search for AVA products	All data uploaded to and collected by the application.	USA	AVA only, not applicable to Hero, OS, PFA, PSO, Premium Tam Services, DA, or Analytics named products and/or related platforms
Langchain (Langsmith)	Application quality and associated metrics	All data uploaded to and collected by the application.	USA	AVA only, not applicable to Hero, OS, PFA, PSO, Premium Tam Services, DA, or Analytics named products and/or related platforms
Support Services Third-Party Sub-Processors				

Entity Name	Subject Matter of the Processing	Processed Data	Location	Impacted Products/Services
Freshworks, Inc.	Freshdesk: Ticketing service for inbound application customer support and knowledgebase.	IP addresses, email addresses, usernames, data submitted by user with the ticket to the support service	USA	All
Atlassian, Inc.	Internal tracking of issued worked by Support and Customer Success services:	Email addresses, usernames, data submitted with user tickets to the support service	USA	All products, not including AVA
Google LLC	G Suite: <ul style="list-style-type: none"> • Document Storage and Company email for internal and external communication • email communications with customers and document storage 	Email addresses, usernames, data submitted to the support services	USA	All
Slack Technologies, Inc.	<ul style="list-style-type: none"> • Company Internal Communication • Internal communications for Customer Support services operators 	Email addresses, usernames, data submitted to the support services	USA	All
Adobe	Marketo: Management of information campaigns on product and service updates	Email addresses, usernames	USA	All
Reply App Inc.	Management of information campaigns on product and service updates	Email addresses, usernames	USA	All
Zoom	Videoconferencing tool that may be used for communication with customers during support calls	User Profile information (including name and email), device/hardware information, video/audio recordings, chat correspondence, video/audio transcripts, Telephone Usage Data, IP addresses, MAC Address	USA	All
Observe, Inc.	Monitoring of Vivun Application Logs, Metrics, and Traces	IP Addresses, Email Addresses, Usernames, Organization and User Identifiers	USA	All

Fullstory	Problem troubleshooting and resolution for usability issues	User session recordings, including network and console logs	USA	All
Linear Orbit, Inc (Linear)	Internal tracking of issued worked by Support and Customer Success services:	Email addresses, usernames, data submitted with user tickets to the support service	USA	AVA only, not applicable to Hero, OS, PFA, PSO, Premium Tam Services, DA, or Analytics named products and/or related platforms