

11:11 Subprocessors

11:11 Systems, Inc. (“11:11” or “we”) may engage third-party service providers (“Subprocessors”) that process customer personal data on our behalf in connection with the delivery of our products and services or the operation of our business. These Subprocessors may process, store, transmit, or otherwise access customer personal data only as necessary to perform the services for which they have been engaged and in accordance with applicable contractual and legal obligations. Unless otherwise specified, capitalized terms used herein have the meanings assigned to them in the applicable contractual agreements and service level agreements (SLAs) between 11:11 and its customers or partners. This notice is provided to ensure transparency and to comply with 11:11’s obligations under applicable data protection laws—including, where applicable, the General Data Protection Regulation (GDPR)—as well as our contractual commitments.

Prior to engaging with any Subprocessor, 11:11 conducts appropriate due diligence, assessing their privacy, information security, and data protection practices. 11:11 enters into written agreements with all Subprocessors, which include requirements for compliance with applicable data protection laws, implementation of security and confidentiality safeguards, and, where applicable, adherence to international data transfer obligations. Consistent with our least-privilege access policy, 11:11 restricts Subprocessor access to only the data necessary to perform the contracted services. Subprocessors are strictly prohibited from using customer, partner, or personal data for any purpose other than providing the contracted services on behalf of 11:11.

Not all Subprocessors process the same categories of customer personal data. The categories of personal data processed by a Subprocessor depend on the products or services purchased, the customer's interactions with 11:11, and the specific services the Subprocessor performs on our behalf. Accordingly, not every Subprocessor applies to every customer, product, service, or interaction with 11:11.

The tables below identify the Subprocessors currently engaged by 11:11, including the type of services they provide and the geographic locations in which those services are performed.

Third-Party Infrastructure and Service Delivery Providers

The third-party service providers listed below are engaged by 11:11 Systems to support the delivery of specific products and services purchased by our customers. Depending on the services selected, these providers may process, store, or otherwise access customer content or personal data on behalf of 11:11 in accordance with applicable contractual commitments and data protection laws. Not all listed providers support every 11:11 product or geographic region. The applicable Subprocessors depend on the products, services, hosting locations, and configurations selected by each customer.

Third Party Service Provider	Processing Purpose	11:11 Products/Services Supported	Processing Location	Corporate Location
Amazon Web Services, Inc.	Cloud infrastructure and storage services ²	Cloud Object Storage, Cloud Backup, Cloud IaaS, Disaster Recovery, AWS-based Hosted Services	Varies based on the customer's selected data center region	United States
Cato Networks Ltd.	Secure Access Service Edge (SASE) ²	Secure Network Services, SASE, SD-WAN, Secure Remote Access	Global, customer-location dependent, primarily United States	United States
Cloudflare, Inc.	Network security, content delivery, and web performance services ^{1 & 2}	DDoS Protection, CDN, WAF, DNS, Zero Trust, Website Performance Services	Data traffic is automatically routed to the nearest Cloudflare data center based on customer location. Refer to Cloudflare website for a list of available datacenter locations.	United States
CODA Intelligence, Inc.	Cloud-hosted vulnerability assessment and Continuous Risk Scanning (CRS) platform ^{1 & 2}	Continuous Risk Scanning (CRS), Managed Security Services	Varies based on the customer's selected data center region	United States
DUO Security LLC	Cloud-hosted multi-factor authentication (MFA) and identity verification services ^{1 & 2}	Managed Multi-Factor Authentication (MFA), Identity Protection Services	Varies based on the customer's selected data center region	United States
Ingram Micro, Inc.	Cloud migration and professional services supporting customer cloud environments ¹	Microsoft Cloud Solution Provider (CSP) Licensing, Azure Professional Services, Cloud Migrations	United States	United States

Microsoft Corporation	Cloud infrastructure, storage, and platform services ^{1&2}	Microsoft 365 Backup, Azure-based Services, SharePoint Online Backup, OneDrive Backup, Exchange Online Backup, Teams Backup, Azure Infrastructure Services	Varies based on the customer's selected data center region	United States
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¹ Configuration options for hosting certain data in other countries/regions may be available for certain services.

² Applies only to customers who purchase the applicable 11:11 products or services.

Data Center Facility Providers

The specific data center provider(s) and processing location(s) applicable to a customer depend on the services purchased and the hosting region(s) selected under the applicable agreement.

