

Lithium

Lithium Data Location and Subprocessor Guide

May 2019



Data Location and Subprocessor Guide

Lithium processes and stores its U.S., Canadian, and Asia/Pacific customers' data primarily in the United States, and its European/ Middle Easter customers' data primarily in the EU/ EEA, with some exceptions noted below.

Customer Region	Lithium Application	Primary Storage	Back Up Storage
US/ Canada/Asia/Pacific	Lithium Community	US (Equinix in transition moving to AWS in 2018)	US (AWS)
US/ Canada/Asia/Pacific	Lithium Social Media Management (Reach and Response/ LSW)	US (AWS)	US (AWS)
US/ Canada/Asia/Pacific	Spredfast-legacy products	US (AWS)	US (AWS)
US	Lithium JX Community, formerly known as Jive-X	US (Jive)	US (Jive)
EU/ EEA/ Middle East	Lithium Community	The Netherlands (Equinix in transition moving to Ireland, AWS in 2018)	Ireland (AWS)
EU/ EEA/ Middle East	Lithium Social Media Management (Reach and Response/ LSW)	Ireland (AWS)	Ireland (AWS)
EU/ EEA/ Middle East	Spredfast-legacy products	US (AWS)	US (AWS)
EU	Lithium JX Community, formerly known as Jive-X	The Netherlands (Jive)	England (Jive)

Effective October 2, 2018, Lithium and Spredfast closed their merger transaction, and new listings related to Spredfast-legacy products have been added as appropriate.

Effective October 3, 2017, Lithium acquired the Jive-x external community platform from Jive Software, an Aurea company. As a result Lithium entered into a transition services agreement with Jive that will allow Jive, functioning as a subprocessor, to continue to provide Jive-x services for 12 to 15 months.



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Lithium provides customer support and conducts engineering work that might sometimes require limited access to our customers' data from Lithium office locations in the U.S. and India. In addition, Lithium engages subcontractors outside the EU/ EEA that process some limited EU customer data such as log files, and spam email filtering, or that provide technical support to our European customers.

Lithium requires that its subcontractors comply with security and data privacy standards at least as protective as those that Lithium commits to its customers, and this is reflected in our contracts with our subcontractors. In relation to EU data privacy regulatory compliance, Lithium complies with the requirements of the EC Standard Contractual Clauses, and requires that its subcontractors that have access to Lithium customers' data similarly comply. Further, Lithium will enter into the EC Standard Contractual Clauses with any European customer upon request.

- **AWS**

- AWS provides storage and virtual computing resources
- Backups are stored in AES 256-bit encrypted format
- AWS personnel do not have access to Lithium encryption keys
- AWS is ISO 27001 certified and SOC 2 audited
- AWS has contractually committed to comply with EC Standard Contractual Clauses
- Processing locations: USA, Ireland
- Headquarter location:

1200 12th Avenue South
Suite 1200
Seattle, WA 98144-2734
USA

- **Akismet** (formerly known as "Automattic, Inc.")

- Akismet is our spam content management service provider
- Akismet has contractually committed to comply with EC Standard Contractual Clauses
- Processing locations: USA
- Headquarter location:

132 Hawthorne Street
San Francisco, CA 94107
USA

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- **Sumo Logic**

- Sumo Logic processes only log data
- Sumo Logic has contractually committed to comply with EC Standard Contractual Clauses
- Processing locations: USA
- Headquarter location:
 - 305 Main Street
 - Redwood City, CA 94063
 - USA

- **Persistent**

- Persistent provides software development services
- Persistent is ISO 27001 certified
- Persistent has contractually committed to comply with EC Standard Contractual Clauses
- Processing locations: India
- Headquarter location:
 - Bhageerath, 402,
 - Senapati Bapat Road,
 - PUNE – 411016
 - India

- **ETI Software Solutions (formerly Netmania)**

- ETI provides upgrade and maintenance of sites, L1/L2 support, and, at the customer's request, customer migration services
- ETI is ISO 27001 certified
- ETI has contractually committed to comply with EC Standard Contractual Clauses
- Processing locations: USA, Bulgaria, UK
- Headquarter location:
 - The Stables
 - Elmhurst Business Park
 - Park Lane
 - Elmhurst, WS13 8EX
 - United Kingdom

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- **Infogain Corporation (formerly Blue Star Infotech America, Inc.)**
 - Infogain provides software development services, and L1/L2 support
 - Infogain has contractually committed to comply with EC Standard Contractual Clauses
 - Processing locations: USA, India
 - Headquarter location:
 - 485 Alberto Way
 - Suite 100
 - Los Gatos, CA 95032
 - USA

- **Direct Defense, Inc.**
 - DirectDefense provides security incident response services.
 - DirectDefense will only be provided access in the event of a security incident
 - DirectDefense has contractually committed to comply with EC Standard Contractual Clauses
 - DirectDefese is SOC 2 audited
 - Processing locations: USA
 - Headquarter locations:
 - 385 Inverness Pkwy.
 - Suite 360
 - Englewood, CO 80112
 - USA

