

## Sub\_Processors List

Company	Why	Data collected	Purpose	Legal location	Processing location
EthicLab	Ethic consulting	Sample metadata	GDPR consulting	Piazza Della Repubblica, 10 – 20121 Milano Piazza Della Repubblica, 10 – 20121 – Milano Milano	Milan - Italy
Byte SRL	Support tickets	Sample data XCALLY customers explicitly agrees to share with XCALLY support for issue resolution	Product development	<a href="https://www.bytesrl.com/">https://www.bytesrl.com/</a>	Scalenghe - Italy
GMA	Consulting	Sample data XCALLY customers explicitly agrees to share with the Company	Consulting Services	CORSO TRAPANI, 207, 10141 - Torino TO	Turin - Italy
M.P. Consulting	Consulting	Sample data XCALLY customers explicitly agrees to share with the Company	Consulting Services	Via Gramsci, 17, 20021 - Bollate MI	Milan - Italy
SHORR KAN IT ENGINEERING S.r.l.	Security Assessment	Sample data	Security assessment	Via Sestriere, 28/a, 10141 Torino TO	Turin - Italy
Amazon	Opt in services	Call data,	Sentiment analysis, Artificial intelligence services	<a href="https://aws.amazon.com/it/compliance/sub-processors/">https://aws.amazon.com/it/compliance/sub-processors/</a>	Chosen AWS region
	CallySquare integrations		AWS services		<a href="https://aws.amazon.com/it/compliance/gdpr-center/">https://aws.amazon.com/it/compliance/gdpr-center/</a>
	Call transcriptions		Amazon Polly		
			Amazon Transcribe		
			Amazon Lex		
Microsoft	Opt in services	Email	Integration with Microsoft services,		

	Microsoft Teams Voice Connector	Microsoft User data	Identity provider,	<a href="https://servicetrust.microsoft.com/DocumentPage/aead9e68-1190-4d90-ad93-36418de5c594">https://servicetrust.microsoft.com/DocumentPage/aead9e68-1190-4d90-ad93-36418de5c594</a>	<a href="https://www.microsoft.com/en-us/trust-center/privacy/data-access">https://www.microsoft.com/en-us/trust-center/privacy/data-access</a>
	Microsoft Teams Plugin	Microsoft Teams data	Email channel service,		
	Microsoft ActiveDirectory		Omnichannel feature		
	Outlook365				
	Hotmail				
Meta	Opt in services	User profile, mobile phone number, chat attachments	Plugin and integration of messaging services.	<a href="https://m.facebook.com/legal/terms/dataprocessing/update">https://m.facebook.com/legal/terms/dataprocessing/update</a>	<a href="https://www.facebook.com/legal/ads-subprocessors">https://www.facebook.com/legal/ads-subprocessors</a>
	Whatsapp		Omnichannel feature		
	Instagram				
	Facebook				
Google	Opt in services	Google User profile data	Identity provider	<a href="https://cloud.google.com/terms/subprocessors">https://cloud.google.com/terms/subprocessors</a>	<a href="https://www.google.com/about/datacenters/locations/">https://www.google.com/about/datacenters/locations/</a>
	Google Single Sign On	Gmail Email	Email channel service		
	Google Gmail				
SINCH	Opt in services	Instagram username, Whatsapp username, Instagram and Whatsapp messages and media	Platform used as interface to Whatsapp and Instagram, for Whatsapp connector and Instagram Plugin	See Meta for Whatsapp, Instagram	See Meta for Whatsapp, Instagram
	Whatsapp connector, Instagram Plugin			<a href="https://www.sinch.com/data-protection-agreement/">https://www.sinch.com/data-protection-agreement/</a>	
					<a href="https://www.sinch.com/about-us/">https://www.sinch.com/about-us/</a>
					USA, Sweden, Singapore
Twilio	Opt in services	Whatsapp username, whatsapp messages, phone number, Whatsapp messages and SMS messages	Platform used as interface to Whatsapp and SMS, for Whatsapp connector and SMS channel	<a href="https://www.twilio.com/en-us/legal/sub-processors">https://www.twilio.com/en-us/legal/sub-processors</a>	<a href="https://www.twilio.com/docs/global-infrastructure/understanding-twilio-regions">https://www.twilio.com/docs/global-infrastructure/understanding-twilio-regions</a> <a href="https://www.twilio.com/docs/global-infrastructure">https://www.twilio.com/docs/global-infrastructure</a>
	Whatsapp connector				
	SMS connector				

