



Sub-processors and Subsidiaries Effective January 15, 2022

Subsidiaries of User Testing

Subsidiary	Purpose	Location
Human Insights Canada, Inc.	Wholly owned UserTesting subsidiary to carry out business in the region.	Canada
User Testing Limited	Wholly owned UserTesting subsidiary to handle business in the region.	UK
User Testing Singapore Pte Ltd	Wholly owned UserTesting subsidiary to handle business in the region.	Singapore
Teston AS	Wholly owned UserTesting subsidiary to handle business in the region.	Norway
Teston Sweden AB	Wholly owned UserTesting subsidiary to handle business in the region.	Sweden
Teston GmbH	Wholly owned UserTesting subsidiary to handle business in the region.	Germany

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

Vendor	Purpose	Corporate Headquarters	Country where data stored
Amazon Web Services	Platform hosting	United States	United States, Germany, Sweden, Singapore, Sydney, Japan
Firebase	Tool for mobile analytics, notifications and crash data collection	United States	United States
Honeybadger	Exception tracking	United States	United States
Okta	Service for managing IDs, credentials, access and SSO	United States	United States
PayPal	Payments to testers, customer credit card payment processing.	United States	United States
Rev	Transcription	United States	United States
SumoLogic	Centralized log collection	United States	United States
ThreatStack	Security monitor and Intrusion Detection System (IDS)	United States	United States
VoiceBase	Transcription	United States	United States
Vonage	Platform for recording video and audio content in the cloud and securely transferring it to the UserTesting platform	United States	International data center closest to participant.
Zoom	Live Conversation support	United States	United States

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

Vendor	Purpose	Corporate Headquarters	Country where data stored
Atlassian	We use Jira and Confluence to manage projects that can include personal information generated in tests.	Australia	United States
Coalfire	SOC 2 & ISO auditor	United States	United States
Code42	Data loss prevention tool for workstations and G-Suite.	United States	United States
CrowdStrike	Anti-virus	United States	United States
Expel	Security Operations Center as a Service	United States	United States
FiveTran	Data pipeline	United States	United States
Mandiant	Forensic analysis	United States	United States
Nightfall	Data loss prevention tool that integrates with Slack.	United States	United States
Segment	Tool to track user journey through logged in and logged parts of the platform and supporting services	United States	United States
Sisense (formerly Periscope)	Data visualization and reporting tool	United States	United States
Sophos	Anti-virus.	United States	United States
Zscaler	Zero Trust management system for protecting electronic communications.	United States	United States

Service providers authorized by UserTesting to support provision of professional services.

Vendor	Purpose	Corporate Headquarters	Country where data stored
Adobe	Document edits and signatures	United States	United States
Asana	Managing projects for customers	United States	United States
Box	Sharing reports with customers	United States	United States
Clarizen	Tool to manage professional services projects	United States	United States
Dropbox	Sharing reports with customers	United States	United States
Financial Force	Project management tool to manage professional services projects	United States	United States
Google for Business	Reporting	United States	United States
Office 365	Reporting	United States	United States
Survey Monkey	Data collection by professional services for identifying test subjects	United States	United States

Service providers authorized by UserTesting to support Customers and Contributors

Vendor	Purpose	Corporate Headquarters	Country where data stored
Ada	Chat tool used by support to communicate with customers.	Canada	United States
Bizzabo	Live, online event hosting platform for collecting prospect and participant information for additional processing/prospecting.	United States	United States
CSI Web	Tool to confirm that individuals and companies are not on national or international restricted access lists.	United States	United States
Docebo	Tool to manage UserTesting University content and delivery.	United States	United States
Gainsight	Tool to manage and facilitate customer communications	United States	United States
GoToWebinar	Video-conferencing tool used in webinars	United States	United States
Influitive	Tool for supporting customer engagement	United States	United States
Klaviyo	Tool to manage email communication with the UserTesting Contributor Network.	United States	United States
Marketo	Tool to manage promotion of platform and generate sales leads	United States	United States
Pendo	Tool to manage/track customized messaging inside the platform.	United States	United States
Salesforce	Central storage for customer information, subscription details.	United States	United States
Slack	Internal communication and results sharing.	United States	United States
Whistic	Tool to share security profiles with customers.	United States	United States
ZenDesk	Customer support	United States	United States