

## Pronto Sub-Processors

Last Updated: 11/30/2021

Sub Processor	Sub-processing Services Provided	Entity Countries
Amazon Web Services, Inc. <a href="https://aws.amazon.com">https://aws.amazon.com</a>	AWS is a Cloud Service Provider. Hit Labs uses AWS services for data storage, IaaS, and support services including DNS, outgoing email, and mobile push notifications	United States
Pusher Ltd.	Hit Labs uses Pusher to enable real-time communications between the Pronto servers and the client apps. User information (e.g. name, phone, email, message text) may pass through Pusher services, but is not stored.	United States
Twilio, Inc.	Hit Labs uses Twilio to send SMS confirmation codes to mobile devices during login (only applies to organizations using phone numbers). No other user information passes through Twilio.	Global
Nexmo Inc (DBA Vonage)	Hit Labs uses Vonage for audio and video conferencing. Video and audio data during a Pronto Meeting passes through Vonage. If a meeting is recorded, it is temporarily stored in Vonage until the meeting has concluded. Vonage has various data centers throughout the world. The data center closest to the host is chosen when a meeting is initiated.	Global
MariaDB USA, Inc	Managed database technology provider. Data is hosted physically in AWS and managed by MariaDB.	United States
Google Cloud Platform	Message text language detection and translation services. When translation services are enabled, message text is sent to GCP for detection and translation. It is stored briefly in memory and then discarded. Data is not persisted in GCP and is not used for further model training.	Global

Google Analytics	Pseudonymous analytics and crash reporting. IP Address may be used for aggregated geolocation analysis.	Global
Instabug	Customer support, analytics, and crash reporting. When a customer reports an issue their personal information may be included in the bug report.	Global
GIPHY	Animated GIF support. IP address may be transmitted to GIPHY when searching for or displaying a GIF, but is not tied to any other personal data.	Global
BugSnag	Error and bug reporting on web. Unhandled exceptions are logged automatically but not associated with personal data. Bug reports initiated by users may include name and email.	Global