- **Akamai Technologies, Inc.**
 - Akamai provides content delivery network (CDN) services
 - Akamai has contractually committed to comply with EC Standard Contractual Clauses
 - Processing locations: Worldwide (for location list see Akamai site <https://www.akamai.com/us/en/locations.jsp>)
 - Headquarter location:
 - 8 Cambridge Center
 - Cambridge MA 02142

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- **Clarotest Consulting Lab S.R.L.**

- Clarotest provides software development, consulting and technical support services for the Lithium JX Community (formerly known as Jive-X)
- Clarotest has contractually committed to comply with EC Standard Contractual Clauses
- Processing locations: Argentina
- Headquarter location:

Franklin Roosevelt 2783, CABA
Buenos Aires, 1425
Argentina

- **Smooch Technologies, Inc.**

- Smooch provides a hosted service that helps extend Lithium's conversational capabilities across all messaging channels made available by Smooch
- Smooch has contractually committed to comply with EC Standard Contractual Clauses
- Processing locations: USA
- Headquarter locations:

5333 Casgrain, Suite 1201
Montreal, QC
H2T 1X3
Canada

- **Netbase Solutions, Inc.**

- Netbase provides a specialized uploader for customer to transfer Lithium data exports via files into Netbase, and will partition customer data for restricted access by customer users
- Netbase has contractually committed to comply with EC Standard Contractual Clauses
- Processing locations: USA
- Headquarter locations:

3960 Freedom Cir #201
Santa Clara, CA 95054

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USA

- **Grazitti Interactive**

- Grazitti provides online community and software development services including data migration, integrations, UX and UI services, Community Management, and L1/L2 post-live Support.
- Grazitti is ISO 27001 certified and SSAE 18 SOC 1 Type 2, SOC 2 Type 2 compliant
- Processing locations: India
- Headquarter location:

Plot 198, Phase 2, Industrial Area
Panchkula, HR
India 134113

- **Salesforce.com, inc.**

- Salesforce.com provides a cloud-based ticketing system for customer services provided in connection with Lithium products
- Salesforce has contractually committed to comply with EC Standard Contractual Clauses
- Processing locations: USA
- Headquarter location:

The Landmark at One Market, Suite 300
San Francisco, CA 94105
USA

- **Fastly**

- Fastly provides content delivery network (CDN) services for Spredfast products
- Processing locations: Worldwide (for location list see Fastly site <https://www.fastly.com/network-map>)
- Headquarter location:

475 Brannan St. #300
San Francisco CA 94107
USA

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- **VirtualMind**

- VirtualMind provides software development services for the Spredfast Conversations product
- Processing locations: Argentina
- Headquarter location:

2134 Rivadavia Avenue, Floor 3, Suite B
Buenos Aires
Argentina

- **SoftServe**

- SoftServe provides software development services for the Spredfast Conversations product
- Processing locations: Ukraine
- Headquarter location:

2D Sadova Street
Lviv, Ukraine 79021

- **GoodData**

- GoodData provides analytics for the Spredfast Conversations product
- Processing locations: USA
- Headquarter location:

660 3rd Street
San Francisco CA 94107 USA

- **Zendesk**

- Zendesk provides a cloud-based ticketing system for customer services provided in connection with Spredfast products
- Processing locations: USA
- Headquarter location:

1019 Market Street
San Francisco CA 94103
USA

- **Pendo**

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- Pendo provides in-product help, guidance and product announcements
- Processing locations: USA
- Headquarter location:

150 Fayetteville Street
Raleigh NC 27601
USA

- **Squelch**

- Integrates with apps to index data and provides an optimized search tool for support agents
- Squelch has contractually committed to becoming SOC2 certified
- Processing locations: USA
- Headquarter location:

555 Twin Dolphin Drive, Suite 170
Redwood City CA 94065
USA

- **SendGrid**

- Provides email products
- Processing locations: USA
- Headquarter location:

375 Beale St, Suite 300
San Francisco CA 94105
USA

In addition to the above, Lithium also utilizes the following subprocessors to provide certain optional services (as indicated below) to those Lithium customers who elect to purchase those optional services:

- **Ooyala, Inc.**

- Ooyala provides video storage and playback services for those customers who purchase the video option
- Processing locations: USA, Australia, Mexico, Singapore, UK, Spain, France, Germany, Sweden

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- Headquarter location:
 - 4750 Patrick Henry Drive
 - Santa Clara, CA 95054
 - USA

- **Box, Inc.**
 - Box provides file preview services for those customers who purchase the file preview option
 - Processing locations: USA
 - Headquarter location:
 - 1895 El Camino Real
 - Palo Alto CA 94306
 - USA

- **Cloud Elements, Inc.**
 - Cloud Elements provides API integration platform services for integration with customers' CRM applications
 - Cloud Elements has contractually committed to comply with EC Standard Contractual Clauses
 - Processing locations: USA, Ireland
 - Headquarter location:
 - 3001 Brighton Blvd.
 - Suite #642
 - Denver, CO 80216
 - USA

- **ServiceRocket, Inc.**
 - ServiceRocket provides a hosted portal for accessing Lithium training and education materials
 - ServiceRocket is SSAE 16 SOC2 Type 2 certified
 - ServiceRocket is Privacy Shield certified
 - Processing locations: USA
 - Headquarter location:
 - 2741 Middlefield Rd.



