



Sub-processors and Subsidiaries

Published as of September 5, 2023

Affiliates of UserTesting

| Affiliate | Purpose | Location |
|-------------------------------------------------------------------------|----------------------------------------------------------|----------------|
| UserTesting Technologies Canada, Inc. (fka Human Insights Canada, Inc.) | IT, system administration, and Business Support Services | Canada |
| User Testing Limited | IT, system administration, and Business Support Services | UK |
| User Testing Singapore Pte Ltd | IT, system administration, and Business Support Services | Singapore |
| Teston AS | IT, system administration, and Business Support Services | Norway |
| Teston GmbH | IT, system administration, and Business Support Services | Germany |
| UserTesting Technologies Limited (fka UserZoom Limited) | IT, system administration, and Business Support Services | United Kingdom |
| UserZoom Spain, SLU | IT, system administration, and Business Support Services | Spain |
| UserZoom GmbH | IT, system administration, and Business Support Services | Germany |
| Panisero SAS | IT, system administration, and Business Support Services | France |



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| UserTesting Technologies, Inc (fka User Zoom, Inc) | IT, system administration, and Business Support Services | United States |
| UserZoom Technologies Inc | IT, system administration, and Business Support Services | United States |

Service providers authorized by UserTesting to support the delivery of the platform.

| Vendor | Purpose | Country where data stored |
|----------------------------|---------------------------------------------------------------------------|----------------------------------|
| Amazon Web Services | Platform hosting | United States |
| Firebase | Tool for mobile analytics, notifications and crash data collection | United States |
| Honeybadger | Exception tracking | United States |
| Okta | Service for managing IDs, credentials, access and SSO | United States |
| PayPal | Payments to testers, customer credit card payment processing. | United States |
| Rev | Transcription | United States |
| SumoLogic | Centralized log collection | United States |



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| ThreatStack | Security monitor and Intrusion Detection System (IDS) | United States |
| OpenAI OPCO LLC | Artificial intelligence features for the platform | United States |
| Zoom | Live Conversation support | United States |

Service providers authorized by UserTesting to support management of the platform.

| Vendor | Purpose | Country where data stored |
|--------------------|----------------------------------------------------------------------------------------------------------------|----------------------------------|
| Atlassian | We use Jira and Confluence to manage projects that can include personal information generated in tests. | United States |
| Coalfire | SOC 2 & ISO auditor | United States |
| Code42 | Data loss prevention tool for workstations and G-Suite. | United States |
| CrowdStrike | Anti-virus | United States |
| Expel | Security Operations Center as a Service | United States |
| FiveTran | Data pipeline | United States |
| Mandiant | Forensic analysis | United States |



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|---------------------------------------------|--------------------------------------------------------------------------------------------------------------|----------------------|
| Nightfall | Data loss prevention tool that integrates with Slack. | United States |
| Segment | Tool to track user journey through logged in and logged parts of the platform and supporting services | United States |
| Sisense (formerly Periscope) | Data visualization and reporting tool | United States |
| Zscaler | Zero Trust management system for protecting electronic communications. | United States |