

Sub-Processor List

Third-Party Service Providers Engaged by Reel-Scout, Inc.

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A "sub-processor" is any third-party company or individual that Reel-Scout, Inc. ("Reel-Scout") engages to process personal data on its behalf in connection with the delivery of the Reel-Scout platform and services. Reel-Scout acts as the data processor for its clients (Controllers), and these third-party providers act as sub-processors — they receive or access personal data only to the extent necessary to perform a specific function that supports the service Reel-Scout provides.

We publish this list in accordance with Article 28 of the GDPR, which requires that a data processor inform controllers of the sub-processors it engages and obtain prior authorization before adding or changing them. Clients who have signed a Data Processing Addendum (DPA) with Reel-Scout have provided general written authorization for the use of these sub-processors. We will provide at least 30 days' prior written notice of any material additions or changes. For questions, contact privacy@reel-scout.com.

What Is a Sub-Processor?

Sub-processor (noun): A third party engaged by a data processor (Reel-Scout) to carry out specific processing activities on personal data on behalf of the data controller (the client). Sub-processors operate under written contracts that impose data protection obligations equivalent to those in the Reel-Scout DPA. Reel-Scout remains fully responsible for each sub-processor's compliance with those obligations.

Sub-processors are distinct from:

Independent controllers	Third parties who determine their own purposes for processing data and are therefore not acting on Reel-Scout's behalf (e.g., a client's own vendors).
Infrastructure utilities	Providers that supply undifferentiated commodity services (e.g., electricity, basic internet) without accessing personal data.

Sub-Processor Summary

The following third-party service providers are currently authorized as sub-processors for the Reel-Scout platform.

Sub-Processor	Purpose	Location	Data Processed
Cloudflare, Inc.	CDN, DDoS protection, DNS, web application firewall	San Francisco, CA, USA (Global network)	IP addresses, HTTP request data, cookies, network traffic metadata
Authorize.Net (Visa)	Payment processing and gateway	Foster City, CA, USA	Payment card data, billing name and address, transaction amounts
OpenAI, Inc.	AI-powered platform features (Sparkle Search, content enrichment)	San Francisco, CA, USA	Content and text data submitted to AI features; location and production metadata
Atlassian Pty Ltd	Project management (Jira) and internal documentation (Confluence)	Sydney, Australia (Data hosted: USA)	Employee/staff names, email addresses, project and issue data
Google LLC (Workspace)	Business email, document storage, calendar, and collaboration	Mountain View, CA, USA (Global infrastructure)	Employee personal data, email content, documents, calendar entries, contacts
Metabase, Inc.	Business intelligence and internal analytics dashboards	San Francisco, CA, USA	Operational metrics, platform usage data, aggregated analytics (may include user identifiers)

Sub-Processor Details

The following provides additional detail on each sub-processor, including the legal basis for any international data transfers.

Cloudflare, Inc. cloudflare.com	
Headquarters / Location	101 Townsend Street, San Francisco, CA 94107, USA. Global network operating in 300+ cities worldwide.
Purpose	Provides content delivery network (CDN) services, DDoS mitigation, DNS management, and web application firewall (WAF) protection for the Reel-Scout platform. Cloudflare sits between the internet and Reel-Scout's infrastructure, filtering malicious traffic and improving performance.
Data Processed	IP addresses, HTTP request headers, cookies (for bot detection and security purposes), and network traffic metadata. Cloudflare does not access the substance of platform content under normal operation.

Transfer Basis	Cloudflare is certified under the EU-US Data Privacy Framework and EU Standard Contractual Clauses (SCCs). Processing primarily occurs within the region of origin.
Privacy Policy	cloudflare.com/privacypolicy/

Authorize.Net (a Visa solution) authorize.net	
Headquarters / Location	Foster City, CA 94404, USA. Subsidiary of Visa Inc.
Purpose	Provides secure payment gateway services for processing subscription and transaction payments on the Reel-Scout platform. Authorize.Net handles all payment card data on behalf of Reel-Scout and is PCI DSS Level 1 certified.
Data Processed	Cardholder names, billing addresses, payment card numbers (tokenized), expiration dates, CVV/security codes (not stored post-transaction), and transaction amounts. Reel-Scout does not store raw payment card data – all sensitive payment data is handled exclusively by Authorize.Net.
Transfer Basis	Covered under Visa's binding corporate rules and EU SCCs. Authorize.Net is PCI DSS Level 1 compliant.
Privacy Policy	authorize.net/about-us/privacy-policy/

