



Subprocessors

Last Modified: 10 April 2025

- [APAC \(Australia and the Asia Pacific\) Customers](#)
- [EMEA \(includes Europe, UK and the Middle East\) Customers](#)
- [NALA \(includes North Americas and Latin Americas\) Customers](#)

APAC (Australia and the Asia Pacific) Customers

This list identifies the subprocessors Dubber Pty Ltd (“**Dubber**”) relies on and engages to: (i) deliver its services, in accordance with the data protection controller to processor terms agreed with each individual customer (i.e. a data processing schedule part of a service agreement or a standalone data processing agreement- the “**Data Processing Terms**”); and (ii) provide processing activities on customer's personal data on behalf of the relevant customer.

The subprocessors that specifically apply to each individual customer will depend on the services, and service configuration, Dubber agrees with the customer and the geographical regions where the services are provided (please see below information regarding the subprocessors’ locations and descriptions of processing).

Dubber will update the [list of subprocessors’ page](#) at least 10 business days before appointing or replacing sub-processors, and if the customer [subscribes for updates in Dubber’s Trust Centre](#), Dubber will notify the customer of the change through the automatic notification mechanism. Otherwise Dubber will notify the Customer in accordance with their relevant Data Processing Terms.

The categories of Subprocessors Dubber engages in APAC are:

1. Infrastructure Cloud Service Processors
2. AI Subprocessors





- 3. Support Subprocessors
- 4. Other Third-Party Services Subprocessors
- 5. Group Company Subprocessors

SUBPROCESSOR	LOCATION OF PROCESSING OPERATIONS	DUBBER SERVICE	DESCRIPTION OF PROCESSING OPERATIONS	APPROPRIATE SAFEGUARDS FOR TRANSFERS
Infrastructure Cloud Service Processors				
Amazon Web Services (AWS)	Depending on the Customer's Portal Region: Australia, Japan, or Singapore	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	Dubber utilises Amazon Web Services to provide processing, storage and network services.	Data Encryption Data Minimisation





Microsoft Corporation	Australia	<ul style="list-style-type: none"> • Dubber You • Dubber Teams • Dubber Premier • Dubber Go • Dubber Recording • Dubber Unified Capture • Dubber Insights • Dubber Insights Plus 	Dubber utilises Microsoft Azure Cloud Services to provide processing, storage and network services	Data Encryption Data Minimisation
AI Subprocessors				
Amazon Web Services (AWS)	Speech to Text (Transcriptions): Depending on the Customer's Portal Region: Australia, Japan, or Singapore LLM Processing: APAC Region	<ul style="list-style-type: none"> • Dubber Premier • Dubber Insights • Dubber Insights Plus 	Dubber utilises Amazon Web Services to provide Speech to Text processing and Language Models.	Data Encryption Data Minimisation
Microsoft Corporation	Speech to Text (Transcriptions): Customer's Portal Region: Australia, Japan, or Singapore LLM Processing: Australia, EU	<ul style="list-style-type: none"> • Dubber Premier • Dubber Insights • Dubber Insights Plus 	Dubber utilises Microsoft Azure Cloud Services to provide Cognitive Services (Speech & Natural Language Processing), and network services in connection with the customer's users use of Microsoft Teams.	Data Encryption Data Minimisation





Rev.com, Inc.	USA, EU (Germany)	<ul style="list-style-type: none">• Dubber Premier• Dubber Insights• Dubber Insights Plus	Dubber utilises Rev.com for the purposes of Speech to Text processing.	Data Encryption Data Minimisation
Support Subprocessors				
Wipro Limited	India, Singapore, Australia	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	<p>Wipro is a sub-processor of Dubber Pty Ltd.</p> <p>Dubber utilises Wipro for first line technical platform support.</p> <p>Wipro provides Dubber with a 24x7 platform and application support capability. Responding to alerts and incidents using curated standard operating procedures (SOP's), and escalating to development teams where necessary.</p> <p>Wipro may access customer data in very limited circumstances and on a need to know basis (for the only purpose of providing IT services to the relevant Customer).</p>	Data Encryption Data Minimisation





