GoToAssist Remote Support v5 Sub-Processors



Data Hosting Locations

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

Third Party Sub-Processors

Entity Name	Purpose	Location
Twilio, Inc.	Product-related SMS invites communication platform	United States
Clickatell, Inc.	Product-related SMS invites communication platform	United States
Splunk, Inc.	Logging	United States
84codes, incl. CloudAMPQ	Message queuing	United States
AppCues, Inc.	Cloud-based User Surveys & Onboarding help	United States
Amplitude, Inc.	Cloud-based User Analytics Service	United States
Segment.io, Inc.	Customer data platform	United States
Backtrace I/O, Inc.	Crash and error reporting	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:

- EU-U.S. and Swiss-U.S. Data Privacy Frameworks (or "DPF") and the UK Extension to the EU-U.S.
 DPF
- 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.



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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.