### Data Location and Subprocessor Guide
Khoros 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.

<table>
<thead>
<tr>
<th>Customer Region</th>
<th>Khoros Application</th>
<th>Primary Storage</th>
<th>Back Up Storage</th>
</tr>
</thead>
<tbody>
<tr>
<td>US/ Canada/Asia/Pacific</td>
<td>Khoros Community</td>
<td>US (Equinix in transition moving to AWS in 2018)</td>
<td>US (AWS)</td>
</tr>
<tr>
<td>US/ Canada/Asia/Pacific</td>
<td>Khoros Care</td>
<td>US (AWS)</td>
<td>US (AWS)</td>
</tr>
<tr>
<td>US/ Canada/Asia/Pacific</td>
<td>Khoros Marketing</td>
<td>US (AWS)</td>
<td>US (AWS)</td>
</tr>
<tr>
<td>US</td>
<td>Khoros JX Community, formerly known as Jive-X</td>
<td>US (Jive)</td>
<td>US (Jive)</td>
</tr>
<tr>
<td>EU/ EEA/ Middle East</td>
<td>Khoros Community</td>
<td>The Netherlands (Equinix in transition moving to Ireland, AWS in 2018)</td>
<td>Ireland (AWS)</td>
</tr>
<tr>
<td>EU/ EEA/ Middle East</td>
<td>Khoros Care</td>
<td>Ireland (AWS)</td>
<td>Ireland (AWS)</td>
</tr>
<tr>
<td>EU/ EEA/ Middle East</td>
<td>Khoros Marketing</td>
<td>US (AWS)</td>
<td>US (AWS)</td>
</tr>
<tr>
<td>EU</td>
<td>Khoros JX Community, formerly known as Jive-X</td>
<td>The Netherlands (Jive)</td>
<td>England (Jive)</td>
</tr>
</tbody>
</table>

Effective October 2, 2018, Lithium and Spredfast closed their merger transaction and the merged company is now rebranded to Khoros. New listings related to Spredfast-legacy products have been added as Khoros Marketing products, 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.

Khoros provides customer support and conducts engineering work that might sometimes require limited access to our customers’ data from Khoros office locations in the U.S., Australia, and India. In addition, Khoros 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.

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

Subprocessor detail chart:

