

## **PRC-Salttillo Service Providers and Subprocessors**

We work with the following third-party service providers (“processors” or “service providers”) to process personal information on our behalf for specified business purposes. In certain cases where we act as a processor for our customers, these companies may act as “subprocessors.” These companies may handle personal data for us to do some of the following:

- Provide services like hosting our systems
- Processing payments
- Supporting customers
- Analyzing performance
- Managing communications
- General business operations.

We require all service providers to implement appropriate technical and organizational measures to protect personal data, follow our instructions, and comply with applicable privacy laws.

The companies listed below reflect our current service providers and subprocessors. In some cases, former service providers and subprocessors (“legacy processors”) may still retain personal data as required to meet legal, regulatory, or contractual retention obligations. We maintain records of such providers and ensure that appropriate data protection obligations continue to apply during retention periods. These legacy processors are not included in this list.

### **Infrastructure and Hosting**

| <b>Provider</b>     | <b>Location</b> | <b>Processing Activity</b>                                     |
|---------------------|-----------------|----------------------------------------------------------------|
| Amazon Web Services | United States   | Cloud infrastructure, data hosting, and application processing |
| Microsoft           | United States   | Cloud productivity services, communications, and data storage  |
| Google              | United States   | Hosting, web services, analytics, and website functionality    |
| Cloudflare          | United States   | Content delivery, website performance, and security            |

|           |               |                                    |
|-----------|---------------|------------------------------------|
| Veeam     | United States | Data backup and recovery           |
| CommVault | United States | Microsoft data backup and recovery |

---

### Payment Processing and Financial Services

| Provider            | Location       | Processing Activity                        |
|---------------------|----------------|--------------------------------------------|
| Stripe              | United States  | Payment processing and billing services    |
| Clover              | United States  | Payment processing and account services    |
| Avalara             | United States  | Tax calculation and compliance services    |
| Transaction Central | United States  | Payment processing services                |
| Huntington Bank     | United States  | Financial transactions and vendor payments |
| Sage Group          | United Kingdom | Accounting and financial management        |
| Xero                | Singapore      | Accounting and financial services          |
| Availity            | United States  | Healthcare claim processing                |
| BrightTree          | United States  | Healthcare operations and billing          |

---

### Customer Communications, Marketing, and Analytics

| Provider  | Location      | Processing Activity                |
|-----------|---------------|------------------------------------|
| Mailchimp | United States | Email marketing and communications |

|                           |               |                                                              |
|---------------------------|---------------|--------------------------------------------------------------|
| Mixpanel                  | United States | Product analytics and usage insights                         |
| YouTube                   | United States | Embedded media content delivery                              |
| Meta Platforms (WhatsApp) | United States | Messaging and communications                                 |
| Google                    | United States | Webforms, customer communications, and analytics             |
| Elevenlabs                | United States | Voice generation and audio processing for training resources |

---

### Customer Support and Technical Services

| Provider                            | Location               | Processing Activity                          |
|-------------------------------------|------------------------|----------------------------------------------|
| GoTo / LogMeIn Rescue               | United States          | Remote support and technical assistance      |
| Atlassian                           | United States          | Issue tracking and engineering support       |
| Zoom                                | United States          | Virtual meetings and training delivery       |
| Mimecast                            | United States          | Email security and communications continuity |
| VOIP Network / Mitel / Cloud9 / BCS | United States / Canada | Telephony and communication systems          |

---

### Business Operations and Enterprise Systems

| Provider | Location | Processing Activity |
|----------|----------|---------------------|
|----------|----------|---------------------|

|            |               |                                                    |
|------------|---------------|----------------------------------------------------|
| QAD        | United States | Enterprise resource planning and order management  |
| BrightTree | United States | Business operations and healthcare workflows       |
| DocuSign   | United States | Electronic signatures and contract management      |
| Bynder     | Netherlands   | Digital asset management                           |
| IdeaScale  | United States | Innovation and collaboration platform              |
| Docebo     | Canada        | Training and learning management                   |
| Apple      | United States | Application distribution, testing, and diagnostics |
| IFAX       | United States | Enterprise Fax service                             |
| JAMF       | United States | Device management for iOS Devices                  |
| TextMagic  | Estonia       | Enterprise Texting service                         |

---

## Human Resources and Employee Benefits

| Provider                                                      | Location      | Processing Activity                                            |
|---------------------------------------------------------------|---------------|----------------------------------------------------------------|
| BambooHR                                                      | United States | HR management and recruitment processing                       |
| Optum / UMR / Principal / Mutual of Omaha / FSA/HSA Providers | United States | Employee benefits and payroll-related processing               |
| ADP                                                           | United States | Payroll, human resources, and employee benefits administration |
| Concur                                                        | United States | Expense management and employee reimbursement                  |

---

## Security and Compliance

| Provider     | Location                       | Processing Activity                    |
|--------------|--------------------------------|----------------------------------------|
| KnowBe4      | United States                  | Security awareness and training        |
| Sophos       | United States / United Kingdom | Threat detection and system security   |
| ManageEngine | United States                  | Directory services                     |
| Infosight    | United States                  | Vulnerability Management / PEN testing |

---

## Logistics and Fulfillment

| Provider          | Location      | Processing Activity                        |
|-------------------|---------------|--------------------------------------------|
| FedEx / UPS / DHL | United States | Shipping, delivery, and logistics services |

---

## Specialized Services and Partners

| Provider                    | Location      | Processing Activity                    |
|-----------------------------|---------------|----------------------------------------|
| SmartyStreets               | United States | Address validation and data quality    |
| Vital Records Control (VRC) | United States | Physical record storage and management |
| KHT                         | Singapore     | Accounting and payroll services        |

---

## Affiliates and International Entities

We may share personal data with our affiliated companies and subsidiaries in the United States, Canada, the United Kingdom, Germany, Australia, Singapore, India, and other locations. To learn more about these companies, please visit their website below:

- Canada: <https://prc-salttillo.com/canada>
- United Kingdom: <https://www.liberator.co.uk>
- Germany: <http://www.prentke-romich.de>

- Australia: <http://liberator.net.au>
- Singapore: <https://singapore@prc-salttillo.sg>
- India: <https://avazapp.com>

This helps us support our global operations, including providing customer support, training, financial services, and general business administration.