

# Remio Service Providers

Last updated: March 18, 2022

To support Remio in delivering its Services, Remio engages Service Providers, Sub-processors and affiliates to assist Remio with its data processing activities on behalf of Remio Users as defined in our Remio Services Agreement.

When Remio engages third-party service providers in our capacity as a data processor for our Users' personal data, the General Data Protection Regulation ("GDPR") calls these third-party service providers sub-processors.

Sub-processors are service providers who have or potentially will have access to or process personal data that Remio processes for, and on behalf of, Remio's users.

The list outlines the types of service providers and sub-processors we utilize, where they are located, and a description of the work they carry out.

## Due Diligence

Before engaging any service provider, we perform due diligence, including a vendor security assessment. Our service providers are subject to contract terms designed to ensure that these service providers process personal data only for the purposes of providing services to Remio and in accordance with our commitments to Users and applicable data protection laws.

## List of Sub-processors & Service Providers

The below list of service providers are some key third parties Remio works with across our products and services. You will also find some service providers that Remio works with for a specific Remio product or service.

NAME	DATA	PURPOSE OF PROCESSING	ENTITY COUNTRY
Amazon Web Services, Inc.	User data and User's Customers' data	Cloud service provider	United States
Hubspot, Inc.	User data	Customer relationship management platform which stores User contact information as well as supporting information about the business relationship	United States
Sendgrid, Inc.	User data	Cloud communications platform as a service	United States
Drif.com, Inc.	User data	Customer service & relationship management platform which stores User contact information as well as supporting	United States

		information about the business relationship	
<a href="#">DocuSign, Inc.</a>	User data	eSignatures	United States
<a href="#">Popout, Inc. DBA Shippo</a>	User data and physical address	To enable hardware rentals or orders from Remio to be shipped to users	United States
<a href="#">UPS, USPS, FedEx, DHL</a>	User data and physical address	To enable hardware rentals or orders from Remio to be shipped to users	United States
<a href="#">Google LLC</a>	User data and Users' Customers' data	Email, file storage, collaboration tools	United States

## Updates to this Page

Due to the nature of our global business and the volume of users, our business needs and services providers may change from time to time. For example, we may deprecate a service provider to consolidate and minimize our use of service providers. Similarly, we may add a service provider if we believe that doing so will enhance our ability to deliver our Services.

We will periodically update this page to reflect additions and removals to our list of service providers.

Under the terms of our Data Processing Agreement (DPA), a User may reasonably object in writing to the processing of their personal data by a new sub-processor within 30 days following the update of this page. If a User does not object during the 30 day time period, the appointment of the new sub-processor shall be deemed accepted by the User. If you are a Remio User and want to know more about our DPA, please contact us.

For more information on Remio's privacy practices, please visit our Privacy Policy. If you have any questions regarding this page, please contact us at [support@remiovr.com](mailto:support@remiovr.com).