

# **Subprocessors**

Last Modified: 1 June 2023

- 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 <u>list of subprocessors' page</u> at least 10 business days before appointing or replacing sub-processors, and if the customer <u>subscribes for updates in Dubber's Trust Centre</u>, 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. Al 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 Cl            | Infrastructure Cloud Service Processors |                                                                                                                                                                                                                                                                                               |                                                                                                |                                      |  |
| Amazon Web<br>Services (AWS) | Australia,<br>Singapore, Japan          | <ul> <li>Dubber You</li> <li>Dubber Teams</li> <li>Dubber Premier</li> <li>Dubber Go</li> <li>Dubber Recording</li> <li>Dubber Unified Capture</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | Dubber utilises Amazon Web<br>Services to provide processing,<br>storage and network services. | Data Encryption  Data Minimisation   |  |





| Microsoft<br>Corporation                                            | Australia | <ul> <li>Dubber You</li> <li>Dubber Teams</li> <li>Dubber Premier</li> <li>Dubber Recording</li> <li>Dubber Unified Capture</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | Dubber utilises Microsoft Azure<br>Cloud Services to provide<br>processing, storage and network<br>services                                                                                                                                                  | Data Encryption  Data Minimisation |
|---------------------------------------------------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
| Al Subprocessors  International Business Machines Corporation (IBM) | Australia | <ul> <li>Dubber Premier</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul>                                                                                                     | Dubber utilises IBM Watson for the purposes of Speech to Text processing, Sentiment analysis and Tonal (emotion) analysis.  More information is available at <a href="https://www.ibm.com/watson/data-privacy/">https://www.ibm.com/watson/data-privacy/</a> | Data Encryption  Data Minimisation |





| Amazon Web<br>Services (AWS) | Australia            | <ul> <li>Dubber Premier</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | Dubber utilises Amazon Web<br>Services to provide Speech to<br>Text processing and Sentiment<br>analysis.                                                                                                 | Data Encryption  Data Minimisation |
|------------------------------|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
| Microsoft<br>Corporation     | Australia            | <ul> <li>Dubber Premier</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | 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<br>(Germany) | <ul> <li>Dubber Premier</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | Dubber utilises Rev.com for the purposes of Speech to Text processing.                                                                                                                                    | Data Encryption  Data Minimisation |





| Support Subproc | Support Subprocessors |                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                    |  |  |  |
|-----------------|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|--|--|--|
| Wipro Limited   | India, Australia      | <ul> <li>Dubber You</li> <li>Dubber Teams</li> <li>Dubber Premier</li> <li>Dubber Go</li> <li>Dubber Recording</li> <li>Dubber Unified Capture</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | Wipro is a sub-processor of Dubber Pty Ltd.  Dubber utilises Wipro for first line technical platform support.  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.  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). | Data Encryption  Data Minimisation |  |  |  |





|  | Dubber utilises the TIBCO Mashery software as a service (SaaS) to secure our API services.  Data Encryption Data Minimisation |
|--|-------------------------------------------------------------------------------------------------------------------------------|
|--|-------------------------------------------------------------------------------------------------------------------------------|





| Mailgun<br>Technologies,<br>Inc. | USA | • | Dubber You Dubber Teams Dubber Premier Dubber Go Dubber Recording Dubber Unified Capture Dubber Insights Dubber 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-Al 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 You                         |                         |                   |
|------------|-----------------------------------|------------------------------------|-------------------------|-------------------|
|            |                                   | Dubber Teams                       |                         |                   |
| UK         | UK                                | Dubber Premier                     |                         |                   |
|            | Registered                        | Dubber Go                          |                         |                   |
| Dubber Ltd | Address: 49                       | Dubber Recording                   | Group company (customer | Data Encryption   |
|            | Greek Street,                     | Dubber Unified Capture             | support services)       | Data Minimisation |
|            | London W1D 4EG,<br>United Kingdom | Dubber Insights                    |                         |                   |
|            | Officed Kingdom                   | Dubber Plus                        |                         |                   |
|            |                                   | Dubber Moments (Microsoft Teams)   |                         |                   |
|            |                                   | Dubber Notes Pro (Microsoft Teams) |                         |                   |





