

SCHEDULE – LIST OF SUB-PROCESSORS

Version 2025-03

Name of the company	Purpose of the services	Adress	Data Hosting Country ¹	Data processing location	Legal tools for transfers outside the EU
<i>All Odigo services</i>					
CAPGEMINI TECHNOLOGY SERVICES	Hosting of services' technical infrastructures for Odigo's Private Cloud France Infrastructure administration services	145-151 quai du Président Roosevelt, 92130 Issy-les-Moulineaux France	France	Capgemini France, Capgemini Morocco, Capgemini India	Binding Corporate Rules
SERVICENOW NEDERLAND B.V	Customer Support Portal	Nieuw Amsterdam, Hoekenrode 3, 1102 BR Amsterdam, Netherlands	Germany	France	Not applicable
EVERIENCE TUNISIA (ancien HELPLINE)	Support/operations L0/L1/L2	SANA Business Center - 21 rue Jérusalem, 1002 Tunis, Tunisia	Not applicable (<i>no hosting</i>)	Tunisia	Standard contractual clauses – model 3
Neustar Information Services Inc	Number authentication mechanism (Loi Naegelen)	1906 Reston Metro Plaza, Suite 500, Reston, VA 20190 USA	France	US	Standard contractual clauses – model 3 Data Privacy Framework
<i>Hosting</i>					
Etix	Hosting of technical infrastructures for <i>Private Cloud France services for Odigo</i>	2 impasse Joséphine Baker 44800 Saint Herblain France	France	Not applicable (<i>hosting only</i>)	Non applicable
Equinix	Hosting of technical infrastructures for <i>Private Cloud UK services for Odigo</i>	2 Buckingham Avenue Slough Trading Estate Slough United Kingdom SL1 4NB	UK	Not applicable (<i>hosting only</i>)	Adequacy decision
Amazon Web Services Emea SARL	Hosting of technical infrastructures for <i>Public Cloud services for Odigo</i>	31 place des Corolles 92400 Courbevoie France	- France - US (for call collection needs in these regions) - Singapore (for call collection needs in these regions)	Not applicable	Not applicable
IBM France SAS	Hosting of technical infrastructures for <i>Odigo UK private cloud services</i>	17 avenue de l'Europe 92275 Bois Colombes Cedex France	UK	Not applicable (<i>hosting only</i>)	Adequacy decision

¹ Depends on instructions from the Data Controller

<i>Applicability according to the products subscribed to by the Customer²</i>					
Allo Media	Speech to text / Teext To Speech	1 rue de Stockholm, 75008 Paris - FRANCE	France	France	Not applicable
Apizee	Remote visual assistance	4 Rue Louis de Broglie – Espace Corinne Erhel, Bâtiment W9, 22300 Lannion France	France	France	Not applicable
Brevo	Mail and SMS campaigns	55 rue d'Amsterdam, 75008 Paris France	European Union	European Union	Not applicable
BUMICOM	Quality Management; Screen and Voice recording	Laan van Waalhaven 480, 2497 GR The Hague, Netherlands	Netherlands	Netherlands	Not applicable
Dial-Once	Visual IVR	58 avenue de Wagram, 75017 Paris, France	France	France	Not applicable
Google Ireland Limited	Language analysis	Gordon House, Barrow Street, Dublin 4, Ireland	Belgium	France	Not applicable
GREENBUREAU	Visual IVR	7 rue de Maubeuge 75009 Paris, France	France	France	Not applicable
HOLY-DIS	Workforce Management	14-30 rue de Mantes « Immeuble le Charlebourg » 92711 – Colombes, France	France	France	Not applicable
Hubicus	Quality Management	1 place Paul Verlaine 92100 Boulogne Billancourt, France	France	France	Not applicable
ladvize	Digital channels management	2ter quai François Mitterrand, 44200 Nantes, France	AWS, Frankfurt région (Germany).	France	Not applicable
Illuin	AI (digital channel)/Text To Speech	65, rue des Trois Fontanot 92000 Nanterre, France	France	France	Not applicable
Inbenta	Knowledge base, bots	164 route de Revel, 31400 Toulouse, France	France	France	Not applicable
Ring Central	Digital channels management	3-5 rue Saint-Georges 75009 Paris	France	France	Non applicable
SightCall SAS	Remote visual assistance	15 rue d'Estienne d'Orves 92130 ISSY LES MOULINEAUX France	Country of of call	France	Not applicable
WalkMe Ltd	Contextual help portal	Tower Bridge House, St. Katherine's Way, London, E1W 1DD, United Kingdom	Ireland	UK	Adequacy decision

² Where applicable, this list completes any customer-specific sub processors.