# Platform Sub-processors

In providing our platform and services, we and our group companies may use sub-processors to provide specific functions and services such as hosting or customer service. We've set out details of who these sub-processors are and the role they play below. Not all of them will be relevant to how you access our platform or the services you receive from us. If you have any questions, please contact our privacy team at privacy@immersivelabs.com.

If you would like to subscribe to updates to our sub-processor list, please follow this link.

## Platform Infrastructure Sub-processors

Immersive Labs is a fully cloud-based platform hosted in AWS data centers. Data for companies located in North and South America will be hosted in our US data center by default, and for companies located anywhere else in the world, data will be hosted in Europe by default. Enterprise Customers can request to have their data isolated in one of these locations.

For customers that pre-date February 2023, data will be hosted in our data centers located in Europe.

| Sub-processor Name | Purpose for Processing | Data Hosting Location |
|---|---|---|
| Amazon Web Services, Inc | Cloud infrastructure hosting | Main centre: Ireland eu-west-1<br>Back-up centre: London eu-west-2 |
|  | Cloud infrastructure hosting | Main centre: United States us-east-1<br>Back-up centre: United States us-east-2 |

## Customer Service and Relationship Management Sub-processors

| Sub-processor Name | Purpose for Processing | Data Hosting Location |
|---|---|---|
| Snowflake, Inc. | Data warehouse | Ireland or USA |
| Google Ireland, Ltd. | Looker – Business intelligence reporting tool | United Kingdom |
| Gainsight, Inc. | Gainsight – Customer relationship management system & analytics tool | Germany |
| Salesforce UK Ltd. | Customer relationship management system | United Kingdom |
| Google LLC. | Google Workspace | Europe (multi-region) |
| Zendesk, Inc. | Customer service | Ireland |
| Atlassian, Inc. | Jira – Customer service | Ireland |

| Callitech Ltd (t/a Money Penny) | Customer service call center | United Kingdom |
| Slack, Inc. | Customer communications (for Premium Support customers only) | United States |

## Immersive Labs Group Companies

| Group Company Name | Purpose for Processing | Location |
| --- | --- | --- |
| Immersive Labs Corporation | Customer support and account administration | United States |
| Immersive Labs GmbH | | Germany |
| Immersive Labs Limited | | United Kingdom |
| Immersive Labs Cyber Security Software Services LLC | | United Arab Emirates |