| Dubber Inc            | USA  Registered Address: Level 12, Suite 1200, 2828 N Harwood St, Dallas, TX 75201, United States of America | <ul> <li>Dubber You</li> <li>Dubber Teams</li> <li>Dubber Premier</li> <li>Dubber Go</li> <li>Dubber Recording</li> <li>Dubber Unified Capture</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | Group company (customer support services) | Data Encryption  Data Minimisation |
|-----------------------|--------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|------------------------------------|
| Pinch Labs Pty<br>Ltd | Australia  Registered  Address: Level 3, 293 Queen Street, Brisbane QLD 4000, Australia                      | <ul> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul>                                                                                                                                                                                              | Group company (customer support services) | Data Encryption  Data Minimisation |





| Aeriandi Ltd | UK  Registered  Address:  Elizabeth House, 13-19 London  Road, Newbury,  Berkshire, United  Kingdom, RG14  1JL | <ul> <li>Dubber You</li> <li>Dubber Teams</li> <li>Dubber Premier</li> <li>Dubber Go</li> <li>Dubber Recording</li> <li>Dubber Unified Capture</li> </ul> | Group company (customer | Data Encryption |
|--------------|----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-----------------|
|              |                                                                                                                | <ul> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul>            |                         |                 |

## **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 <u>list of subprocessors' page</u> at least 10 business days before appointing or replacing sub-processors, and if the customer <u>subscribes for updates in Dubber's Trust Centre</u>, 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. Al Subprocessors
- 3. Support Subprocessors
- 4. Other Third-Party Services Subprocessors
- 5. Group Company Subprocessors

| SUBPROCESSOR | ATION OF CESSING DUBBER SERVICE RATIONS | DESCRIPTION OF PROCESSING OPERATIONS | APPROPRIATE SAFEGUARDS FOR TRANSFERS |  |
|--------------|-----------------------------------------|--------------------------------------|--------------------------------------|--|
|--------------|-----------------------------------------|--------------------------------------|--------------------------------------|--|





| Infrastructure Cloud Service Processors |                            |                                                                                                                                                                                                                                                                                               |                                                                                                |                                                                                                                                                |  |
|-----------------------------------------|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Amazon Web<br>Services (AWS)            | UK, Ireland and<br>Germany | <ul> <li>Dubber You</li> <li>Dubber Teams</li> <li>Dubber Premier</li> <li>Dubber Go</li> <li>Dubber Recording</li> <li>Dubber Unified Capture</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | Dubber utilises Amazon Web<br>Services to provide processing,<br>storage and network services. | Processing Operations always within the UK/EEA EU Commission Adequacy Decisions or UK "adequacy regulations" Data Encryption Data Minimisation |  |





| Microsoft<br>Corporation<br>Al Subprocessors                  | North Europe, UK<br>South, Germany<br>West Central | <ul> <li>Dubber You</li> <li>Dubber Teams</li> <li>Dubber Premier</li> <li>Dubber Recording</li> <li>Dubber Unified Capture</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | Dubber utilises Microsoft Azure<br>Cloud Services to provide<br>processing, storage and network<br>services                                                                                                                                                  | Processing Operations always within the UK/EEA EU Commission Adequacy Decisions or UK "adequacy regulations" Data Encryption Data Minimisation |
|---------------------------------------------------------------|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| International<br>Business<br>Machines<br>Corporation<br>(IBM) | Germany                                            | <ul> <li>Dubber Premier</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul>                                                                                                     | Dubber utilises IBM Watson for the purposes of Speech to Text processing, Sentiment analysis and Tonal (emotion) analysis.  More information is available at <a href="https://www.ibm.com/watson/data-privacy/">https://www.ibm.com/watson/data-privacy/</a> | Processing Operations always within the UK/EEA EU Commission Adequacy Decisions or UK "adequacy regulations" Data Encryption Data Minimisation |





| Amazon Web<br>Services (AWS) | Germany                                            | <ul> <li>Dubber Premier</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | Dubber utilises Amazon Web<br>Services to provide Speech to<br>Text processing and Sentiment<br>analysis.                                                                                                                   | Processing Operations always within the UK/EEA EU Commission Adequacy Decisions or UK "adequacy regulations" Data Encryption Data Minimisation |
|------------------------------|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Microsoft<br>Corporation     | North Europe, UK<br>South, Germany<br>West Central | <ul> <li>Dubber Premier</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | Dubber utilises Microsoft Azure<br>Cloud Services to provide<br>Cognitive Services (Speech &<br>Natural Language Processing),<br>and network services in<br>connection with the customer's<br>users use of Microsoft Teams. | Processing Operations always within the UK/EEA EU Commission Adequacy Decisions or UK "adequacy regulations" Data Encryption Data Minimisation |