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Usage / Khoros Applications</th>
<th>Access Type</th>
<th>Transfer or Access</th>
<th>Security Audit</th>
<th>Security Certification</th>
<th>Controls</th>
</tr>
</thead>
<tbody>
<tr>
<td>AWS (USA/Ireland)</td>
<td>Cloud hosting for Khoros Community, Khoros Care, and Khoros Marketing</td>
<td>Logical access to data is possible</td>
<td>No data is transferred (stays in region)</td>
<td>Yes</td>
<td>Yes</td>
<td>Data is encrypted. Only Khoros has keys.</td>
</tr>
<tr>
<td>Sumo Logic (AWS locations in USA)</td>
<td>Log collection and storage for Khoros Community and Khoros Care</td>
<td>Log files only</td>
<td>Logs are transferred to servers in USA</td>
<td>Yes</td>
<td>Yes</td>
<td>Log data is encrypted. Sumo has keys.</td>
</tr>
<tr>
<td>Akismet (USA)</td>
<td>Spam detection for Khoros Community</td>
<td>No access to PII (only content)</td>
<td>Content is transferred to API endpoint in USA</td>
<td>No</td>
<td>No</td>
<td>Short-term access to content only.</td>
</tr>
<tr>
<td>Persistent (India)</td>
<td>Outsourcing for Khoros Community and Khoros Care</td>
<td>Development services</td>
<td>Access from India</td>
<td>No</td>
<td>Yes</td>
<td>Same as Khoros employees.</td>
</tr>
<tr>
<td>ETI Software Solutions (formerly Netmania) (USA, Bulgaria, UK)</td>
<td>Outsourcing for Khoros Community and Khoros Care</td>
<td>Support, Migration, Upgrades</td>
<td>Access from Bulgaria, Italy, and UK</td>
<td>No</td>
<td>Yes</td>
<td>Same as Khoros employees.</td>
</tr>
<tr>
<td>Ooyala* (USA, Australia, Mexico, Singapore, UK, Spain, France, Germany, Sweden)</td>
<td>Video playback and storage for Khoros Community</td>
<td>Access to uploaded videos is possible</td>
<td>Storage in the USA</td>
<td>Yes</td>
<td>No</td>
<td>Ooyala has access to videos.</td>
</tr>
<tr>
<td><strong>Box</strong> * (USA)</td>
<td>File storage for customers using the File Preview feature of Khoros Community and/or Khoros Care</td>
<td>Access to file attachments is possible</td>
<td>Storage in the USA</td>
<td>Yes</td>
<td>Yes</td>
<td>Files are stored encrypted. Box has access to keys.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>Cloud Elements, Inc.</strong> * (USA, Ireland)</td>
<td>API integration platform (for CRM integration with Khoros Care)</td>
<td>Logical access is possible</td>
<td>No data is transferred (stays in region)</td>
<td>No</td>
<td>No</td>
<td>EC Model Clauses and audit rights</td>
</tr>
<tr>
<td><strong>Direct Defense, Inc.</strong> (USA)</td>
<td>Incident Response</td>
<td>Logical access to logfiles and other data is possible</td>
<td>Data is transferred to DirectDefense ShareFile servers in a SOC 2 certified SaaS environment.</td>
<td>Yes</td>
<td>No</td>
<td>Multi-Factor Authentication required for access. Data is encrypted in transit and at rest. Least privilege access control processes are in place.</td>
</tr>
<tr>
<td><strong>Akamai Technologies, Inc.</strong> (Worldwide for location list see Akamai site <a href="https://www.akamai.com/us/en/locations.jsp">https://www.akamai.com/us/en/locations.jsp</a>)</td>
<td>Content Delivery Network for Khoros Community</td>
<td>Logical access to data is possible</td>
<td>Data is transferred to the nearest Akamai network POP within the geographical origin area of the end user request</td>
<td>Yes</td>
<td>ISO 27002</td>
<td>EC Model Clauses and annual review of SOC 2 audit report</td>
</tr>
<tr>
<td><strong>Clarotest Consulting Lab S.R.L.</strong> (Argentina)</td>
<td>Development services and support for the Khoros JX Community</td>
<td>Some access to customer data as part of outage mitigation.</td>
<td>Access from Argentina</td>
<td>No</td>
<td>No. ISO 9001 instead.</td>
<td>Comply with Khoros’s security requirements.</td>
</tr>
<tr>
<td><strong>Smooch Technologies, Inc.</strong> (USA)</td>
<td>Hosted service that helps extend Khoros’s conversational capabilities</td>
<td>Logical access to data is possible</td>
<td>Storage in USA</td>
<td>In progress</td>
<td>No</td>
<td>Data is encrypted.</td>
</tr>
</tbody>
</table>
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<table>
<thead>
<tr>
<th>Company</th>
<th>Service Description</th>
<th>Access to Customer Data</th>
<th>Data Storage Location</th>
<th>EC Model Clauses and Audit Rights</th>
</tr>
</thead>
<tbody>
<tr>
<td>Netbase Solutions, Inc.</td>
<td>Ingestion and analysis of customer’s Khoros Data</td>
<td>Logical access to data is possible</td>
<td>Storage in USA</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>iTalent Corporation</td>
<td>Outsourcing for Khoros Community and Khoros JX Community</td>
<td>Support and trouble-shoot, migration and upgrades, Some access to customer data</td>
<td>Access from USA UK and India</td>
<td>Yes</td>
</tr>
<tr>
<td>(USA, India, and UK)</td>
<td></td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>EC Model Clauses and audit rights</td>
</tr>
<tr>
<td>Social Edge Consulting, LLC</td>
<td>Outsourcing for Khoros Community and Khoros JX Community</td>
<td>Support and trouble-shoot, migration and upgrades, Some access to customer data</td>
<td>Access from USA, Canada, UK, Portugal and Spain</td>
<td>Yes</td>
</tr>
<tr>
<td>(USA, Canada, UK, Portugal, and Spain)</td>
<td></td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>EC Model Clauses and audit rights</td>
</tr>
<tr>
<td>Grazitti Interactive*</td>
<td>Outsourcing for Khoros Community</td>
<td>Support and trouble-shoot, migration and upgrades, Some access to customer data</td>
<td>Access from India</td>
<td>No – SSAE 18 SOC 1 and SOC 2</td>
</tr>
<tr>
<td>(India)</td>
<td></td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>EC Model Clauses and audit rights</td>
</tr>
<tr>
<td>Salesforce.com, Inc.</td>
<td>Hosted service that provides customer support ticketing for Khoros products</td>
<td>Logical access to data is possible</td>
<td>Data storage in USA</td>
<td>Yes</td>
</tr>
<tr>
<td>(USA)</td>
<td></td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>EC Model Clauses; also see <a href="https://trust.salesforce.com/en/compliance/">https://trust.salesforce.com/en/compliance/</a></td>
</tr>
<tr>
<td>Fastly</td>
<td>Content Delivery Network for Khoros Marketing</td>
<td>Logical access to data is possible</td>
<td>Data is transferred to the nearest Fastly POP within the geographical origin area of the end user request</td>
<td>Yes</td>
</tr>
<tr>
<td>Worldwide (for location list see Fastly site <a href="https://www.fastly.com/network-map">https://www.fastly.com/network-map</a>)</td>
<td></td>
<td></td>
<td></td>
<td>No</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td><a href="https://docs.fastly.com/guides/compliance/">https://docs.fastly.com/guides/compliance/</a></td>
</tr>
<tr>
<td>VirtualMind</td>
<td>Outsourcing for Khoros Marketing</td>
<td>Development services</td>
<td>Access from Argentina</td>
<td>No</td>
</tr>
<tr>
<td>(Argentina)</td>
<td></td>
<td></td>
<td></td>
<td>No</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same as Khoros Employees</td>
</tr>
</tbody>
</table>