Other Third-Party Services Subprocessors				
Boomi, LLC (previously TIBCO Software Inc.)	Traffic is geo-routed from the location of the requester. <ul style="list-style-type: none">• APAC Traffic Manager for APAC customers	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	Dubber utilises the Boomi Cloud API Management software as a service (SaaS) to secure our API services. No data from the API calls is seen or processed by Boomi.	Data Encryption Data Minimisation
Mailgun Technologies, Inc.	USA	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	Dubber utilises Mailgun Technologies to deliver service emails to our customers.	Data Encryption Data Minimisation





Group Company Subprocessors

Depending on the geographic location of Dubber's customers or their individual end users and the nature of the services Dubber provides to them, Dubber may also engage one or more of its Affiliates as Subprocessors.

The following Dubber affiliates may process customer data (including personal data contained therein) in the course of providing support, operating, delivering, and maintaining Dubber services, including: (i) contracting cloud storage solutions for Dubber and its customers with Infrastructure Cloud Service Processors; (ii) call recording software services; (iii) Call Recording, UCR and Voice-AI software-as-a-service development, testing and IT support; and (iv) the provision of other operational, business development, sales and support services to Dubber.

Dubber Ltd	UK Registered Address: 264 Banbury Road, Oxford, Oxfordshire, England, OX2 7DY United Kingdom	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	Group company (<i>customer support services</i>)	Data Encryption Data Minimisation
Dubber Inc	USA Registered Address: 300 Congress Street, STE 406, Quincy, MA 02169, United States of America	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	Group company (<i>customer support services</i>)	Data Encryption Data Minimisation





Aeriandi Ltd	UK Registered Address: 264 Banbury Road, Oxford, Oxfordshire, England, OX2 7DY United Kingdom	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	Group company (<i>customer support services</i>)	Data Encryption Data Minimisation
---------------------	--	---	--	--------------------------------------

EMEA (includes Europe, UK and the Middle East) Customers

This list identifies the subprocessors Dubber Ltd (“**Dubber**”) relies on and engages to: (i) deliver its services, in accordance with the data protection controller to processor terms agreed with each individual customer (i.e. a data processing schedule part of a service agreement or a standalone data processing agreement- the “**Data Processing Terms**”); and (ii) provide processing activities on customer’s personal data on behalf of the relevant customer.

The subprocessors that specifically apply to each individual customer will depend on the services, and service configuration, Dubber agrees with the customer and the geographical regions where the services are provided (please see below information regarding the subprocessors’ locations and descriptions of processing).

Dubber will update the [list of subprocessors’ page](#) at least 10 business days before appointing or replacing sub-processors, and if the customer [subscribes for updates in Dubber’s Trust Centre](#). Dubber will notify the customer of the change through the automatic notification mechanism. Otherwise Dubber will notify the Customer in accordance with their relevant Data Processing Terms.

The categories of subprocessors Dubber engages in EMEA are:

1. Infrastructure Cloud Service Processors
2. AI Subprocessors





- 3. Support Subprocessors
- 4. Other Third-Party Services Subprocessors
- 5. Group Company Subprocessors

SUBPROCESSOR	LOCATION OF PROCESSING OPERATIONS	DUBBER SERVICE	DESCRIPTION OF PROCESSING OPERATIONS	APPROPRIATE SAFEGUARDS FOR TRANSFERS
Infrastructure Cloud Service Processors				
Amazon Web Services (AWS)	Depending on the Customer's Chosen Portal Region: UK, Ireland or Germany	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	Dubber utilises Amazon Web Services to provide processing, storage and network services.	Processing Operations always within the UK/EEA EU, UK and Switzerland. Any potential transfers of personal data to the U.S. are covered by the EU, UK and Switzerland "adequacy decisions". Self-certification under The U.S Data Privacy Framework (DPF) program Data Encryption Data Minimisation





