

# Global Support Document



## Vizrt Global Support and Subprocessors

---

This document sets out: (i) the Vizrt Group companies that provide support services to Vizrt Customers, and (ii) the entities engaged by Vizrt as sub-Processors.

# 1. Vizrt Group Companies

---

The Vizrt Group companies below may act as sub-Processors to the extent that these Vizrt Group companies process Customer Personal Data when providing technical and operational support to Customers.

Name	Purpose	Support Location(s)
Vizrt Sweden AB	Technical support services	Sweden Denmark
Vizrt Germany GmbH	Technical support services	Germany
Vizrt UK Ltd	Technical support services	United Kingdom
Vizrt Spain S.L.	Technical support services	Spain
Vizrt Austria GmbH	Technical support services	Austria Romania Japan
Vizrt Middle East Broadcast Solutions LLC	Technical support services	United Arab Emirates
Vizrt South America S.A.	Technical support services	Argentina
Vi(z)rt Inc.	Technical support services	United States of America (USA) Brazil Colombia Mexico
Vizrt (Thailand) Ltd	Technical support services	Indonesia Thailand Vietnam
Vizrt Australia Pty	Technical support services	Australia
Vizrt India Private Ltd.	Technical support services	India
Vizrt (Beijing) Technology Ltd.	Technical support services	China

## 2. Third Party sub-Processors

---

Vizrt uses the third-party entities listed below to process Customer Personal Data on behalf of Vizrt Customers in accordance with agreements between Vizrt and the sub-Processor to uphold Vizrt's commitments in the Vizrt Data Processing Addendum.

Entity Name	Purpose	Support Location(s)
Amazon Web Services, Inc. (AWS)	Cloud Service Provider	USA
Auth0 International LLC (Auth0)	Cloud Based Authentication	USA
Cloudflare, Inc	Content Delivery Network	USA
Contivio.com Corporation (Contivio)	Contact Center Platform	USA
Google LLC (Google Cloud and Analytics)	Cloud Service Provider	USA
Intercom, Inc.	Cloud Based Customer Support	USA
Microsoft Corporation (Azure)	Cloud Service Provider	USA
Multiplier Technologies Pte Ltd	External Employer of Record (EOR)	Canada
New Relic Inc.	Cloud Based Product Analytics	USA
Okta Inc.	Cloud Based Authentication	USA
Oyster HR, Inc.	External Employer of Record (EOR)	Denmark
Raintank, Inc. (Grafana Cloud)	Cloud Based Monitoring and Logs	USA
Salesforce, Inc.	Customer Relationship Management (CRM) Platform	USA
Stripe Inc.	Cloud Based Payment Processing	USA
Survey Monkey	Customer Feedback Platform	USA

Vizrt reserves the right to update or replace its sub-Processors from time to time. Vizrt shall provide the Customer with prior notice of any intended addition or replacement of a sub-Processor, including relevant details of such sub-Processor and the Processing to be undertaken.