

List of Sub-processors Engaged by Azeus for Convene Services

Posted: August 3, 2020

Effective: August 10, 2020

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 voice and video conferencing and integration ² .
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.
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.
Microsoft Corporation	United States	Microsoft Teams as an internal communication tool.

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 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.

Legal Entity	Country	Services Performed
		Office 365 as an email communication tool. Skype for Business as an external communication tool and for conducting user training.
Pipedrive Inc.	United States	Pipedrive as a CRM tool.
Twilio Inc.	United States	Twilio Messaging for sending SMS messages from Convene Services.

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 ³ .
Azeus Systems Limited Philippines	Philippines	Convene implementation, helpdesk and support services, billing and contract management ⁴ .
Azeus UK Limited	United Kingdom	Convene implementation, helpdesk and support services, billing and contract management ⁵ .
Azeus Systems (Dalian) Co., Ltd.	China	Convene implementation, helpdesk and support services ⁶ .

³ Applicable to all Customers which contracted with Azeus entities other than Azeus Systems Limited.

⁴ Applicable to all Customers.

⁵ Applicable only to Customers which contracted with Convene Sociedad Limitada.

⁶ Applicable only to individual Customers who request for or require such services in Mainland China.