RICHARDSON
SALES PERFORMANCE

The Richardson Company. and its Affiliates (collectively, “Supplier” unless otherwise specified)[1] use certain Sub-Processors (commonly referred to as subcontractors in certain jurisdictions) to assist in its services. Supplier undertakes to use a commercially reasonable selection process by which it evaluates the security, privacy and confidentiality practices of proposed Sub-Processors and contractually requires Sub-Processors to comply with all applicable data protection laws and regulations.

Sub-Processors	Description / Purpose	Data or Information Stored	Data Storage Location
Amazon Web Services, Inc. AWS Security support can be found in https://docs.aws.amazon.com/whitepapers/latest/aws-overview/security-and-compliance.html OR https://aws.amazon.com/compliance/programs/ AWS Privacy Notice can be found in https://aws.amazon.com/privacy/	Supplier’s Accelerate™ platform is hosted on AWS servers. Accelerate is the primary eLearning system used to deploy the majority of online training for various product sets.	First name, last name, title, business email, username, customer service information, IP address, organizational structure, and certain eLearning metrics. In some cases, geographic location may also be stored.	United Kingdom; European Union (EEA)
Anthropic Anthropic’s Privacy Policy can be found in https://privacy.claude.com/en/ Information as to Anthropic’s sub-processors can be viewed in https://trust.anthropic.com/subprocessors (Note that not all listed are applicable to Supplier’s activity at Anthropic)	Supplier uses OpenAI to support coaching and skill development, including evaluating learner responses to coaching challenges. Learners respond to assigned challenge questions, and receive feedback based on evaluation against Richardson's intellectual property and trained examples.	Transcription of the Client employee’s response.	United States
eSkillz Inc.	Supplier’s helpdesk support for Accelerate™ platform.	Client employee name, role title and email address.	United States
Gong.io, Inc. Gong’s Privacy Policy can be found in https://www.gong.io/privacy-policy/ Information as to Gong’s sub-processors can be viewed in https://www.gong.io/sub-processors/ (Note that not all listed are applicable to Supplier’s activity at Gong)	Supplier uses Gong to manage relationships with clients and prospects.	Contact and business details such as name, email, phone number, position, IP address, workplace and related business insights.	United States

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Sub-Processors	Description / Purpose	Data or Information Stored	Data Storage Location
HubSpot Hubspot's Security Policy can be found in https://www.hubspot.com/security Information as to Hubspot's sub-processors can be viewed in https://legal.hubspot.com/dpa (Note that not all listed are applicable to Supplier's activity at HubSpot)	Supplier uses HubSpot for marketing automation and analytics, monitoring website activity and as a communications tool.	Opt-in sales data that includes Personal information including first name, last name, email address, phone number for users who are the primary account or opportunity contact(s) and associated personalized and relevant contact communication.	United States
IntelligentSystems Corp., Inc. dba Hyperbound Hyperbound's Privacy Policy can be found in https://www.hyperbound.ai/privacy-policy Information as to Hyperbound's sub-processors can be viewed in https://security.hyperbound.ai/subprocessors (Note that not all listed are applicable to Supplier's activity at Hyperbound)	Supplier uses Hyperbound to provide client employees access to AI-powered conversation simulations reflecting the client's selling environment.	Client data provided to Supplier by clients with respect to provision of the services or with client permission. Client employee data includes: First name, last name, business email, conversation transcript, and client product/solution details.	United States
Microsoft Azure Microsoft's Security Policy can be found in https://www.microsoft.com/en-us/trust-center Information as to Microsoft's sub-processors can be viewed in https://servicetrust.microsoft.com/ViewPage/TrustDocumentsV3?command=Download&downloadType=Document&downloadId=ede6342e-d641-4a9b-9162-7d66025003b0&tab=7f51cb60-3d6c-11e9-b2af-7bb9f5d2d913&docTab=7f51cb60-3d6c-11e9-b2af-7bb9f5d2d913_Subprocessor_List (Note that not all listed are applicable to Supplier's activity at Microsoft)	Host of Richardson's Accelerate™ platform. Accelerate is the primary eLearning system used to deploy the majority of online training for various product sets.	First name, last name, title, business email, username, customer service information, IP address, organizational structure, and certain eLearning metrics. In some cases, geographic location may also be stored.	United Kingdom; European Union (EEA)