| Rev.com, Inc. | EU (Germany) | <ul> <li>Dubber Premier</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | 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 Subproce | essors           |                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                          |
|------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| Wipro Limited    | India, Australia | <ul> <li>Dubber You</li> <li>Dubber Teams</li> <li>Dubber Premier</li> <li>Dubber Go</li> <li>Dubber Recording</li> <li>Dubber Unified Capture</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | Wipro is a sub-processor of Dubber Pty Ltd.  Dubber utilises Wipro for first line technical platform support.  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.  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). | EU Standard Contractual Clauses & the UK IDTA Addendum Data Encryption Data Minimisation |





| Other Third-Party Services Subprocessors |                                                                                                    |                                                                                                                                                                                                                                                                                               |                                                                                                                                                      |                                                                                                                                                |  |  |
|------------------------------------------|----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| TIBCO Software<br>Inc.                   | Traffic is georouted from the location of the requester.  • EU Traffic Manager for EU/UK customers | <ul> <li>Dubber You</li> <li>Dubber Teams</li> <li>Dubber Premier</li> <li>Dubber Go</li> <li>Dubber Recording</li> <li>Dubber Unified Capture</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | Dubber utilises the TIBCO Mashery software as a service (SaaS) to secure our API services. No data from the API calls is seen or processed by TIBCO. | Processing Operations always within the UK/EEA EU Commission Adequacy Decisions or UK "adequacy regulations" Data Encryption Data Minimisation |  |  |





|               |           | Dubber You                         |                                 |                        |
|---------------|-----------|------------------------------------|---------------------------------|------------------------|
|               |           | Dubber Teams                       |                                 | Email routing and      |
|               |           | Dubber Premier                     |                                 | content data of        |
|               |           | Dubber Go                          | Dubber utilises Mailgun         | UK/EEA end users       |
| Mailgun       | Germany & | Dubber Recording                   | Technologies to deliver service | always remains in      |
| Technologies, | Belgium   | <u> </u>                           | emails to our customers.        | the EU (contact lists, |
| Inc.          |           | Dubber Unified Capture             |                                 | email content)         |
|               |           | Dubber Insights                    |                                 |                        |
|               |           | Dubber Plus                        |                                 | Data Encryption        |
|               |           | Dubber Moments (Microsoft Teams)   |                                 | Data Minimisation      |
|               |           | Dubber Notes Pro (Microsoft Teams) |                                 |                        |





### **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-Al 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 You                                                     |                                                          |                                                              |
|----------|---------|---------------------------------------------------------------------------------------|------------------------------------|----------------------------------------------------------------|----------------------------------------------------------|--------------------------------------------------------------|
|          |         |                                                                                       | •                                  | Dubber Teams                                                   | Group company (Administrative,                           |                                                              |
|          |         | Australia  Registered  Address: Level 5, 2 Russell Street, Melbourne, 3000, Australia | tralia Dubber Premier and maintena | billing, back office and IT support and maintenance services). | EU Standard                                              |                                                              |
|          |         |                                                                                       | •                                  | Dubber Go Dubber Recording                                     | Dubber Pty Ltd, may access customer data in very limited | Contractual Clauses & UK IDTA                                |
| Dubber I | Pty Ltd |                                                                                       | •                                  | Dubber Unified Capture                                         | circumstances and on a need to                           | Addendum                                                     |
|          |         |                                                                                       | •                                  | •                                                              | Dubber Insights                                          | know basis (for the only purpose of providing customer or IT |
|          |         |                                                                                       | •                                  | Dubber Plus                                                    | support services to the relevant                         | Bata Williamsation                                           |
|          |         |                                                                                       | •                                  | Dubber Moments (Microsoft Teams)                               | Customer).                                               |                                                              |
|          |         |                                                                                       | •                                  | Dubber Notes Pro (Microsoft Teams)                             |                                                          |                                                              |