Viber	Opt in service	Viber username, phone number, Viber messages and media	Plugin and integration of messaging services.	<a href="https://www.viber.com/en/terms/viber-developer-distribution-agreement/">https://www.viber.com/en/terms/viber-developer-distribution-agreement/</a> <a href="https://rakutenadvertising.com/legal-notice/subprocessors/">https://rakutenadvertising.com/legal-notice/subprocessors/</a>	<a href="https://global.rakuten.com/corp/about/map/">https://global.rakuten.com/corp/about/map/</a>
	Viber plugin				
Line	Opt in service	Line username, phone number, Line messages and media	Plugin and integration of messaging services.	<a href="https://line.me/en/terms/policy/">https://line.me/en/terms/policy/</a>	<a href="https://terms2.line.me/GlobalNFTWallet_Privacy?lang=en">https://terms2.line.me/GlobalNFTWallet_Privacy?lang=en</a>
	Line plugin				
Yahoo	Opt in service	Yahoo emails	Email channel	<a href="https://legal.yahoo.com/ie/en/yahoo/terms/otos/index.html">https://legal.yahoo.com/ie/en/yahoo/terms/otos/index.html</a>	<a href="https://legal.yahoo.com/ie/en/yahoo/terms/dpa/index.html">https://legal.yahoo.com/ie/en/yahoo/terms/dpa/index.html</a>
	Yahoo email				
Twitter	Opt in service	Twitter user name, Twitter messages and media	Plugin and integration of messaging services.	<a href="https://privacy.twitter.com/en/subprocessors">https://privacy.twitter.com/en/subprocessors</a>	<a href="https://help.twitter.com/en/rules-and-policies/data-processing-legal-bases">https://help.twitter.com/en/rules-and-policies/data-processing-legal-bases</a>
	Twitter plugin				
Telegram	Opt in service	Telegram username, phone number, Telegram messages and attachments	Telegram Plugin	<a href="https://telegram.org/privacy?setln=it">https://telegram.org/privacy?setln=it</a>	<a href="https://core.telegram.org/api/datacenter">https://core.telegram.org/api/datacenter</a> how obtain updated data centers list <a href="https://status.gotd.dev/">https://status.gotd.dev/</a> data center location and status (unofficial)
	Telegram plugin				
Skebby	Opt in services	Phone Number, SMS traffic	SMS channel feature	<a href="https://www.skebby.it/wp-content/uploads/Informativa-Privacy-Estesa-SKEBBY.pdf">https://www.skebby.it/wp-content/uploads/Informativa-Privacy-Estesa-SKEBBY.pdf</a>	<a href="https://www.skebby.com/wp-content/uploads/2018/05/Personal-data-processing-policy-Skebby_sm.pdf">https://www.skebby.com/wp-content/uploads/2018/05/Personal-data-processing-policy-Skebby_sm.pdf</a>
	SMS connector				