Microsoft Corporation	North Europe, UK South, Germany West Central	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	Dubber utilises Microsoft Azure Cloud Services to provide processing, storage and network services	Processing Operations always within the UK/EEA EU, UK and Switzerland. Any potential transfers of personal data to the U.S. are covered by the EU, UK and Switzerland “adequacy decisions”. Self-certification under The U.S Data Privacy Framework (DPF) program Data Encryption Data Minimisation
------------------------------	--	---	--	--





AI Subprocessors				
Amazon Web Services (AWS)	Speech to Text (Transcriptions): Depending on the Customer's Portal Region: UK, Ireland, or Germany LLM Processing: EU, UK	<ul style="list-style-type: none">• Dubber Premier• Dubber Insights• Dubber Insights Plus	Dubber utilises Amazon Web Services to provide Speech to Text processing and Language Models.	Processing Operations always within the UK/EEA EU, UK and Switzerland. Any potential transfers of personal data to the U.S. are covered by the EU, UK and Switzerland "adequacy decisions". Self-certification under The U.S Data Privacy Framework (DPF) program Data Encryption Data Minimisation





Microsoft Corporation	Speech to Text (Transcriptions): Depending on the Customer's Portal Region: UK, Ireland, or Germany LLM Processing: North Europe, UK South, Germany West Central	<ul style="list-style-type: none">• Dubber Premier• Dubber Insights• Dubber Insights Plus	Dubber utilises Microsoft Azure Cloud Services to provide Cognitive Services (Speech & Natural Language Processing), and network services in connection with the customer's users use of Microsoft Teams.	Processing Operations always within the UK/EEA EU, UK and Switzerland. Any potential transfers of personal data to the U.S. are covered by the EU, UK and Switzerland "adequacy decisions". Self-certification under The U.S Data Privacy Framework (DPF) program Data Encryption Data Minimisation
Rev.com, Inc.	EU (Germany)	<ul style="list-style-type: none">• Dubber Premier• Dubber Insights• Dubber Insights Plus	Dubber utilises Rev.com for the purposes of Speech to Text processing.	Processing Operations always within the UK/EEA EU Commission Adequacy Decisions or UK "adequacy regulations" Data Encryption Data Minimisation





Support Subprocessors				
Wipro Limited	India, Singapore, Australia	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	<p>Wipro is a sub-processor of Dubber Pty Ltd.</p> <p>Dubber utilises Wipro for first line technical platform support.</p> <p>Wipro provides Dubber with a 24x7 platform and application support capability.</p> <p>Responding to alerts and incidents using curated standard operating procedures (SOP's), and escalating to development teams where necessary.</p> <p>Wipro may access customer data stored in the UK/EEA except in very limited circumstances and on a need to know basis (for the only purpose of providing IT services to the relevant Customer).</p>	<p>EU Standard Contractual Clauses & the UK IDTA Addendum</p> <p>Data Encryption</p> <p>Data Minimisation</p>



Other Third-Party Services Subprocessors				
Boomi, LLC (previously TIBCO Software Inc.)	Traffic is geo-routed from the location of the requester. <ul style="list-style-type: none">• EU Traffic Manager for EU/UK customers	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	Dubber utilises the Boomi Cloud API Management software as a service (SaaS) to secure our API services. No data from the API calls is seen or processed by Boomi.	Processing Operations always within the UK/EEA EU, UK and Switzerland. Any potential transfers of personal data to the U.S. are covered by the EU, UK and Switzerland “adequacy decisions”. Self-certification under The U.S Data Privacy Framework (DPF) program Data Encryption Data Minimisation
Mailgun Technologies, Inc.	Germany & Belgium	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	Dubber utilises Mailgun Technologies to deliver service emails to our customers.	Email routing and content data of UK/EEA end users always remains in the EU (contact lists, email content) Data Encryption Data Minimisation





Group Company Subprocessors

Depending on the geographic location of Dubber's customers or their individual end users and the nature of the services Dubber provides to them, Dubber may also engage one or more of its Affiliates as Subprocessors.