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# Data Location and Subprocessor Guide

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Hosted service description</th>
<th>Access to customer data</th>
<th>Storage</th>
<th>Data Encryption</th>
<th>Subprocessor Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zendesk (USA)</td>
<td>Hosted service that provides customer support ticketing for Khoros Marketing products</td>
<td>Some access to customer data possible</td>
<td>Storage in USA</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Pendo (USA)</td>
<td>Hosted service that provides in-product help, guidance and product announcements.</td>
<td>Some access to customer data possible</td>
<td>Storage in USA</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Squelch (USA)</td>
<td>Federated search and indexing; Salesforce (internal), Confluence (internal), Box (internal)</td>
<td>Logical access to data is possible</td>
<td>Storage in USA</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Hyland (USA and Ireland)</td>
<td>Video playback and storage for JX Communities</td>
<td>Access to uploaded videos is possible</td>
<td>Storage in USA and Ireland</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>BI Worldwide* (f/k/a Bunchball) (USA with back-ups across multiple availability zones)</td>
<td>Gamification functionality for JX Communities</td>
<td>- Authentication/authorization is in place to ensure access only by BI Worldwide using privilege of least access - AWS KMS with automatic key rotation is enabled.</td>
<td>Access from USA and Ireland</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

---

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<table>
<thead>
<tr>
<th><strong>Gong.io</strong></th>
<th><strong>Segment</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>* (USA and Israel)</td>
<td>(USA)</td>
</tr>
<tr>
<td>SaaS conversation intelligence platform used for sales coaching and sales enablement purposes.</td>
<td>Customer data infrastructure for Khoros Marketing</td>
</tr>
<tr>
<td>All products as optional service</td>
<td>Access via web application login</td>
</tr>
<tr>
<td>Data hosted in USA and access in Israel</td>
<td>Primary processing is in US-West-2 and primary s3 buckets are in US East-1. No data is transferred outside of region.</td>
</tr>
<tr>
<td>Yes</td>
<td>In process of becoming SOC 2 type 1 and type 2 certified</td>
</tr>
<tr>
<td>Yes</td>
<td>Data is encrypted in transit and at rest</td>
</tr>
</tbody>
</table>

