

List of Sub-processors Engaged by Convene for AGM@Convene Services

Last Updated: 8th January 2021

Below is the current list of Sub-processors engaged by Convene, Azeus or their Affiliates for provision of AGM@Convene Services.

Legal Entity	Country	Services Performed
Agora, Inc.	United States	Agora for 2-way live voice and video communication.
Aliyun Computing Co., Ltd. (under Alibaba Group)	China	Aliyun for streaming live video and webcast for Customers and End Users in Mainland China.
Amazon Web Services Inc.	United States	AGM@Convene servers are hosted in Amazon Web Services (AWS) ¹ . AWS Simple Notification Service (SNS) for sending SMS messages from AGM@Convene Services.
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 AGM@Convene Services.
CM.COM Netherlands B.V.	Netherlands	CM.com for sending SMS messages from AGM@Convene Services.
Habla, Inc.	United States	Olark for online chat support.
HubSpot Inc.	United States	HubSpot as a CRM and marketing tool and also for website hosting.
International Business Machines Corporation (IBM)	United States	IBM Video Streaming for streaming live video and webcast.

¹ (i) For customers in Europe, the Content uploaded by users to AGM@Convene Services shall reside in AWS servers within the EEA. No Content will be transferred outside the selected region without the prior consent of the customer. (ii) For customers who consented to the transfer of Content outside the 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.

Legal Entity	Country	Services Performed
Microsoft Corporation	United States	Microsoft Teams as an internal communication tool. Office 365 used as an email communication tool. Skype for Business as an external communication tool and for conducting user training.
Mux, Inc.	United States	Mux for streaming live video and webcast, and for restreaming the same to other streamers including IBM Video and Aliyun.
Otter.ai	United States	Otter.ai for instantaneous audio transcription service.
Pipedrive Inc.	United States	Pipedrive as a CRM tool.
Twilio Inc.	United States	Twilio Messaging for sending SMS messages from AGM@Convene Services.
Zoom Video Communications Inc.	United States	Zoom for meetings, chats, video webinars and webcast.

Convene's Affiliates as Sub-processors

Legal Entity	Country	Services Performed
Azeus Systems Limited ²	Hong Kong	AGM@Convene implementation, helpdesk and support services, billing and contract management.
Azeus Systems Limited Philippines ³	Philippines	AGM@Convene implementation, helpdesk and support services, billing and contract management.
Azeus UK Limited ⁴	United Kingdom	AGM@Convene implementation, helpdesk and support services, billing and contract management.
Azeus Systems (Dalian) Co., Ltd.	China	AGM@Convene implementation, helpdesk and support services ⁵ . Also for streaming live video and webcast for Customers and End Users in Mainland China.

² Applicable to all Customers which contracted with Azeus/Convene entities other than Azeus Systems Limited.

³ Applicable to all Customers.

⁴ Applicable only to Customers which contracted with Convene Sociedad Limitada.

⁵ Applicable only to individual Customers who request for or require such services in Mainland China.