



# List of Sub-processors Engaged by Azeus for CiT Services

Published on 12 April 2024

Below is the current list of Sub-processors engaged by Azeus or its Affiliates for provision of CiT Services.

Legal Entity	Country	Services Performed
Microsoft Corporation	United States	Microsoft Azure for hosting CiT Services for individual customers.  Microsoft Teams as a communication tool.  Office 365 as an email communication tool.  Skype for Business as an external communication tool and for conducting user training.
Amazon Web Services Inc.	United States	Convene servers are hosted in Amazon Web Services (AWS) <sup>1</sup> .  AWS Simple Notification Service (SNS) for sending SMS messages from CiT Services.
Cisco Systems, Inc.	United States	Cisco Webex Meetings as an external communication tool and for conducting user training.
Clickatell Inc.	United States	Clickatell SMS for sending SMS messages from Convene Services.
CM.COM Netherlands B.V.	Netherlands	CM.com for sending SMS messages from Convene Services.
Habla, Inc.	United States	Olark for online chat support.

<sup>1</sup> (i) For customers in Europe which have adopted our cloud-based (hosted, software-as-a-service) CiT Services, the Content uploaded by users to CiT Services shall reside in AWS servers within the UK or EEA. No Content will be transferred outside the selected region without the prior consent of the Customer. (ii) For customers in Europe who consented to the transfer of Content outside the UK or EEA, the AWS GDPR Data Processing Addendum ensures that any personal data on AWS will be given the same high level of protection it receives in the EEA or the UK.



Legal Entity	Country	Services Performed
HubSpot Inc.	United States	HubSpot as a CRM and marketing tool and also for website hosting.
Pipedrive Inc.	United States	Pipedrive as a CRM tool.
Twilio Inc.	United States	Twilio Messaging for sending SMS messages from Convene Services.
Xero Limited	New Zealand	Xero as the accounting software for Azeus Group.

### Azeus' Affiliates as Sub-processors

Legal Entity	Country	Services Performed
Azeus Systems Limited	Hong Kong	CiT implementation, helpdesk and support services, billing and contract management <sup>2</sup> .
Azeus Systems Philippines Limited	Philippines	CiT implementation, helpdesk and support services, billing and contract management <sup>3</sup> .
Azeus UK Limited	United Kingdom	CiT implementation, helpdesk and support services, billing and contract management <sup>4</sup> .
Azeus Systems (Dalian) Co., Ltd.	China	CiT implementation, helpdesk and support services <sup>5</sup> .
Convene India Private Limited	India	CiT implementation and support services. <sup>6</sup>
Convene Malaysia Sdn. Bhd.	Malaysia	CiT implementation and support services. <sup>7</sup>

<sup>2</sup> Applicable to all Customers which contracted with Azeus entities other than Azeus Systems Limited.

<sup>3</sup> Applicable to all Customers.

<sup>4</sup> Applicable only to Customers which contracted with Convene Sociedad Limitada.

<sup>5</sup> Applicable only to individual Customers who request for or require such services in Mainland China.

<sup>6</sup> Applicable to all Customers.

<sup>7</sup> Applicable to all Customers.