

Subprocessors used by Us in connection with the VPoint Platform (2022.1, November 2022)

Vistra and its affiliated companies may use the following subprocessors in the provision of VPoint Platform services we provide to our clients (this list may be updated by us from time to time – please let us know if you have questions in this regard at privacy@vistra.com):

- any other processor that is a member of the Vistra Group (“Vistra Group” means any direct or indirect subsidiary or any holding company from time to time of Vistra, and any direct or indirect subsidiary from time to time of any holding company of Vistra. Each company being a “member of the Vistra Group”);
- any third-party hosting infrastructure provider we may require in the performance of the Services (including Amazon Web Services – <https://aws.amazon.com/>);
- any Client Relationship Management systems provider we may require in the performance of the Services (Vistra currently uses Salesforce (www.salesforce.com) and Evergage (www.evergage.com) to manage its client accounts);
- Viewpoint Software for Business Limited, a private company incorporated and registered in Hong Kong with company number 2613425, whose registered office is at Suite 201-2, Stag Building, 148-150 Queen’s Road, Central, Hong Kong in case of any support requires us to provide system or data access;
- Any suppliers of systems used to interact with VPoint as required to perform specialized client services; and
- any processor we may require in the provision of a client support ticketing system to register any support queries relating to VPoint (Vistra currently uses Freshdesk (www.freshdesk.com)).