| Dubber Inc            | USA  Registered  Address: Level 12, Suite 1200, 2828 N Harwood St, Dallas, TX 75201, United States of America | <ul> <li>Dubber You</li> <li>Dubber Teams</li> <li>Dubber Premier</li> <li>Dubber Go</li> <li>Dubber Recording</li> <li>Dubber Unified Capture</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | Group company (follow-the-sun customer support service) | EU Standard Contractual Clauses & UK IDTA Addendum Data Encryption Data Minimisation |
|-----------------------|---------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|--------------------------------------------------------------------------------------|
| Pinch Labs Pty<br>Ltd | Australia  Registered  Address: Level 3, 293 Queen Street, Brisbane QLD 4000, Australia                       | <ul> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul>                                                                                                                                                                                              | Group company (customer support services)               | EU Standard Contractual Clauses & UK IDTA Addendum Data Encryption Data Minimisation |





|              |                                                                                                                | Dubber You                                                                                                                                                                                                                                                                |                                           |                                                                                                 |
|--------------|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|-------------------------------------------------------------------------------------------------|
| Aeriandi Ltd | UK  Registered  Address:  Elizabeth House, 13-19 London  Road, Newbury,  Berkshire, United  Kingdom, RG14  1JL | <ul> <li>Dubber Teams</li> <li>Dubber Premier</li> <li>Dubber Go</li> <li>Dubber Recording</li> <li>Dubber Unified Capture</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | Group company (customer support services) | 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 <u>list of subprocessors' page</u> at least 10 business days before appointing or replacing sub-processors, and if the customer <u>subscribes for updates in Dubber's Trust Centre</u>, 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. Al Subprocessors
- 3. Support Subprocessors
- 4. Other Third-Party Services Subprocessors
- 5. Group Company Subprocessors

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





| Infrastructure Cloud Service Processors |             |                                                                                                                                                                                                                                                                                               |                                                                                                |                                    |  |
|-----------------------------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|------------------------------------|--|
| Amazon Web<br>Services (AWS)            | USA, Canada | <ul> <li>Dubber You</li> <li>Dubber Teams</li> <li>Dubber Premier</li> <li>Dubber Go</li> <li>Dubber Recording</li> <li>Dubber Unified Capture</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | Dubber utilises Amazon Web<br>Services to provide processing,<br>storage and network services. | Data Encryption  Data Minimisation |  |





| Microsoft<br>Corporation                          | USA | <ul> <li>Dubber You</li> <li>Dubber Teams</li> <li>Dubber Premier</li> <li>Dubber Recording</li> <li>Dubber Unified Capture</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | Dubber utilises Microsoft Azure<br>Cloud Services to provide<br>processing, storage and network<br>services                                                                                           | Data Encryption  Data Minimisation |
|---------------------------------------------------|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
| International Business Machines Corporation (IBM) | USA | <ul> <li>Dubber Premier</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul>                                                                                                     | Dubber utilises IBM Watson for the purposes of Speech to Text processing, Sentiment analysis and Tonal (emotion) analysis.  More information is available at https://www.ibm.com/watson/data-privacy/ | Data Encryption  Data Minimisation |





| Amazon Web<br>Services (AWS) | USA | <ul> <li>Dubber Premier</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | Dubber utilises Amazon Web<br>Services to provide Speech to<br>Text processing and Sentiment<br>analysis.                                                                                                 | Data Encryption  Data Minimisation |
|------------------------------|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
| Microsoft<br>Corporation     | USA | <ul> <li>Dubber Premier</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | 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> <li>Dubber Premier</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | Dubber utilises Rev.com for the purposes of Speech to Text processing.                                                                                                                                    | Data Encryption  Data Minimisation |





| Support Subproc | Support Subprocessors |                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                    |  |  |  |
|-----------------|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|--|--|--|
| Wipro Limited   | India, Australia      | <ul> <li>Dubber You</li> <li>Dubber Teams</li> <li>Dubber Premier</li> <li>Dubber Go</li> <li>Dubber Recording</li> <li>Dubber Unified Capture</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | Wipro is a sub-processor of Dubber Pty Ltd.  Dubber utilises Wipro for first line technical platform support.  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.  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). | Data Encryption  Data Minimisation |  |  |  |





| Other Third-Party      | y Services Subproc                                                                            | essors                                                                                                                                                                                                                                                                                        |                                                                                                  |                                    |
|------------------------|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|------------------------------------|
| TIBCO Software<br>Inc. | Traffic is georouted from the location of the requester.  NA Traffic Manager for NA customers | <ul> <li>Dubber You</li> <li>Dubber Teams</li> <li>Dubber Premier</li> <li>Dubber Go</li> <li>Dubber Recording</li> <li>Dubber Unified Capture</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | Dubber utilises the TIBCO<br>Mashery software as a service<br>(SaaS) to secure our API services. | Data Encryption  Data Minimisation |