The following Dubber affiliates may process customer data (including personal data contained therein) in the course of providing support, operating, delivering, and maintaining Dubber services, including: (i) contracting cloud storage solutions for Dubber and its customers with Infrastructure Cloud Service Processors; (ii) call recording software services; (iii) Call Recording, UCR and Voice-AI software-as-a-service development, testing and IT support; and (iv) the provision of other operational, business development, sales and support services to Dubber.

Dubber Pty Ltd	Australia Registered Address: Level 5, 2 Russell Street, Melbourne, 3000, Australia	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	Group company <i>(Administrative, billing, back office and IT support and maintenance services).</i> Dubber Pty Ltd, may access customer data in very limited circumstances and on a need to know basis (for the only purpose of providing customer or IT support services to the relevant Customer).	EU Standard Contractual Clauses & UK IDTA Addendum Data Encryption Data Minimisation
-----------------------	--	---	---	--





Dubber Inc	USA Registered Address: 300 Congress Street, STE 406, Quincy, MA 02169, United States of America	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	Group company (<i>follow-the-sun customer support service</i>)	EU Standard Contractual Clauses & UK IDTA Addendum Data Encryption Data Minimisation
Aeriandi Ltd	UK Registered Address: 264 Banbury Road, Oxford, Oxfordshire, England, OX2 7DY United Kingdom	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	Group company (<i>customer support services</i>)	EU Commission Adequacy Decisions or UK "adequacy regulations" Data Encryption Data Minimisation



NALA (includes North Americas and Latin Americas) Customers

This list identifies the subprocessors Dubber Inc (“**Dubber**”) relies on and engages to: (i) deliver its services, in accordance with the data protection controller to processor terms agreed with each individual customer (i.e. a data processing schedule part of a service agreement or a standalone data processing agreement- the “**Data Processing Terms**”); and (ii) provide processing activities on customer’s personal data on behalf of the relevant customer.

The subprocessors that specifically apply to each individual customer will depend on the services, and service configuration, Dubber agrees with the customer and the geographical regions where the services are provided (please see below information regarding the subprocessors’ locations and descriptions of processing).

Dubber will update the [list of subprocessors’ page](#) at least 10 business days before appointing or replacing sub-processors, and if the customer [subscribes for updates in Dubber’s Trust Centre](#), Dubber will notify the customer of the change through the automatic notification mechanism. Otherwise Dubber will notify the Customer in accordance with their relevant Data Processing Terms.

The categories of subprocessors Dubber engages in NALA are:

1. Infrastructure Cloud Service Processors
2. AI Subprocessors
3. Support Subprocessors
4. Other Third-Party Services Subprocessors
5. Group Company Subprocessors

SUBPROCESSOR	LOCATION OF PROCESSING OPERATIONS	DUBBER SERVICE	DESCRIPTION OF PROCESSING OPERATIONS	APPROPRIATE SAFEGUARDS FOR TRANSFERS
--------------	-----------------------------------	----------------	--------------------------------------	--------------------------------------





Infrastructure Cloud Service Processors				
Amazon Web Services (AWS)	Depending on the Customer's Portal Region: USA, or Canada	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	Dubber utilises Amazon Web Services to provide processing, storage and network services.	Data Encryption Data Minimisation
Microsoft Corporation	USA	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	Dubber utilises Microsoft Azure Cloud Services to provide processing, storage and network services	Data Encryption Data Minimisation





