

Subprocessor List

Third-Party Service Providers

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1. Overview

This document lists subprocessors used by HOST LOGIC LIMITED to operate the HostLogic platform. All are bound by contractual data protection obligations equivalent to the DPA.

2. AI and Language Processing

- **Anthropic PBC** (San Francisco, CA, USA) — Claude AI language model. Purpose: Natural language processing, automation. Data: Message content, operational context.
- **OpenAI LLC** (San Francisco, CA, USA) — GPT models. Purpose: Language processing, extraction, classification. Data: Message content, property data.
- **ElevenLabs Inc** (New York, NY, USA) — Conversational AI and voice synthesis. Purpose: AI Receptionist voice calls. Data: Voice input, conversation content.
- **Deeprgram Inc** (San Francisco, CA, USA) — Speech-to-text. Purpose: Real-time voice transcription. Data: Voice audio, transcripts.

3. Voice and Communications

- **Twilio Inc** (San Francisco, CA, USA) — Voice and telephony. Purpose: Call routing, SMS. Data: Caller ID, call metadata.
- **Mailgun Technologies Inc** (USA) — Transactional email. Purpose: Platform notifications. Data: Recipient email, message content.

4. Cloud Infrastructure and Hosting

- **Railway Corp** (USA) — Cloud hosting for AI services. Purpose: Compute, deployment. Data: Service data, logs.
- **DigitalOcean LLC** (USA) — Managed hosting. Purpose: Web and database hosting. Data: All platform data.
- **Hostinger International** (Cyprus) — DNS, domain management.

5. Database and Storage

- **DigitalOcean managed MySQL** — Primary database. Data: All platform data.

- **MongoDB Atlas** (MongoDB Inc, USA) — Analytics database. Data: Performance metrics.
- **Redis / Upstash** — Caching and session management.

6. Payments

- **Stripe Inc** (San Francisco, CA, USA) — Payment processing. Data: Billing identifiers, transaction references. Note: HostLogic does not store full card data.

7. Authentication and Security

- **AWS Secrets Manager** (Amazon Web Services, USA) — Secure credential storage. Data: Service credentials (encrypted).
- **Cloudflare Inc** (USA) — DDoS protection, DNS, CAPTCHA. Data: IP address, request metadata.

8. Third-Party AI Dependency and Force Majeure

HostLogic's platform relies substantially on third-party AI providers and technology subcontractors, including but not limited to Anthropic PBC (Claude AI), OpenAI LLC (GPT models), ElevenLabs Inc (Conversational AI and Voice), Twilio Inc (Voice and Communications), Deepgram Inc (Speech Recognition), and Railway Inc (Cloud Infrastructure). HostLogic shall not be liable for any interruption, degradation, or failure of the Service caused by: outages, capacity limitations, rate limiting, or service discontinuation by third-party AI providers; changes to AI provider APIs, models, or service terms; capacity constraints such as concurrent session limits; or deprecation or discontinuation of AI models or services. Such events are classified as force majeure events beyond HostLogic's reasonable control. HostLogic will use commercially reasonable efforts to mitigate the impact of third-party AI provider failures, including implementing fallback mechanisms where technically feasible.

HostLogic implements fallback mechanisms where technically feasible, such as direct call forwarding when AI voice capacity is exhausted.

9. Updates

This list may be updated. Material changes communicated per the DPA.

10. Contact

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