

## 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
<a href="#">Amazon Web Services, Inc.</a>	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
<a href="#">Google LLC</a>	<a href="#">Google Analytics: Application usage and traffic statistics</a>	URLs, IP addresses	USA	All
<a href="#">Functional Software, Inc. dba Sentry.io</a>	Client crash reporting statistics and aggregation.	IP addresses, email addresses, usernames	USA	All
<a href="#">Salesforce</a>	Infrastructure provider for the managed package.	All data uploaded to and collected by the application.	USA	All
<a href="#">Altassian, Inc.</a>	<a href="#">Statuspage.io: System status communications</a>	IP addresses, email addresses, usernames	USA	All
<a href="#">Pendo.io, Inc</a>	Application usage, associated metrics, and provider for in-application tutorials	IP addresses, email addresses, user role, coarse location, web browser UserAgent.	USA	All
<a href="#">Amplitude</a>	Application usage, associated metrics, and	Application usage, associated metrics, and	USA	AVA, AVA ASSIST/AI Sales Agent/HERO

	<p>provider for in-application tutorials.</p> <p>Problem troubleshooting and resolution for usability issues</p>	<p>provider for in-application tutorials.</p> <p>User session recordings, including network and console logs. User information, including: email, name, and role.</p>		
<a href="#">Snowflake</a>	<p>Application and infrastructure support and cloud computing based data warehousing</p>	<p>All data uploaded to and collected by the application.</p>	USA	All
<a href="#">Confluent Cloud</a>	<p>Managed Kafka Provider, Data Streaming from/into internal Data Storage, Stream Processing, Interservice Communication</p>	<p>All data uploaded to and collected by the application.</p>	USA	All
<a href="#">Okta, Inc.</a>	<p>SMoP - Auth0: auth, user management, and access management</p>	<p>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.</p>	USA	All
<a href="#">OpenAI</a>	<p>Support general product offerings via natural language processing</p>	<p>All data uploaded to and collected by the application.</p>	USA	All
<a href="#">Sigma Computing</a>	<p>Infrastructure provider for the visualization of metrics and analytics within the application</p>	<p>All customer production data</p>	AWS, us-west-2 (Oregon)	All
<a href="#">Monte Carlo</a>	<p>Data Observability Platform</p>	<p>Data quality checks, data cataloguing</p>	AWS. us-west-2 (Oregon)	All
<a href="#">You.com</a>	<p>Public web search for AVA products</p>	<p>All data uploaded to and collected by the application.</p>	USA	AVA, AVA ASSIST/AI Sales Agent/HERO

<a href="#">Langchain</a>	Application quality and associated metrics (Langsmith)	All data uploaded to and collected by the application.	USA	AVA, AVA ASSIST/AI Sales Agent/HERO
<a href="#">Anam.ai</a>	AI Virtual Persona, such as Voice or Avatar	All data uploaded to and collected by the application.	USA	AVA, AVA ASSIST/AI Sales Agent/HERO
<a href="#">Recall.ai</a>	API for meeting bot platforms	All meeting data processed by the application	USA	AVA, AVA ASSIST/AI Sales Agent/HERO
<a href="#">Cerebras Systems</a>	Support AI Virtual Persona, and to provide Natural Language Processing	All data uploaded to and collected by the application	USA	AVA, AVA ASSIST/AI Sales Agent/HERO
<b>Support Services Third-Party Sub-Processors</b>				
<b>Entity Name</b>	<b>Subject Matter of the Processing</b>	<b>Processed Data</b>	<b>Location</b>	<b>Impacted Products/Services</b>
<a href="#">Atlassian, Inc.</a>	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
<a href="#">Google LLC</a>	<b>G Suite:</b> <ul style="list-style-type: none"> <li>• Document Storage and Company email for internal and external communication</li> <li>• email communications with customers and document storage</li> </ul>	Email addresses, usernames, data submitted to the support services	USA	All
<a href="#">Slack Technologies, Inc.</a>	<ul style="list-style-type: none"> <li>• Company Internal Communication</li> <li>• Internal communications for Customer Support services operators</li> </ul>	Email addresses, usernames, data submitted to the support services	USA	All

<a href="#">Zoom</a>	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
<a href="#">Observe, Inc.</a>	Monitoring of Vivun Application Logs, Metrics, and Traces	IP Addresses, Email Addresses, Usernames, Organization and User Identifiers	USA	All
<a href="#">Fullstory</a>	Problem troubleshooting and resolution for usability issues	User session recordings, including network and console logs	USA	All
<a href="#">Linear Orbit, Inc (Linear)</a>	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, AVA ASSIST/AI Sales Agent/HERO
<a href="#">Intercom</a>	Ticketing service for inbound application customer support and knowledge base.	IP addresses, email addresses, usernames, data submitted by user with the ticket to the support service.	USA	All
<a href="#">Livekit</a>	Provider of Speech-to-Text (STT), Text-to-Speech (TTS), WebRTC and SIP functionality.	Data provided and ingested for AVA Voice Capabilities	USA	AVA, AVA ASSIST/AI Sales Agent/HERO
<a href="#">Perplexity</a>	Automated Information Retrieval and Assisted Search	General Customer Web Search Queries	USA	AVA, AVA ASSIST/AI Sales Agent/HERO
<a href="#">Deepgram</a>	Provider of Speech-to-Text (STT) functionality.	Audio data received by the services	USA	AVA, AVA ASSIST/AI Sales Agent/HERO

<a href="#">Cartesia</a>	Provider of Text-to-Speech (TTS) functionality.	Text and Audio data received by the services	USA	AVA, AVA ASSIST/AI Sales Agent/HERO
<a href="#">Hubspot</a>	Internal database for customer data and marketing information	Contact information, activity information, company information, usage and related metrics	USA	AVA, AVA ASSIST/AI Sales Agent/HERO via Public sign up only - not applicable to enterprise customers
<a href="#">Stripe</a>	Maintains customer facing invoicing and billing, including tax and related financial information,	Financial information pertaining to PLG driven customers, including statistical usage information, customer contracts, and invoicing related data.	USA	Meethero.AI subscribers