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Suite 200
Palo Alto, CA 94306
USA

Lithium also utilizes subcontractors that do not have any access to our customer's data, and are therefore not listed in this Guide.

Subprocessor detail chart:

Vendor	Usage / Lithium Applications	Access Type	Transfer or Access	Security Audit SSAE 16 SOC 2	Security Certification ISO 27001	Controls
AWS	Cloud hosting for Lithium Community and SMM	Logical access to data is possible	No data is transferred (stays in region)	Yes	Yes	Data is encrypted. Only Lithium has keys.
Sumo Logic	Log collection and storage for Lithium Community and SMM	Log files only	Logs are transferred to servers in USA	Yes	Yes	Log data is encrypted. Sumo has keys.
Akismet	Spam detection for Lithium Community	No access to PII (only content)	Content is transferred to API end point in USA	No	No	Short-term access to content only.
Persistent	Outsourcing for Lithium Community and SMM	Development services	Access from India	No	Yes	Same as Lithium employees.
ETI Software Solutions (formerly Netmania)	Outsourcing for Lithium Community and SMM	Support, Migration, Upgrades	Access from Bulgaria, Italy, and UK	No	Yes	Same as Lithium employees.
Ooyala	Video playback and storage for Lithium Community	Access to uploaded videos is possible	Storage in the USA	Yes	No	Ooyala has access to videos.

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Box	File storage for customers using the File Preview feature of Lithium Community and/or SMM	Access to file attachments is possible	Storage in the USA	Yes	Yes	Files are stored encrypted. Box has access to keys.
Infogain Corporation	Outsourcing for Lithium Community and SMM	Support and troubleshoot	Access from USA and India	Yes	Yes	Same as Lithium employees.
Cloud Elements, Inc.	API integration platform (for CRM integration with Lithium SMM)	Logical access is possible	No data is transferred (stays in region)	No	No	EC Model Clauses and audit rights
Direct Defense, Inc.	Incident Response	Logical access to logfiles and other data is possible	Data is transferred to DirectDefense ShareFile servers in a SOC 2 certified SaaS environment.	Yes	No	Multi-Factor Authentication required for access. Data is encrypted in transit and at rest. Least privilege access control processes are in place.
Akamai Technologies, Inc.	Content Delivery Network for Lithium Community	Logical access to data is possible	Data is transferred to the nearest Akamai network POP within the geographical origin area of the end user request	Yes	ISO 27002	EC Model Clauses and annual review of SOC 2 audit report
ServiceRocket, Inc.	Cloud hosting for Lithium training and education materials for Lithium Community and SMM	Logical access to data is possible	Transfer to US hosting facilities	Yes	No	Data is encrypted. Only Lithium has keys.

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Clarotest Consulting Lab S.R.L.	Development services and support for the Lithium JX Community	Some access to customer data as part of outage mitigation.	Access from Argentina	No	No. ISO 9001 instead.	Comply with Lithium's security requirements.
Smooch Technologies, Inc.	Hosted service that helps extend Lithium's conversational capabilities	Logical access to data is possible	Storage in USA	In progress	No	Data is encrypted.
Netbase Solutions, Inc.	Ingestion and analysis of customer's Lithium Data	Logical access to data is possible	Storage in USA	Yes	No	EC Model Clauses and audit rights
Grazitti Interactive	Outsourcing for Lithium Community	Support and trouble-shoot, migration and upgrades, Some access to customer data	Access from India	No – SSAE 18 SOC 1 and SOC 2	Yes	EC Model Clauses and audit rights
Salesforce.com, inc.	Hosted service that provides customer support ticketing for Lithium products	Logical access to data is possible	Data storage in USA.	Yes	Yes	EC Model Clauses; also see https://trust.salesforce.com/en/compliance/
Fastly	Content Delivery Network for Spredfast	Logical access to data is possible	Data is transferred to the nearest Fastly POP within the geographical origin area of the end user request	Yes	No	https://docs.fastly.com/guides/compliance/
VirtualMind	Outsourcing for Spredfast products	Development services	Access from Argentina	No	No	Same as Lithium Employees
SoftServe	Outsourcing for Spredfast products	Development services	Access from Ukraine	No	Yes	Same as Lithium Employees
GoodData	Hosted service that provides customer	Logical access to	Storage in USA	Yes	Yes	Data is encrypted

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	facing analytics for Spredfast products	data is possible				
Zendesk	Hosted service that provides customer support ticketing for Spredfast products	Some access to customer data possible	Storage in USA	Yes	Yes	Data is encrypted
Pendo	Hosted service that provides in-product help, guidance and product announcements.	Some access to customer data possible	Storage in USA	Yes	No	Data is encrypted
Squelch	Federated search and indexing; Salesforce (internal), Confluence (internal), Box (internal)	Logical access to data is possible	Storage in USA	No	No	Comply with Lithium's security requirements.
SendGrid	Provides email products	Some access to customer data possible	Storage in USA, UK, India, and Japan	Yes	No	Comply with Lithium's security requirements.