

LIST OF SUBCONTRACTORS OF THE CONTRACTOR RELATING TO THE GLEAN SOFTWARE

Subprocessor name	Address	Size	Purpose	Contract in place	Data Processing Agreement in place
Amazon Web Services	Amazon.com, Inc. 410 Terry Avenue North, Seattle, WA 98109-5210	1,298,000 (Amazon)	Data centre storing audio and annotation data and registration details of students and staff using the software.	Yes	Yes
Google Cloud Services	Google LLC 1600 Amphitheatre Parkway Mountain view ca 94043	135,301 (Google)	Data centre storing audio and annotation data and registration details of students and staff using the Glean software.	Yes	Yes
Elastic Cloud	Elasticsearch, Inc. Attn: Privacy Team 800 W. El Camino Real, Suite 350 Mountain View, CA 94040 USA Or Elasticsearch B.V. Attn: Privacy Team Keizersgracht 281 1016 ED Amsterdam The Netherlands	1000+	The Contractor's managed service provider for platform logging. The Contractor uses Elastic Cloud's services to aid the investigation of customer issues and service incidents by providing dashboards and search functionality of those logs.	Yes	Yes
Help Scout	Help Scout 100 City Hall Plaza, 5th Floor	100	Used to provide help to customers e.g. regarding using the product. Help Scout accesses institution	Yes	Yes

	Boston, MA 02108		data when individuals use the Contractor's help desk function.		
Amplitude	Amplitude, Inc. Attn: Privacy 631 Howard Street, Floor 5 San Francisco, CA 94105	438	Used for analytics. All data pseudonymised	Yes	Yes
Google Analytics	Google LLC 1600 Amphitheatre Parkway Mountain view ca 94043	135,301 (Google)	Used for analytics. All data pseudonymised	Yes	Yes
Amazon SES	Amazon.com, Inc. 410 Terry Avenue North, Seattle, WA 98109-5210	1,298,000 (Amazon)	Email service the Contractor uses to send students an invite to use the Glean software.	Yes	Yes
Chargebee	Chargebee Inc. 340 S Lemon Avenue, #1537 Walnut, California 91789, USA	471	Platform for managing customer subscriptions. Note: no payment data resides within the product.	Yes	Yes
Sendinblue	Sendinblue 7 Rue de Madrid, 75008 Paris	400	Used to send product marketing and promotional emails to users.	Yes	Yes

VoiceGain	Resolvity Inc. 1505 LBJ Freeway, Suite 255 Farmers Branch, TX 75234	50	Software service provider. Used to provide the in-product transcription services.	Yes	Yes
Atexto	Atexto, LLC 535 Mission St, 14th Floor San Francisco California 94105 USA	10,000	Software service provider. Used to provide the in-product transcription services.	Yes	Yes
Rev	Rev.com, Inc. 222 Kearny St, 8th Floor San Francisco, CA 94108	4,134	Software service provider. Used to provide the in-product transcription services.	Yes	Yes