



## Platform Sub-processors

In providing our platform and services, we and our group companies may use sub-processors to provide specific functions and services such as hosting or customer service. We've set out details of who these sub-processors are and the role they play below. Not all of them will be relevant to the way that you access our platform or to the services that you receive from us. If you have any questions, please contact our privacy team at [privacy@immersivelabs.com](mailto:privacy@immersivelabs.com).

If you would like to subscribe to updates to our sub-processor list, please follow this [link](#).

### Platform Infrastructure Sub-processors

Immersive Labs is a fully cloud-based platform hosted in AWS data centres. Except for our Team Sim and Ranges products\*, data for companies located in North and South America will be hosted in our US data centre by default and for companies located anywhere else in the world, data will be hosted in Europe by default. Enterprise Customers can request to have their data isolated in one of these locations.

\*For our Team Sim and Ranges products, data is currently hosted in the United States only. We are aiming to support multi-region for these products by April 2023.

<i>Sub-processor Name</i>	<i>Purpose for Processing</i>	<i>Data Hosting Location</i>
Amazon Web Services, Inc	Cloud infrastructure hosting	Main centre: Ireland eu-west-1 Back-up centre: London eu-west-2
	Cloud infrastructure hosting, Team Sim and Ranges products	Main centre: United States us-east-1 Back-up centre: United States us-east-1

### Customer Service and Relationship Management Sub-processors

<i>Sub-processor Name</i>	<i>Purpose for Processing</i>	<i>Data Hosting Location</i>
Snowflake, Inc.	Data warehouse	Ireland
Google Ireland, Ltd.	Looker – Business intelligence reporting tool	United Kingdom
Gainsight, Inc.	Gainsight CS – Customer relationship management system	Germany
Salesforce UK Ltd.	Customer relationship management system	United Kingdom
Google LLC.	Google Workspace	Europe (multi-region)
Zendesk, Inc.	Customer service	Ireland
Atlassian, Inc.	Jira – Customer service	Ireland



### Immersive Labs Group Companies

<i>Group Company Name</i>	<i>Purpose for Processing</i>	<i>Location</i>
Immersive Labs Corporation	Customer support and account administration	United States
Immersive Labs GmbH		Germany
Immersive Labs Limited		United Kingdom
Immersive Labs Cyber Security Software Services LLC		United Arab Emirates