

Subprocessors

| Name of Third Party Subprocessor | Description | Location |
|---|---|--------------------------|
| Slack Technologies, LLC, a Salesforce company | Slack is a virtual messaging and communication tool, which customers may opt to use to communicate about support requests after logging the initial request through ZenDesk. | United States of America |
| Thenai.ai (Pivoting Owl, Inc.) | Thenai.ai is an internal helpdesk automation tool to assign, manage and track support requests across ZenDesk and Slack. | United States of America |
| Zendesk, Inc. | Zendesk is a cloud helpdesk software provider. It is compliant with SOC 2/3, ISO 27001. Solo uses Zendesk to accept customer support tickets, manage and automate the technical support services. | United States of America |
| Planhat, Inc. | Planhat is a cloud-based customer success portal software provider. It is compliant with SOC 2. Solo uses Planhat to organize account information relevant to our support services. | United States of America |
| Google Gemini API | Solo uses the Gemini API to improve the support experience for our customers. Google doesn't use prompts or responses to improve their products., United States of America | United States of America |
| OpenAI API | OpenAI API, Solo uses the OpenAI API to improve the support experience for our customers. OpenAI does not use our business data for training their models. | United States of America |