

PlayPlay

APPENDIX A of DATA PROCESSING ADDENDUM
PLAYPLAY SUB-PROCESSORS
Update: February 2026

AssemblyAI 2261 Market Street, Suite 4577, San Francisco, CA 94114, États-Unis	Provides AI-powered APIs for speech-to-text transcription and speech understanding, offering reliable source data that powers world-class products.	Videos, voice over uploads/records	UE	DPA	Security: Encryption of data in transit and at rest Regular security assessments and penetration testing Role-based access controls SSO Access review and transparency More details ici Compliance: SOC 2
Eleven Labs Inc. 169 Madison Ave #2484 New York, NY 10016, États-Unis	AI Voice-over - this feature allows the users to write text that will then be converted into a natural-sounding speech. AI clean audio - this feature allows the users to clean audio (remove background noise, enhance quality) of media videos and voice over uploads/records.	Videos, voice over uploads/records	USA	DPA	Security: Encryption at rest and in transit Full Privacy Mode (no data storage) Model training disabled. Compliance: SOC 2
Google France SARL 8 Rue de Londres, 75009 Paris, France	Cloud Services Provider where the PlayPlay service and data are hosted. PlayPlay is using a set of components provided by Google Cloud Platform. Auto-translation based on AI - subtitle in the videos. Using Gemini/Vertex: To access customer videos for analysis and offer customers personalized template recommendations give them advice on videos.	All PlayPlay's data including customers' PII, media uploaded and videos created on the PlayPlay Platform Subtitles	Belgium (EU) for the primary site Finland (EU) for some services Other data centers in EU for high availability needs	DPA	Security: Encryption at rest and in transit Zero trust access model Access approval and transparency More details here Compliance: ISO 27001 ISO 27017 ISO 27018 ISO 27701 SOC 1 SOC 2 SOC 3

	Generating images from user inputs.				Additional Compliance
HeyGen 12130 Millennium Drive, Suite 300 Los Angeles, CA 90094 États-Unis	Enables users to create professional-quality videos with AI-generated avatars and voices. The platform can translate videos into multiple languages with lip-synced avatars, create custom AI avatars from photos or pre-built models, and generate personalized videos at scale.	Client's input (prompts)	USA	DPA CCT Adheres to the Data Privacy Framework	Security: Encryption of data in transit and at rest Data retention and destruction policy Regular security assessments and penetration testing Role-based access controls Secure development practices Continuous monitoring for suspicious activity Regular security updates and patches Access review and transparency More details ici Compliance: SOC 2
Langfuse Gethsemanestraße 4, 10437 Berlin, Allemagne	Manage prompts between the PlayPlay webapp and the AI models for observability, metrics and prompts management	Client's input (prompts)	EU	DPA	Security: https://langfuse.com/docs/data-security-privacy
Microsoft Azure 39 quai du Président Roosevelt, 92130 Issy-les-Moulineaux France	Text to speech: the AI voice-over feature allowing the users to write text that will then be converted into a natural-sounding speech (based on the AI Speech model)	Client's input (prompts)	EU	DPA	Security: https://learn.microsoft.com/en-us/legal/cognitive-services/speech-service/text-to-speech/data-privacy-security?tabs=custom-neural-voice Compliance: https://learn.microsoft.com/en-us/azure/compliance/
MUX 50 Beale Street, Floor 9, San Francisco, CA 94105, États-Unis	<u>Mux video</u> : embed videos to external websites (Encode, prepare for playback, and distribute the video to viewers).	Videos	USA	DPA with SCC Adheres to the Data Privacy Framework	Data collection in the EU, and Mux has put in place strong security measures following the EDPB recommendations when it comes to securing EU-US data transfers Security: Bug Bounty programme Encryption at rest and in transit https://www.mux.com/security Compliance: ISO 27001

Open AI 1455 3rd Street, San Francisco, CA 94158, États-Unis	API call enabling the generation of videos based on inputs written by Users, subtitles auto translation. and video autotranslation (GPT and Whisper) Also enables AI Clipping (a tool for automatically extracting the best moments from a long video)	User's input such as prompt or audio of the video	USA	DPA with SCC + TIA	Security: https://trust.openai.com/ Data retention set at the minimum (30 days) Model training disabled. Compliance: SOC 2
Kaleido AI GmbH Seilerstätte 13, 1010 Wien, Autriche	Remove backgrounds from images.	Media (images)	EU	DPA	Security: https://www.remove.bg/b/prioritizing-security-and-privacy-at-remove-bg
VideoBGRemover 16 rue de la garenne, 78350, Les Loges-en-Josas	Remove backgrounds from vidéos.	Videos	UE	DPA	Security: Encryption of data in transit and at rest Data retention set to a minimum (30 days)
Zendesk 989 Market St, San Francisco, CA 94103, États-Unis	Live chat for user support. This tool enables a chat window on the platform in order to let the user communicate with our customer care service. This tool permits us to provide a support service on the platform.	Client's first and last name, user ID, client's email address and usage data Videos in case the user needs assistance in the video creation process	USA	DPA with SCC Adheres to the Data Privacy Framework	Security https://www.zendesk.fr/trust-center/#georedirect https://support.zendesk.com/hc/en-us/articles/4980543927322 Compliance: ISO 27001 ISO 27018 SOC 2