

# GoToAssist Remote Support v4, incl. Service Desk Sub-Processors



## GoToAssist Remote Support v4

### Data Hosting Locations

Entity Name	Hosting Type	Location
Amazon.com, Inc., Incl. Amazon Web Services	Cloud hosting provider	United States
Oracle Cloud Infrastructure	Cloud hosting provider	Worldwide* <i>*will connect users to the nearest session and media server from the United States, Germany or India based on IP location</i>

### Third Party Sub-Processors

Entity Name	Purpose	Location
Amazon.com, Inc., incl. CloudFront	Content Delivery Network (CDN) <i>Note: No Customer Content is handled via the CDN</i>	Worldwide* <i>*will connect users to the nearest edge server based on IP location, to find out more, visit: <a href="https://aws.amazon.com/about-aws/global-infrastructure/">https://aws.amazon.com/about-aws/global-infrastructure/</a></i>
SendGrid, Inc.	Product-related email communication platform	United States
Sumo Logic Inc.	Storage of backend service logging events.	United States

## GoToAssist Service Desk

### Data Hosting Locations

Entity Name	Hosting Type	Location
Amazon.com, Inc., Incl. Amazon Web Services	Cloud hosting provider	United States

### Third Party Sub-Processors

Entity Name	Purpose	Location
SendGrid, Inc.	Product-related email communication	United States
Intercom, Inc.	Customer engagement/messaging	United States

Sumo Logic Inc.	Storage of logging events used for report generation	United States
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### **GOTO AFFILIATES**

In addition to the sub-processors above, GoTo may utilize the affiliates listed in the GoTo Affiliates Sub-Processor Disclosure which can be found at <https://www.goto.com/company/trust/resource-center>.

### **DATA TRANSFERS**

Where GoTo transfers personal data in connection with its services, it does so in compliance with data protection regulations and utilizes the following frameworks to safeguard transfers, as applicable:

- EU-U.S. and Swiss-U.S. Data Privacy Frameworks (or “DPF”) and the UK Extension to the EU-U.S. DPF
- Standard Contractual Clauses (or “Model Clauses”)
- APEC Cross-Border Privacy Rules (or “APEC CBPR”)
- APEC Privacy Recognition for Processors (or “APEC PRP”)

More information on GoTo’s privacy program, including transfer mechanisms, risk assessments, and supplemental measures may be found at <https://www.goto.com/company/trust/privacy>.

### **DATA PROCESSING ADDENDUM**

GoTo offers a comprehensive global Data Processing Addendum (“DPA”), which is designed to meet the requirements of applicable data privacy laws and regulations. Please visit <https://www.goto.com/company/legal> to learn more.

### **TECHNICAL AND ORGANIZATIONAL MEASURES**

GoTo’s security and privacy practices are outlined in its Trust and Privacy Center at <https://www.goto.com/company/trust/privacy>, as well as in Technical and Organizational Measures (“TOMs”) documentation which outline encryption types used, data retention periods, certifications maintained, and other relevant measures implemented by GoTo. Product-specific TOMs may be found at <https://www.goto.com/company/trust/resource-center>.