Service Providers

Third-party service providers that process Customer Data to support Promo CoWork

Promo Consulting, LLC | https://promoconsulting.com

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About This Page

This page identifies the third-party service providers that Promo Consulting, LLC ("Promo Consulting," "we," "us," or "our") currently engages to process Customer Data in connection with Promo CoWork (each, a "Service Provider"). Capitalized terms not defined on this page have the meanings given in our Terms of Service. Each Service Provider processes Customer Data under written terms applicable to its function, solely to provide the contracted services described below and on our instructions. AI Service Providers are contractually prohibited from using Customer Data to train or improve their models. We enable applicable zero-data-retention settings where a provider offers them. Those settings do not prevent temporary processing: the provider receives and processes the inputs and outputs needed to return a response and retains them no longer than necessary for that processing. Promo CoWork's hosting environment is in the United States. The table states the processing location or locations applicable to each listed function.

This list is current as of the "Last updated" date above and supplements our Terms of Service (https://promoconsulting.com/terms), Privacy Policy (https://promoconsulting.com/privacy), AI Data Usage Policy (https://promoconsulting.com/aidata), and Trust Center (https://promoconsulting.com/trustcenter). We may add, replace, or remove a Service Provider as our services and operational needs change. We will publish the revised list on this page and update the "Last updated" date. Where our agreement with a Customer or applicable law requires separate notice of a change, we will provide that notice in the required manner.

Listed Service Providers

Provider legal name	Function for Promo CoWork	Customer Data processed	Processing location(s)
Amazon Web Services, Inc.	Cloud infrastructure and hosting for Promo CoWork, including application servers, databases, file and backup storage, transactional system email through Amazon SES, logging, encryption-key management, and encrypted storage of system credentials through AWS Secrets Manager.	Customer Data hosted, stored, backed up, logged, transmitted by transactional system email, or otherwise processed through the applicable AWS services.	United States (AWS US East (Ohio) Region, us-east-2)
Anthropic, PBC	AI model services (Claude) used to read, sort, extract information from, compare, and check email and documents, and to draft messages.	Task-specific email and document content, related business records, prompts, and model responses. Inputs and outputs are temporarily processed under the applicable zero-data-retention setting described above.	United States
TypeSafe AI, Inc.	AI classification service used to classify incoming email and route it to the appropriate Promo CoWork agent.	Email subject, sender, recipients, body text, and attachment file names. Attachment contents are not processed for this function.	United States
Google LLCreCAPTCHA)	Bot and abuse detection on the Promo CoWork sign-in page.	Sign-in interaction data, IP address, browser and device information, and reCAPTCHA security signals.	United States and other locations where Google processes reCAPTCHA data

Customer-Selected Connected Systems

Customer-selected connected systems are not Service Providers merely because a Customer connects them to Promo CoWork. The Customer selects and authorizes those systems, and Promo CoWork accesses them within the permissions granted to carry out the agents and tasks the Customer enables. Examples include Microsoft 365, Google Workspace, order-management and accounting systems such as Syncore and QuickBooks Online, supplier systems, carriers, and payment sources. Information sent to or retrieved from a connected system is governed by the Customer's agreement with that system's operator. Invoices, statements, and reminders to the Customer's own customers are sent through the Customer's own business systems. An operator appears in the table above only if Promo Consulting separately engages it as a Service Provider for a listed function.

Financial documents may contain full bank-account, payment-card, or other financial account details. To perform a Customer's task, Promo CoWork may temporarily process the complete remittance advice, vendor invoice, or other business document, including those details; the details are not necessarily redacted before processing. Promo CoWork uses them only to identify and post the related payment or to process the related vendor bill, and does not retain bank-account or payment-card numbers after completing that processing. If the

task uses an AI Service Provider, the complete document may be included in the temporary processing described above, subject to the applicable contractual no-training restriction and zero-data-retention setting.

Questions and Information Requests

Customers may ask questions about this list or request additional information about a Service Provider's function, the categories of Customer Data it processes, or its processing location by contacting engage@promoconsulting.com or writing to Promo Consulting, LLC, PO Box 8262, Breckenridge, Colorado, United States.