

List of Sub-processors Engaged by Azeus for Convene Services

Last Updated: 1 April 2025

Below is the current list of Sub-processors engaged by Azeus or its Affiliates for provision of Convene Services.

Legal Entity	Country	Services Performed
Amazon Web Services Inc.	United States	Convene servers are hosted in Amazon Web Services (AWS) ¹ . AWS Simple Notification Service (SNS) for sending SMS messages from Convene Services. AWS Chime for conducting audio and video conferences and integration ² within Convene Services.
Arabian Internet and Communications Services Company (STC Solutions - STCS)	Kingdom of Saudi Arabia	Convene servers are hosted in Bluvalt ³ cloud services for customers who want to host locally within the Kingdom of Saudi Arabia.
Cisco Systems, Inc.	United States	Cisco Webex Meetings as an external communication tool and for conducting user training.
Clickatell Inc.	United States	Clickatell SMS for sending SMS messages from Convene Services.
CM.COM Netherlands B.V.	Netherlands	CM.com for sending SMS messages from Convene Services.
Google LLC	United States	Google Calendar API for creating calendar events and integrating Convene Services with Google Calendar.
Habla, Inc.	United States	Olark for online chat support.

¹ (i) For customers in Europe which have adopted our cloud-based (hosted, software-as-a-service) Convene Services, the Content uploaded by users to Convene Services shall reside in AWS servers within the UK or EEA. No Content will be transferred outside the selected region without the prior consent of the Customer. (ii) For customers in Europe who consented to the transfer of Content outside the UK or EEA, the AWS GDPR Data Processing Addendum ensures that any personal data on AWS will be given the same high level of protection it receives in the EEA or the UK.

² AWS Chime service is available in different locations including US, UK (London), EU (Ireland), Singapore and Sydney. Where possible, we will choose the AWS Chime region to be the same as the AWS server region for Convene Services for the customer so that all Content including any voice and video conferencing data can stay within the same AWS region.

³ Instead of being GDPR compliant, Bluvalt is governed by and is compliant with Saudi Laws and regulations. It is ISO 27001, ISO 27017, and CSA Star Certified. It is also compliant with CITC CCRF.

Legal Entity	Country	Services Performed
HubSpot Inc.	United States	HubSpot as a CRM and marketing tool and also for website hosting.
Microsoft Corporation	United States	<p>Microsoft Teams as an internal communication tool.</p> <p>Office 365 as an email communication tool.</p> <p>Skype for Business as an external communication tool and for conducting user training.</p> <p>Microsoft Azure for hosting Convene Services for individual customers.</p> <p>Office for the web for providing document live editing features within Convene Services.⁴</p>
Oracle Corporation	United States	Convene servers may be hosted in Oracle Cloud Infrastructure ⁵ for customers within the Kingdom of Saudi Arabia.
Pipedrive Inc.	United States	Pipedrive as a CRM tool.
Twilio Inc.	United States	Twilio Messaging for sending SMS messages from Convene Services.
Zoom Video Communications Inc.	United States	<p>Zoom for conducting video and audio conferences and integration within Convene Services.</p> <p>Zoom also as a conferencing tool used by Azeus or its Affiliates.</p>
Xero Limited	New Zealand	Xero as the accounting software for Azeus Group.

⁴ For Live Edit, the documents will be transmitted to Microsoft and may be processed in any Microsoft data center, including those outside the UK/EEA. Documents may temporarily reside in Microsoft's systems for up to 30 days, during which they are protected using a FIPS 140-2 compliant encryption algorithm. In addition, we also pass the name of the user editing the document to Microsoft, so that the name of the editing user can be displayed properly.

⁵ Instead of being GDPR compliant, Oracle is governed by and is compliant with Saudi Laws and regulations. It is ISO 27001, ISO 27017, and CSA Star Certified.

Azeus' Affiliates as Sub-processors

Legal Entity	Country	Services Performed
Azeus Systems Limited	Hong Kong	Convene implementation, helpdesk and support services, billing and contract management ⁶ .
Azeus Systems Philippines Limited	Philippines	Convene implementation, helpdesk and support services, billing and contract management ⁷ .
Azeus UK Limited	United Kingdom	Convene implementation, helpdesk and support services, billing and contract management ⁸ .
Azeus Systems (Dalian) Co., Ltd.	China	Convene implementation, helpdesk and support services ⁹ .
Convene India Private Limited	India	Convene implementation and support services ¹⁰ .
Convene Malaysia Sdn. Bhd.	Malaysia	Convene implementation and support services ¹¹ .

⁶ Applicable to all Customers which contracted with Azeus entities other than Azeus Systems Limited.

⁷ Applicable to all Customers.

⁸ Applicable only to Customers which contracted with Convene Sociedad Limitada.

⁹ Applicable only to individual Customers who request for or require such services in Mainland China.

¹⁰ Applicable to all Customers.

¹¹ Applicable to all Customers.