AI Subprocessors				
Amazon Web Services (AWS)	Speech to Text (Transcriptions): Depending on the Customer's Portal Region: USA or Canada LLM Processing: NA Region	<ul style="list-style-type: none">• Dubber Premier• Dubber Insights• Dubber Insights Plus	Dubber utilises Amazon Web Services to provide Speech to Text processing and Sentiment analysis.	Data Encryption Data Minimisation
Microsoft Corporation	Speech to Text (Transcriptions): Depending on the Customer's Portal Region: USA, Canada LLM Processing: US portal goes to US only, and CA goes to EU	<ul style="list-style-type: none">• Dubber Premier• Dubber Insights• Dubber Insights Plus	Dubber utilises Microsoft Azure Cloud Services to provide Cognitive Services (Speech & Natural Language Processing), and network services in connection with the customer's users use of Microsoft Teams.	Data Encryption Data Minimisation
Rev.com, Inc.	USA	<ul style="list-style-type: none">• Dubber Premier• Dubber Insights• Dubber Insights Plus	Dubber utilises Rev.com for the purposes of Speech to Text processing.	Data Encryption Data Minimisation





Support Subprocessors				
Wipro Limited	India, Singapore, Australia	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	<p>Wipro is a sub-processor of Dubber Pty Ltd.</p> <p>Dubber utilises Wipro for first line technical platform support.</p> <p>Wipro provides Dubber with a 24x7 platform and application support capability. Responding to alerts and incidents using curated standard operating procedures (SOP's), and escalating to development teams where necessary.</p> <p>Wipro may access customer data in very limited circumstances and on a need to know basis (for the only purpose of providing IT services to the relevant Customer).</p>	Data Encryption Data Minimisation



Other Third-Party Services Subprocessors				
Boomi, LLC (previously TIBCO Software Inc.)	Traffic is geo-routed from the location of the requester. <ul style="list-style-type: none">• NA Traffic Manager for NA customers	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	Dubber utilises the Boomi Cloud API Management software as a service (SaaS) to secure our API services. No data from the API calls is seen or processed by Boomi.	Data Encryption Data Minimisation
Mailgun Technologies, Inc.	USA Registered office: 112 E Pecan St #1135 San Antonio, TX 78205, USA	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	Dubber utilises Mailgun Technologies to deliver service emails to our customers.	Data Encryption Data Minimisation





Group Company Subprocessors

Depending on the geographic location of Dubber's customers or their individual end users and the nature of the services Dubber provides to them, Dubber may also engage one or more of its Affiliates as Subprocessors.

The following Dubber affiliates may process customer data (including personal data contained therein) in the course of providing support, operating, delivering, and maintaining Dubber services, including: (i) contracting cloud storage solutions for Dubber and its customers with Infrastructure Cloud Service Processors; (ii) call recording software services; (iii) Call Recording, UCR and Voice-AI software-as-a-service development, testing and IT support; and (iv) the provision of other operational, business development, sales and support services to Dubber.

Dubber Pty Limited	Australia Registered Address: Level 5, 2 Russell Street, Melbourne, 3000, Australia	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	Group company (<i>Administrative, billing, back office and IT support and maintenance services</i>). Dubber Pty Ltd, may access customer data in very limited circumstances and on a need to know basis (for the only purpose of providing customer or IT services to the relevant Customer).	Data Encryption Data Minimisation
Dubber Ltd	UK Registered Address: 264 Banbury Road, Oxford, Oxfordshire, England, OX2 7DY United Kingdom	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	Group company (<i>customer support services</i>)	Data Encryption Data Minimisation





Aeriandi Ltd	UK Registered Address: 264 Banbury Road, Oxford, Oxfordshire, England, OX2 7DY United Kingdom	<ul style="list-style-type: none">• Dubber You• Dubber Teams• Dubber Premier• Dubber Go• Dubber Recording• Dubber Unified Capture• Dubber Insights• Dubber Insights Plus	Group company (<i>customer support services</i>)	Data Encryption Data Minimisation
---------------------	--	---	--	--------------------------------------