

Proto AI Provider and Subprocessor Notice

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This AI Provider and Subprocessor Notice (the "Notice") identifies the categories of third-party providers, and the core named providers, that Proto Inc. ("Proto") uses to deliver its AI avatar, persona, conversational, and voice features (the "AI Features"). It is published under, and incorporated by reference into, the Proto AI Avatars and Personas Supplemental Terms (the "AI Supplement"), the Proto Cloud Terms and Conditions, and the Proto Privacy Policy.

This Notice is informational and is not a data processing agreement. It does not create representations, warranties, or covenants regarding any third-party provider's data practices. Proto may add, remove, replace, or reconfigure providers as described in Section 4.

1. Provider Categories and Core Providers

Each provider receives only the data segment needed to perform its function in the processing pipeline.

Function	Core provider(s)	Data received	Proto storage
Avatar and voice generation	HeyGen (and Proto's production workflow)	Avatar footage, voice samples, consent materials, avatar and voice identifiers, related metadata	Avatar records, license records, and consent materials stored by Proto
Speech-to-text	Deepgram	Live microphone audio segments required for transcription	Proto does not store raw microphone audio or live transcripts
Large language model processing	AWS Bedrock; other Proto-configured model providers	Persona system prompt and context, transient transcript text, and generated response text	Proto does not store generated responses or conversation history; Persona configuration is stored
Text-to-speech	ElevenLabs	Generated response text and voice identifier; returns generated audio	Proto does not store live generated audio responses
Hosting and infrastructure	Amazon Web Services	Persona configuration, avatar records, usage metadata, logs, encrypted credentials	Stored as described in the AI Supplement and Privacy Policy
Analytics, metering, and billing	Proto systems and analytics/billing service providers	Usage metadata, credit records, device and account identifiers	Stored as usage and billing records
Support, security, and abuse prevention	Proto systems and support/security service providers	Support records, error logs, security logs, session metadata	Stored as support and security records
Content moderation (where applicable)	Provider-side moderation performed by the providers listed above	Data already routed to that provider for its function	Proto stores moderation outcomes and enforcement records only

2. Provider Terms and Data Use

2.1 Standard terms apply. Except where expressly stated in a signed order form or written agreement executed by Proto, third-party AI providers process data under their own standard terms, privacy policies, data-processing terms, account settings, and service configurations.

2.2 No no-training commitment. Proto does not represent, warrant, or covenant that any third-party AI provider will refrain from retaining, reviewing, moderating, using, improving services with, improving models with, or training on data routed to it. Customers requiring provider-level no-training, retention-limitation, or data-processing commitments should contact Proto before deployment.

2.3 Proto model training. Proto does not use live Persona conversation audio, live transcripts, generated Persona responses, or live conversation history to train Proto-owned models.

2.4 Customer-directed providers. Where a customer connects its own model, endpoint, retrieval system, or tool using its own credentials, that provider is selected by the customer and is not a Proto subprocessor. The customer is responsible for that provider's terms, retention, training, moderation, security, availability, charges, and outputs.

3. International Transfers

Providers listed in this Notice may process data in the United States and in other jurisdictions in which they or their sub-processors operate. Where required, transfers are made pursuant to the transfer mechanisms identified in the Proto Privacy Policy and any applicable data processing terms.

4. Changes to This Notice

Proto may update this Notice to reflect provider additions, removals, replacements, or reconfigurations. Proto will post the updated Notice with a revised "Last updated" date. Where an enterprise agreement or order form provides for advance notice of subprocessor changes, that agreement controls. Continued use of the AI Features after the effective date of an update constitutes acceptance of the updated Notice.

5. Contact

Questions about this Notice may be directed to Proto Inc., 7111 Hayvenhurst Ave, Van Nuys, CA 91406, or through the contact channels identified at www.protohologram.com.