* indicates an optional service

- **AWS**
  - AWS provides storage and virtual computing resources
  - Backups are stored in AES 256-bit encrypted format
  - AWS personnel do not have access to Khoros 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

- **Sumo Logic**
  - Sumo Logic processes only log data
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- 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

- 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
• 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
  - Headquarter location:
    8 Cambridge Center
    Cambridge MA 02142
    USA

• Clarotest Consulting Lab S.R.L.
  - Clarotest provides software development, consulting and technical support services for the
    Khoros 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 Khoros'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 Khoros 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
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- **Headquarter locations:**
  
  3960 Freedom Cir #201  
  Santa Clara, CA 95054  
  USA

- **iTalent Corporation**
  
  - iTalent provides Community Managed Services that include software development, L1/L2 Support, and data assessment, mapping, appending, cleanings and migration services. In addition, iTalent provides project management and community management support services.  
  - iTalent has contractually committed to comply with the EC Standard Contractual Clauses  
  - Processing locations: USA, UK and India  
  - Headquarter locations:
    
    27 Devine Street  
    San Jose, CA 95110  
    USA

- **Social Edge Consulting, LLC**
  
  - Social Edge provides software development services, L1/L2 support, project lifecycle management, and content migration services  
  - Social Edge has contractually committed to comply with EC Standard Contractual Clauses  
  - Processing locations: USA, Canada, UK, Portugal, Spain  
  - Headquarter location:
    
    79 Madison Avenue  
    New York, NY 10016  
    USA

- **Salesforce.com, Inc.**
  
  - Salesforce.com provides a cloud-based ticketing system for customer services provided in connection with Khoros 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 Khoros Marketing products
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- 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

- VirtualMind
  
  - VirtualMind provides software development services for the Khoros Marketing product
  - Processing locations: Argentina
  - Headquarter location:
    
    2134 Rivadavia Avenue, Floor 3, Suite B
    Buenos Aires
    Argentina

- Zendesk
  
  - Zendesk provides a cloud-based ticketing system for customer services provided in connection with Khoros Marketing products
  - Processing locations: USA
  - Headquarter location:
    
    1019 Market Street
    San Francisco CA 94103
    USA

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

- **Hyland**
  - Performs video processing for JX Communities
  - Hyland has committed to Privacy Shield certification
  - Processing Locations: USA, Ireland
  - Headquarters location:
    
    28500 Clemens Road
    Westlake, Ohio 44145
    +1.440.788.5000

- **Segment**
  - Performs provides data infrastructure for Khoros marketing
  - Segment has committed to Privacy Shield certification
  - Processing Locations: USA
  - Headquarters location:
    
    100 California Street, Suite 700
    San Francisco, CA 94111
    USA

In addition to the above, Khoros also utilizes the following subprocessors to provide certain optional services (as indicated below) to those Khoros 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
  - Headquarters 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
  - Headquarters location:
    
    1895 El Camino Real
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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

- **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

- **BI Worldwide (f/k/a Bunchball)**
  - Provides gamification functionality for JX Communities
  - Bunchball has contractually committed to comply with EC Standard Contractual Clauses
  - Headquarters location:
    - 130 East 3rd Street
    - Suite 202
    - Des Moines, IA 50309
    - 1-952-563-2999

- **Gong.io**
  - Provides SaaS conversation intelligence for all products as an optional service
  - Gong has contractually committed to Privacy Shield certification
  - Headquarters location:
Khoros also utilizes subcontractors that do not have any access to our customer’s data, and are therefore not listed in this Guide.