

Sub-processors

In providing our platform and services, we and our group companies may use sub-processors to provide specific functions and services such as hosting or customer support. We've set out details of who these sub-processors and the role that they play below. Not all of them will be relevant to the way that you access our platform or to the services that you receive from us. If you have any concerns please contact our customer support team at support@immersivelabs.co.uk

Host providers of customer content

Amazon Web Services	Hosting services	Dublin, Ireland
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Customer support services

Zendesk, Inc.	Support ticket and online chat software and services	USA
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Marketing Services

HubSpot, Inc.	Customer relationship management software	USA
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General

Google LLC	G-Suite	USA
	Google Analytics	

Software monitoring and project management

Atlassian	Jira platform project management and software notifications for bug tracking and platform defects	Europe
Functional Software, Inc.	Sentry - Software error tracking	USA
DataDog	Software monitoring	USA

Customer success

Gainsight, Inc.	Customer success insight	USA
Looker Data Sciences, Inc.	Customer success insights and reporting tool	USA
Stitch, Inc.		
	Customer success insights	USA
Snowflake, Inc.	Customer success insights	USA

We have entered into agreements with these companies on suitable terms to comply with our existing data protection obligations and we keep, and will continue to keep, those terms under review.

Our Group Companies

Depending on where you or your group are based, and how you've asked us to provide the platform and services to you, other companies in our group may be involved in the provision of our Platform and Services to you.

- Immersive Labs Ltd (reg. no. 10553244) registered in England and Wales with registered office at Immersive Labs, Runway East, 1 Victoria Street, Bristol, BS1 6AA (UK)
- Immersive Labs Holdings Limited (reg. no. 11439032) registered in England and Wales with registered office at Immersive Labs, Runway East, 1 Victoria Street, Bristol, BS1 6AA (UK)
- Immersive Labs Corporation, a Delaware corporation (Immersive Labs Corporation, 200 Berkeley St, Boston, 02116 MA (USA))

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