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Sub-Processors	Description / Purpose	Data or Information Stored	Data Storage Location
Microsoft Office 365 hosted by Microsoft Microsoft's Security Policy can be found in https://www.microsoft.com/en-us/trust-center Information as to Microsoft's sub-processors can be viewed in https://servicetrust.microsoft.com/ViewPage/TrustDocumentsV3?command=Download&downloadType=Document&downloadId=ede6342e-d641-4a9b-9162-7d66025003b0&tab=7f51cb60-3d6c-11e9-b2af-7bb9f5d2d913&docTab=7f51cb60-3d6c-11e9-b2af-7bb9f5d2d913_Subprocessor_List (Note that not all listed are applicable to Supplier's activity at Microsoft)	Supplier communicates by email from time to time using client provided email addresses as we provide client services. In addition, certain client data is stored in other Office 365 Software (OneDrive, SharePoint, Exchange, Teams).	Client emails and other data provided to Supplier by clients with respect to provision of the services or with client permission, for research purposes.	United States
OpenAI OpenAI's Privacy Policy can be found in https://openai.com/policies/row-privacy-policy/ Information as to OpenAI's sub-processors can be viewed in https://openai.com/policies/sub-processor-list/ (Note that not all listed are applicable to Supplier's activity at OpenAI)	Supplier uses OpenAI to support coaching and skill development, including evaluating learner responses to coaching challenges. Learners respond to assigned challenge questions, and receive feedback based on evaluation against Richardson's intellectual property and trained examples.	Transcription of the Client employee's response.	United States
Qualtrics, LLC Qualtrics's Security Statement can be found in https://www.qualtrics.com/security-statement/ Qualtrics's Privacy Statement can be found in https://www.qualtrics.com/privacy-statement/ Information as to Qualtrics's sub-processors can be viewed in https://www.qualtrics.com/subprocessor-list/ (Note that not all listed are applicable to Supplier's activity at Qualtrics)	Supplier uses Qualtrics to provide backend software for certain surveys deployed both within and outside of the Richardson Accelerate™ and the Challenger Hub platforms	First name, last name, title, business email, and survey responses. In some cases, geographic location and IP addresses may also be stored.	Data stored in the United States

Sub-Processors	Description / Purpose	Data or Information Stored	Data Storage Location
SHL US Inc. SHL's Security and Compliance Notice can be found in https://www.shl.com/en/documents/security-compliance/ Information as to SHL's sub-processors can be viewed in https://www.shl.com/legal/security-and-compliance/platforms-sub-processors/ (Note that not all listed are applicable to Supplier's activity at SHL)	SHL provides the Challenger Assessment via its Talent Central Platform. A validated self-assessment pinpoints the candidates and/or existing employees that are statistically more likely to succeed at Challenger behaviors. Various interview guides provide Sales Managers with decision support to make the best possible hire while an Onboarding Portal accelerates new hire time-to-productivity.	First name, last name, title, business email, username, customer service information and assessment responses. In some cases, geographic location may also be stored.	The Talent Central Platform maintains four unique domains (.com, .eu, .cn, .au), which route to four distinct local data centers in the US, EU, China, and Australia. For example, clients with operations in Europe are placed on TalentCentral.eu
Showpad, Inc. Showpad's Privacy Policy can be found in https://www.showpad.com/privacy-policy/ Information as to Showpad's sub-processors can be viewed in https://www.showpad.com/subprocessors/ (Note that not all listed are applicable to Supplier's activity at Showpad)	Supplier uses Showpad to distribute content to customers and prospects	First name, last name, business email	Frankfurt, Germany
Thought Industries, Inc. Thought Industries' Privacy Policy can be found in https://www.thoughtindustries.com/privacy-policy	Supplier uses Thought Industries to host its Challenger Portal. The Challenger Portal is the primary eLearning system used to deploy the majority of Challenger's online training for various product sets.	First name, last name, title, business email, username, customer service information, IP address, and certain eLearning metrics. In some cases, geographic location may also be stored.	Data stored in the United States
Workshop Facilitators	Some of Supplier's workshop facilitators are not full-time employees.	Facilitators may have access to attendee information for a particular workshop they facilitate. All facilitators are under strict contracts with Supplier that are reviewed and renewed on an annual basis.	N/A

Sub-Processors	Description / Purpose	Data or Information Stored	Data Storage Location
Zoom Video Communications, Inc. Zoom's Privacy Policy can be found in https://zoom.us/privacy	Certain Supplier's training sessions may be delivered using Zoom.	Supplier uses all privacy tools available in Zoom. The application itself collects the following information related to our sessions: User Profile: First Name, Last Name, Phone (optional), Email, Password (if SSO is not used), Profile Picture (optional), Department (optional) Meeting Metadata: Topic, Description (optional), participant IP addresses, device/hardware information Communication Information: Call In Number, Call Out Number, Country Name, IP address, Start and End time, Host Name, Host Email, MAC Address of device used	United States, E.U., Canada, and Australia

[1] Supplier Affiliates are the entities under common control with The Richardson Company: Challenger Performance Optimization Inc.: Richardson Sales Performance UK Limited, Richardson Asia Pacific Pte Ltd (Singapore), Richardson Germany GmbH and Richardson Sales Performance BV.