

PGi Sub-Processors and Subcontractors

American Teleconferencing Services Ltd. d/b/a Premiere Global Services and/or affiliates that act as processors (“PGi”) use certain sub-processors and subcontractors.

“Sub-processor” is a third-party personal data processor engaged by PGi who has, or potentially could have, access to or process customers’ personal data under our instructions. PGi carries out a due diligence and has adopted contractual safeguards with its sub-processors including but not limited to Standard Contractual Clauses and the requirement to implement and maintain appropriate technical and organizational measures.

The following list of sub-processors describes the nature of services that those carry out, the PGi service associated with and the country where the recipient is located.

Name of sub-processor	Nature of services	Services associated with	Entity Country
Amazon Web Services Inc.	Cloud hosting services for service data at rest	Audio and web meetings, webcast and webinar events (GlobalMeet Collaboration and GlobalMeet Webcast) and online collaboration platform (iMeetCentral)	United States (all services) +India, United Kingdom, Germany and Japan (for Operator assisted audio conferencing) +India, United Kingdom, Germany, Japan, France and Singapore (for Automated audio conferencing)
ASC Services LLC	Transcription services provider for North America customers (upon request)	Automated audio meetings (GlobalMeet Collaboration)	United States
Compunetix Inc.	Hardware and application technical support	Operator assisted audio meetings or events (GlobalMeet Collaboration)	United States

Conference America Inc.	Audio conference service provider used when network overflow	Operator assisted audio meetings or events (GlobalMeet Collaboration)	United States
Cybage Software Pvt. Ltd.	Network Monitoring, categorization, triage and escalation of problems, event management, escalation support, system reporting and record keeping	Audio and web meetings (GlobalMeet Collaboration)	India
Dura 6C, LLC d/b/a 6Connex	Managed virtual event platform (upon request)	Webcast events (GlobalMeet Webcast)	United States
FIVE9 Inc.	Inbound customer service call processing for Support calls.	Audio and web meetings, webcast and webinar events (GlobalMeet Collaboration and GlobalMeet Webcast) and online collaboration platform (iMeetCentral)	United States
GlobalLingo Ltd	Transcription services provider for customers worldwide (upon request)	Operator assisted audio meetings and webcast events (GlobalMeet Collaboration and GlobalMeet Webcast)	United States, Europe and Asia Pacific
HCL America Inc., HCL Technologies Ltd, HCL Technologies Corporate Services Ltd.	Customer support functions including Tier 1 & 2 via chat, phone and email	Audio and web meetings (GlobalMeet Collaboration)	United States, United Kingdom and India
Hive Streaming AB	Content Delivery Network provider and	Webcast events (GlobalMeet Webcast)	Sweden

	customer service support (upon request)		
IU GlobeLink LLC	Simultaneous translation services provided on PGI's premises (upon request)	Operator assisted audio meetings or events (GlobalMeet Collaboration)	United States
Lightface Media Inc.	Event production operators that may assist globally and audio visual support (upon request)	Webcast events (GlobalMeet Webcast)	United States
ProInnovation Productions, LLC	Event production operators that may assist globally (upon request)	Webcast events (GlobalMeet Webcast)	United States
Salesforce.com Inc	Global enterprise CRM system and cloud hosting services	Audio and web meetings, webcast and webinar events (GlobalMeet Collaboration and GlobalMeet Webcast) and online collaboration platform (iMeetCentral)	United States
Scribe Software Corp	Integration platform provider that allows our APIs to interface with third party CRM APIs (upon request)	Webcast events (GlobalMeet Webcast)	United States
Streamlined Communications Ltd.	In-country event production operators (upon request)	Webcast events (GlobalMeet Webcast)	United States (with operators globally)
The Telemarketing Company Ltd	Event production operators that may assist globally (upon request)	Webcast events (GlobalMeet Webcast)	United Kingdom (with operators globally)
Schaaf Media Group, Inc. d/b/a Tscribe	Transcription services (upon request)	Webcast events (GlobalMeet Webcast)	United States
VideoKen Inc.	Indices generator provider from the audio and video streams (upon request)	Webcast events (GlobalMeet Webcast)	United States

Video Perspective LLC	Event production operators that may assist globally and audio visual support (upon request)	Webcast events (GlobalMeet Webcast)	United States (with operators globally)
VIQ Solutions d/b/a Net Transcripts	Transcription services provider for customers in North America (upon request)	Operator assisted audio meetings or events (GlobalMeet Collaboration)	United States
Workfront Inc.	Online proofing features provider	Online collaboration platform (iMeet Central)	United States
Zendesk Inc.	Chat and email service provider	Online collaboration platform (iMeet Central)	United States

“Subcontractors” are third parties that do not have access or are not instructed by PGI to process customers’ personal data but that PGI uses as subcontractors to assist in operations necessary to provide our services.

Name of subcontractor	Nature of services	Services associated with	Entity Country
Data 102 LLC	Data center provider for service data at rest	Audio and Web Conferencing	United States
Digital Realty Inc.	Data center provider for service data at rest	Webcasting	United States
Sirius Computer Solutions, Inc.	Data center provider for service data at rest	Webcasting	United States

In addition to third parties, the following PGI affiliates may be engaged as sub-processors where PGI is acting as a data processor. The functions that these sub-processor affiliates may supply vary depending on the geography where customer requires services, the service associated with and the type of support needed and when required. The functions can be: provision of customer support, technical operations such as preventing or addressing technical or service problems, provision of operator assisted services, events production and product and technical support in general and account management.

Name of Affiliate	Country
TalkPoint Holdings LLC	United States
Premiere Conferencing (Canada) Limited	Canada
Premiere Conferencing GmbH	Germany
Premiere Conferencing (Ireland) Ltd.	Ireland
Premiere Conferencing (UK) Ltd.	United Kingdom
PGS Premiere Conferencing Pvt Ltd.	India
Premiere Conferencing (Hong Kong) Ltd.	Hong Kong
Premiere Conferencing Pte Ltd.	Singapore

Premiere Conferencing (Malaysia) Sdn. Bhd	Malaysia
Premiere Conferencing Pty Ltd.	Australia
Premiere Conferencing (Japan), Inc	Japan

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