Connectel	Opt in services	Phone Number, SMS traffic	SMS channel feature	<a href="https://connectel.io/privacy-and-legal-terms/data-processing-agreement/">https://connectel.io/privacy-and-legal-terms/data-processing-agreement/</a>	<a href="https://connectel.io/privacy-and-legal-terms/privacy-policy/?_hstc=137021167.824f2539e827a020383d4d8524341f70.1682512966740.1682512966740.1682512966740.1&amp;_hssc=137021167.1.1682512966741&amp;_hsfp=329659942&amp;_gl=1*10idh22*_ga*NzgwMTMwMDE2LjE2ODI1MTI5NjY.*_ga_04KSQMNLKL*MTY4MjUxMjk2NS4xLjEuMTY4MjUxMjk2Ni41OS4wLjA.">https://connectel.io/privacy-and-legal-terms/privacy-policy/?_hstc=137021167.824f2539e827a020383d4d8524341f70.1682512966740.1682512966740.1682512966740.1&amp;_hssc=137021167.1.1682512966741&amp;_hsfp=329659942&amp;_gl=1*10idh22*_ga*NzgwMTMwMDE2LjE2ODI1MTI5NjY.*_ga_04KSQMNLKL*MTY4MjUxMjk2NS4xLjEuMTY4MjUxMjk2Ni41OS4wLjA.</a>
	SMS connector				
ClickSend	Opt in services	Phone Number, SMS traffic	SMS channel feature	<a href="https://www.clicksend.com/en/legal/subprocessors/">https://www.clicksend.com/en/legal/subprocessors/</a>	<a href="https://www.clicksend.com/en/legal/subprocessors/">https://www.clicksend.com/en/legal/subprocessors/</a>
	SMS connector				
Plivo	Opt in services	Phone Number, SMS traffic	SMS channel feature	<a href="https://www.plivo.com/subprocessors/">https://www.plivo.com/subprocessors/</a>	<a href="https://www.plivo.com/subprocessors/">https://www.plivo.com/subprocessors/</a>
	SMS connector				
Infobip	Opt in services	Phone Number, SMS traffic	SMS channel feature	<a href="https://www.infobip.com/policies/processors">https://www.infobip.com/policies/processors</a>	<a href="https://www.infobip.com/policies/data-transfer-agreement">https://www.infobip.com/policies/data-transfer-agreement</a>
	SMS connector				
Clickatell	Opt in services	Phone Number, SMS traffic	SMS channel feature	<a href="https://www.clickatell.com/legal/general-terms-notices/privacy-notice">https://www.clickatell.com/legal/general-terms-notices/privacy-notice</a>	<a href="https://www.clickatell.com/legal/general-terms-notices/clickatell-maintaining-gdpr-compliance/#:~:text=4%20Where%20is%20Clickatell's%20data,processed%20on%20the%20AWS%20Network.">https://www.clickatell.com/legal/general-terms-notices/clickatell-maintaining-gdpr-compliance/#:~:text=4%20Where%20is%20Clickatell's%20data,processed%20on%20the%20AWS%20Network.</a>
	SMS connector				

Bandwidth	Opt in services	Phone Number, SMS traffic	SMS channel feature	<a href="https://www.bandwidth.com/legal/">https://www.bandwidth.com/legal/</a>	<a href="https://www.bandwidth.com/legal/data-protection-and-privacy/">https://www.bandwidth.com/legal/data-protection-and-privacy/</a>
	SMS connector				
CSCTelecom	Opt in services	Phone Number, SMS traffic	SMS channel feature	<a href="https://csctelecom.com/#about">https://csctelecom.com/#about</a>	Estonia, Latvia, Lithuania
	SMS connector				
					<a href="https://csc.lv/en/resource/gdpr/">https://csc.lv/en/resource/gdpr/</a>
Intelepeer	Opt in services	Phone Number, SMS traffic	SMS channel feature	<a href="https://intelepeer.com/privacy/subprocessor-list/">https://intelepeer.com/privacy/subprocessor-list/</a>	<a href="https://intelepeer.com/contact-us/">https://intelepeer.com/contact-us/</a>
	SMS connector				
Telnyx	Opt in services	Phone Number, SMS traffic	SMS channel feature	<a href="https://telnyx.com/company/data-privacy">https://telnyx.com/company/data-privacy</a>	<a href="https://telnyx.com/company/data-privacy#compliance">https://telnyx.com/company/data-privacy#compliance</a>
	SMS connector				