OpenAI, Inc. openai.com	
Headquarters / Location	3180 18th Street, San Francisco, CA 94110, USA.
Purpose	Provides large language model (LLM) API services that power AI-assisted features within the Reel-Scout platform, including Sparkle Search and AI-assisted content enrichment. Reel-Scout uses the OpenAI API under a commercial agreement that includes data processing protections.
Data Processed	Text and content data submitted to AI-powered features – including location names, descriptions, production metadata, and search queries. Under Reel-Scout's API agreement, OpenAI does not use data submitted via the API to train its models. No personal data is intentionally submitted to OpenAI; Reel-Scout's AI Prompt Usage Policy prohibits submitting personally identifiable information to AI tools.
Transfer Basis	EU SCCs are in place for EEA/UK data transfers. Reel-Scout uses the OpenAI API (not consumer products), which is governed by OpenAI's Data Processing Agreement.
Privacy Policy	openai.com/policies/privacy-policy/

Atlassian Pty Ltd atlassian.com	
Headquarters / Location	341 George Street, Sydney NSW 2000, Australia. Data hosted on Atlassian Cloud (AWS infrastructure, USA).
Purpose	Provides project management (Jira) and internal knowledge base / documentation (Confluence) tools used by Reel-Scout staff for software development, issue tracking, and internal operations. These tools are used internally and do not directly host client personal data.
Data Processed	Reel-Scout employee and contractor names, email addresses, project issue data, internal comments, and documentation content. Client personal data is not intentionally stored in Atlassian products; however, support tickets or project issues may reference client-reported information.
Transfer Basis	Atlassian is certified under the EU-US Data Privacy Framework. EU SCCs govern transfers from the EEA/UK. Atlassian Cloud data is hosted in the USA on AWS.
Privacy Policy	atlassian.com/legal/privacy-policy

Google LLC (Google Workspace) workspace.google.com	
Headquarters / Location	1600 Amphitheatre Parkway, Mountain View, CA 94043, USA. Global infrastructure.
Purpose	Provides business productivity and communication tools used by all Reel-Scout staff: Gmail (business email), Google Drive (file storage and sharing), Google Docs/Sheets/Slides (document creation and collaboration), Google Calendar (scheduling), and Google Meet (video conferencing).
Data Processed	Reel-Scout employee personal data including names, email addresses, email content, calendar entries, meeting details, and documents stored in Drive. Client communication conducted via Gmail may include client contact information and project-related content.
Transfer Basis	Google is certified under the EU-US Data Privacy Framework. EU SCCs and UK Addendum govern EEA/UK transfers. Google Workspace data processing is governed by Google's Data Processing Amendment.
Privacy Policy	workspace.google.com/terms/dpa/

Metabase, Inc. metabase.com	
Headquarters / Location	250 Montgomery Street, San Francisco, CA 94104, USA.
Purpose	Provides business intelligence and data visualization tools used internally by Reel-Scout to build analytics dashboards, track platform usage, and

	monitor operational metrics. Metabase connects to Reel-Scout's internal data sources to generate reports.
Data Processed	Operational and usage metrics from the Reel-Scout platform, which may include aggregated or pseudonymized user activity data, platform performance indicators, and business analytics. The extent of personal data exposure depends on the queries and dashboards configured by Reel-Scout administrators.
Transfer Basis	If deployed as Metabase Cloud, EU SCCs apply for EEA/UK data. Reel-Scout may operate Metabase as a self-hosted instance, in which case personal data does not leave Reel-Scout's own infrastructure.
Privacy Policy	metabase.com/privacy

Updates and Contact

This list is reviewed and updated at least annually, or whenever a sub-processor is added or removed. Clients operating under a Reel-Scout Data Processing Addendum will be notified of material changes with at least 30 days' prior written notice.

To request notification of changes, raise an objection, or ask questions about this list, contact:

Data Protection Officer	Wendi Le
Email	privacy@reel-scout.com
Phone	888.355.REEL (7335)

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