|                                  |                                                                              | Dubber You                         |                                 |                                    |
|----------------------------------|------------------------------------------------------------------------------|------------------------------------|---------------------------------|------------------------------------|
| Mailgun<br>Technologies,<br>Inc. | USA  Registered  office:  112 E Pecan St  #1135 San  Antonio, TX  78205, USA | Dubber Teams                       |                                 | Data Encryption  Data Minimisation |
|                                  |                                                                              | Dubber Premier                     | Technologies to deliver service |                                    |
|                                  |                                                                              | Dubber Go                          |                                 |                                    |
|                                  |                                                                              | Dubber Recording                   |                                 |                                    |
|                                  |                                                                              | Dubber Unified Capture             |                                 |                                    |
|                                  |                                                                              | Dubber Insights                    |                                 |                                    |
|                                  |                                                                              | Dubber Plus                        |                                 |                                    |
|                                  |                                                                              | Dubber Moments (Microsoft Teams)   |                                 |                                    |
|                                  |                                                                              | Dubber Notes Pro (Microsoft Teams) |                                 |                                    |





#### **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-aservice development, testing and IT support; and (iv) the provision of other operational, business development, sales and support services to Dubber.

|    |           |                                                                                           | Dubber You                                                                                    |                                                                    |                   |
|----|-----------|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|--------------------------------------------------------------------|-------------------|
|    |           | Australia  Registered  Address: Level  5, 2 Russell  Street,  Melbourne,  3000, Australia | <ul><li>Dubber Teams</li><li>Dubber Premier</li></ul>                                         | Group company (Administrative, billing, back office and IT support |                   |
| Du | ıbber Pty |                                                                                           | <ul><li>Dubber Go</li><li>Dubber Recording</li></ul>                                          | customer data in very innited                                      | Data Encryption   |
|    | mited     |                                                                                           | <ul><li>Dubber Unified Capture</li><li>Dubber Insights</li></ul>                              |                                                                    | Data Minimisation |
|    |           |                                                                                           | Dubber Plus                                                                                   |                                                                    |                   |
|    |           |                                                                                           | <ul><li>Dubber Moments (Microsoft Teams)</li><li>Dubber Notes Pro (Microsoft Teams)</li></ul> | Customer).                                                         |                   |





| Dubber Ltd            | UK  Registered  Address: 49  Greek Street,  London W1D  4EG, United  Kingdom                | <ul> <li>Dubber You</li> <li>Dubber Teams</li> <li>Dubber Premier</li> <li>Dubber Go</li> <li>Dubber Recording</li> <li>Dubber Unified Capture</li> <li>Dubber Insights</li> <li>Dubber Plus</li> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul> | Group company (customer support services) | Data Encryption  Data Minimisation |
|-----------------------|---------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|------------------------------------|
| Pinch Labs Pty<br>Ltd | Australia  Registered  Address: Level  3, 293 Queen  Street, Brisbane  QLD 4000,  Australia | <ul> <li>Dubber Moments (Microsoft Teams)</li> <li>Dubber Notes Pro (Microsoft Teams)</li> </ul>                                                                                                                                                                                              | Group company (customer support services) | Data Encryption  Data Minimisation |





|              |                                                                                     | Dubber You                         |                                        |
|--------------|-------------------------------------------------------------------------------------|------------------------------------|----------------------------------------|
|              | UK                                                                                  | Dubber Teams                       |                                        |
|              | Registered                                                                          | Dubber Premier                     |                                        |
|              | Address:                                                                            | Dubber Go                          |                                        |
| Aeriandi Ltd | Elizabeth House,<br>13-19 London<br>Road, Newbury,<br>Berkshire,<br>United Kingdom, | Dubber Recording                   | <br>Data Encryption  Data Minimisation |
|              |                                                                                     | Dubber Unified Capture             |                                        |
|              |                                                                                     | Dubber Insights                    |                                        |
|              |                                                                                     | Dubber Plus                        |                                        |
|              | RG14 1JL                                                                            | Dubber Moments (Microsoft Teams)   |                                        |
|              |                                                                                     | Dubber Notes Pro (Microsoft Teams) |                                        |

