

Conviva® Subprocessors

Updated as of Aug 22, 2025

The following are the third-party subprocessors currently authorized by Conviva Inc. (“Conviva”) to process Customer Personal Data and assist Conviva with respect to the provision of the applicable Service under the Conviva Customer Agreement:

Subprocessor	Address	Description of Service
Amazon Web Services, Inc.	410 Terry Avenue North Seattle, WA 98109 USA	Hosting services
Box, Inc.	900 Jefferson Avenue Redwood City, CA 94063 USA	SaaS document management
Coralogix Ltd.	77 Sleeper Street Boston, MA 02210 USA	Logging, analytics, and monitoring services
DataBricks, Inc.	2030 Addison Avenue Suite 610 Berkeley, CA 94704 USA	Unified analytics platform
DocuSign, Inc.	221 Main Street Suite 1000 San Francisco, CA 94105 USA	SaaS document management

Subprocessor	Address	Description of Service
Gong.io, Inc.	201 Spear Street 13 th Floor San Francisco, CA 94105 USA	Communications service
Google LLC	1600 Amphitheater Parkway Mountain View, CA 94043 USA	BigQuery enterprise data hosting services, and services
Looker Data Sciences, Inc.	101 Church Street Santa Cruz, CA 95060 USA	Data visualization service
MindTickle, Inc.	535 Mission St. 14 th Floor San Francisco, CA 94105 USA	Customer training management services
Okta, Inc.	301 Brannan Street Suite 100 San Francisco, CA 94107 USA	Identity management and services
OneTrust LLC	1200 Abernathy Rd NE Suite 300 Atlanta, GA 30328 USA	Privacy management and services
Perint Sarimba, Inc.	42329 Osgood Road Suite B Fremont, CA 94539 USA	Integration services

Subprocessor	Address	Description of Service
Salesforce.com, Inc.	One Market Street Suite 300 San Francisco, CA 94105 USA	Customer Relationship database services and
Slack Technologies, Inc.	500 Howard Street San Francisco, CA 94105 USA	Communications service
Trans Union LLC	555 West Adams Chicago, Illinois 60661 USA	Data append and match Audience Module Service
Zoom Video Communications Inc.	55 Almaden Boulevard 6th Floor San Jose, CA 95113 USA	Communications service

Notification of Change in Subprocessors:

If you are a current Conviva customer with a data processing agreement in place with Conviva, Conviva will notify you via email of a new subprocessor for the applicable Conviva Service(s) you have purchased before Conviva authorizes the new subprocessor to process personal data in connection with the provision of that Service. In order to receive email notifications regarding changes made to this page, you must [click here](#) to subscribe for updates and Conviva will notify you using the contact information you provided.

Right to Object to New Subprocessor:

A customer with a data processing agreement in place with Conviva may object to Conviva's use of a new subprocessor by notifying Conviva promptly in writing within ten

(10) business days after receipt of Conviva's notice by either emailing privacy@conviva.ai or notifying Conviva by the mechanism agreed to between the parties in the Conviva Customer Agreement. If you object to a new subprocessor, and that objection is not unreasonable, Conviva will use commercially reasonable efforts to make available to you a change in the applicable Service or recommend a commercially reasonable change to your configuration or use of the applicable Service to avoid processing of personal data by the objected-to new subprocessor without unreasonably burdening you. If Conviva is unable to make available such change within a reasonable period of time, which shall not exceed sixty (60) days, you may terminate the applicable elements of the Conviva Service(s) which cannot be provided by Conviva without the use of the objected-to new subprocessor, by providing written notice to Conviva at: Conviva Inc., 989 E. Hillsdale Boulevard, 4th Floor, Foster City, CA 94404, US, Attn: Legal Department.