Third Party Service Provider	Processing Purpose	Processing Location	Corporate Location
365 Operating Company LLC	Physical Security, Connectivity, and Environmental Controls for colocation of Data Center equipment	United States	United States
BDx Group	Physical Security, Connectivity, and Environmental Controls for colocation of Data Center equipment	Singapore	Singapore
CoreSite, L.L.C	Physical Security, Connectivity, and Environmental Controls for colocation of Data Center equipment	United States	United States
CyrusOne Inc.	Physical Security, Connectivity, and Environmental Controls for colocation of Data Center equipment	United States	United States
DataBank, Ltd.	Physical Security, Connectivity, and	United States	United States

	Environmental Controls for colocation of Data Center equipment		
Data Canopy Colocation, LLC	Physical Security, Connectivity, and Environmental Controls for colocation of Data Center equipment	United States	United States
Digital Realty Trust, Inc.	Physical Security, Connectivity, and Environmental Controls for colocation of Data Center equipment	Canada, The Netherlands	United States
Equinix	Physical Security, Connectivity, and Environmental Controls for colocation of Data Center equipment	United States, Canada, United Kingdom	United States
Interactive Pty Ltd	Physical Security, Connectivity, and Environmental Controls for colocation of Data Center equipment	Australia	Australia
NextDC	Physical Security, Connectivity, and Environmental Controls for colocation of Data Center equipment	Australia	Australia
NTT DATA	Physical Security, Connectivity, and Environmental Controls for colocation of Data Center equipment	United Kingdom, United States	Japan
Polaris Data Centre (Springfield City Group)	Physical Security, Connectivity, and Environmental Controls for colocation	Australia	Australia

	of Data Center equipment		
QTS	Physical Security, Connectivity, and Environmental Controls for colocation of Data Center equipment	United States	United States

Third-Party Business Operations Providers

The third-party service providers listed below support 11:11's internal business operations. In performing these services, they may process customer personal data on behalf of 11:11 in connection with activities such as customer support, communications, contract management, sales and account management, billing and collections, customer feedback, workflow automation, and other business functions. Not every Subprocessor applies to every customer or interaction with 11:11.

Third Party Service Provider	Processing Purpose	Processing Location	Corporate Location
8x8, Inc.	Business communications and cloud telephony services	United States	United States
Amazon Web Services, Inc.	Cloud infrastructure and storage services	United States	United States
Anywhereworks Limited t/a AnswerConnect	Business communications and cloud telephony services	United States	United States
Ask Nicely Holdings, Inc.	Customer experience survey and feedback management platform	United States	United States
Atlassian US, Inc.	Project management, collaboration, and knowledge management services	United States	United States
BlueSnap Inc.	Payment processing services	United States	United States

DocuSign, Inc.	Electronic signature and digital agreement management	United States	United States
Fidelity National Information Services, Inc. (FIS)	Collections and payment dispute management platform	United States	United States
Glean Technologies, Inc.	Enterprise search, information retrieval, and AI-assisted knowledge management services	United States	United States
LeanData, Inc.	Lead routing, account matching, and CRM workflow automation services	United States	United States
The Rocket Science Group LLC d/b/a Mailchimp	Customer communications and email marketing platform	United States	United States
Microsoft Corporation	Cloud productivity, collaboration, document management, and communications services	United States	United States
MindTickle, Inc.	Sales enablement, coaching, and revenue readiness platform	United States	United States
Oracle Corporation	Cost management and financial governance services	United States	United States
Qualified.com, Inc.	Website chat, sales engagement, and AI-powered customer interaction platform	United States	United States
Revenue.io	Sales communications, call management, and conversation intelligence platform	United States	United States

Salesforce, Inc.	Customer Relationship Management (CRM) platform	United States	United States
Salesloft, Inc.	Sales engagement, customer communications, and sales automation platform	United States	United States
ServiceNow, Inc.	Customer support ticketing system	United States	United States
TeamSupport LLC	Customer support and website chat platform	United States	United States
Vocalo Inc. (DBA Terret.ai)	Revenue intelligence, sales forecasting, and communication analytics services	United States	United States
Zapier, Inc.	Workflow automation and systems integration platform	United States	United States

11:11 may also share customer personal data with affiliated companies within the 11:11 corporate group where necessary to provide and support customer services. These affiliates process customer personal data under common ownership and in accordance with applicable contractual and legal obligations.

Affiliate Entity	Country	Processing Purpose
11:11 Systems, Inc.	United States	Supporting the provision of customer services and business operations
11:11 Systems Canada ULC	Canada	
11:11 Systems UK Limited	United Kingdom	
11:11 Systems Nederland B.V.	The Netherlands	
11:11 Systems Singapore Pte. Ltd.	Singapore	
11:11 Systems Australia Pty Ltd	Australia	
11:11 Systems India Private Limited	India	

As our business and technical needs evolve, 11:11 may add or remove Subprocessors, or expand the scope of services provided by existing Subprocessors, where necessary to enhance our ability to deliver and support our services. Material additions to this list will be communicated to affected customers in accordance with applicable contractual commitments.

The above list is effective as of August 5, 2026, and may change from time to time. Updates available on 1111systems.com/1111-subprocessors or from privacy@1111systems.com.