boostlingo

SOC 3 Report

Boostlingo LLC

November 1, 2024 to January 30, 2026

An Independent Service Auditor's Report
on Controls Relevant to Security, Availability, and Confidentiality



AUDIT AND ATTESTATION BY

PRESCIENT
ASSURANCE

AICPA

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SECTION 1

Management's Assertion



Management's Assertion

We are responsible for designing, implementing, operating, and maintaining effective controls within Boostlingo LLC's Boostlingo On-Demand, Boostlingo IMS, and Boostlingo AI Interpreter systems throughout the period November 1, 2024, to January 30, 2026, to provide reasonable assurance that Boostlingo LLC's service commitments and system requirements relevant to Security, Availability, and Confidentiality were achieved. Our description of the boundaries of the system is presented in section 3 and identifies the aspects of the system covered by our assertion.

We have performed an evaluation of the effectiveness of controls within the system throughout the period November 1, 2024, to January 30, 2026, to provide reasonable assurance that Boostlingo LLC's service commitments and system requirements were achieved based on the trust services criteria relevant to Security, Availability, and Confidentiality (applicable trust services criteria) set forth in TSP Section 100, 2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy. Boostlingo LLC's objectives for the system in applying the applicable trust services criteria are embodied in its service commitments and system requirements relevant to the applicable trust services criteria. The principal service commitments and system requirements related to the applicable trust services criteria are presented in section 3.

Boostlingo LLC uses a subservice organization for cloud hosting services. The description indicates that complementary subservice organization controls that are suitably designed and operating effectively are necessary, along with controls at Boostlingo LLC, to achieve Boostlingo LLC's service commitments and system requirements based on the applicable trust services criteria. The description presents Boostlingo LLC's controls, the applicable trust services criteria, and the types of complementary subservice organization controls assumed in the design of Boostlingo LLC's controls. The description does not disclose the actual controls at the subservice organization.

The description indicates that complementary user entity controls that are suitably designed and operating effectively are necessary, along with controls at Boostlingo LLC, to achieve Boostlingo LLC's service commitments and system requirements based on the applicable trust services criteria. The description presents Boostlingo LLC's controls, the applicable trust services criteria, and the complementary user entity controls assumed in the design of Boostlingo LLC's controls.

There are inherent limitations in any system of internal control, including the possibility of human error and the circumvention of controls. Because of these inherent limitations, a service organization may achieve reasonable, but not absolute, assurance that its service commitments and system requirements are achieved.

We assert that the controls within the system were effective throughout the period November 1, 2024, to January 30, 2026, to provide reasonable assurance thatBoostlingo LLC's service commitments and system requirements were achieved based on the applicable trust services criteria.

DocuSigned by:
Bryan Forrester
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Bryan Forrester
Chief Executive Officer
Boostlingo LLC

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SECTION 2

Independent Service Auditor's Report



Independent Service Auditor's Report

To Boostlingo LLC

Scope

We have examined Boostlingo LLC's accompanying assertion in Section I, titled "Management's Assertion" (the assertion) that the controls within Boostlingo On-Demand, Boostlingo IMS and Boostlingo AI Interpreter systems (collectively referred to herein as, the "Boostlingo Systems") were effective throughout the period November 1, 2024, to January 30, 2026, to provide reasonable assurance that Boostlingo LLC's service commitments and system requirements were achieved based on the trust services criteria relevant to Security, Availability, and Confidentiality (applicable trust services criteria) set forth in TSP Section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy* (AICPA, *Trust Services Criteria*).

Boostlingo LLC uses a subservice organization for cloud hosting services. The description indicates that complementary subservice organization controls that are suitably designed and operating effectively are necessary, along with controls at Boostlingo LLC, to achieve its service commitments and system requirements based on the applicable trust services criteria. The description presents Boostlingo LLC's controls, the applicable trust services criteria, and the types of complementary subservice organization controls assumed in the design of Boostlingo LLC's controls. The description does not disclose the actual controls at the subservice organization. Our examination did not include the services provided by the subservice organization, and we have not evaluated the suitability of the design or operating effectiveness of such complementary subservice organization controls.

The description indicates that certain complementary user entity controls that are suitably designed and operating effectively are necessary, along with controls at Boostlingo LLC, to achieve Boostlingo LLC's service commitments and system requirements based on the applicable trust services criteria. The description presents Boostlingo LLC's controls, the applicable trust services criteria, and the complementary user entity controls assumed in the design of Boostlingo LLC's controls. Our examination did not include such complementary user entity controls and we have not evaluated the suitability of the design or operating effectiveness of such complementary user entity controls.

Service Organization's Responsibilities

Boostlingo LLC is responsible for its service commitments and system requirements and for designing, implementing and operating effective controls within the system to provide reasonable assurance that Boostlingo LLC's service commitments and system requirements were achieved. In Section I, Boostlingo LLC has provided the accompanying assertion about the effectiveness of the controls within the system. When preparing its assertion, Boostlingo LLC is responsible for selecting, and identifying in its assertion, the applicable trust services criteria and for having a reasonable basis for its assertion by performing an assessment of the effectiveness of the controls within the system.

Service Auditor's Responsibilities

Our responsibility is to express an opinion, based on our examination, on whether management's assertion that controls within the system were effective throughout the period to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. Our examination was conducted in accordance with attestation standards established by the AICPA. Those standards require that we plan and perform our examination to obtain reasonable assurance about whether management's assertion is fairly stated, in all material respects. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

Our examination included the following:

- Obtaining an understanding of the system and the service organization's service commitments and system requirements
- Assessing the risks that the controls are not effective to achieve Boostlingo LLC's service commitments and system requirements based on the applicable trust services criteria
- Performing procedures to obtain evidence about whether controls within the system were effective to achieve Boostlingo LLC's service commitments and system requirements based on the applicable trust services criteria

Our examination also included performing such other procedures as we considered necessary in the circumstances.

We are required to be independent and to meet our other ethical responsibilities in accordance with relevant ethical requirements relating to the engagement.

Inherent Limitations

There are inherent limitations in the effectiveness of any system of internal control, including the possibility of human error and the circumvention of controls.

Because of their nature, controls may not always operate effectively to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. Also, the projection to the future of any conclusions about the effectiveness of controls is subject to the risks that controls may become inadequate because of changes in conditions or that the degree of compliance with the policies or procedures may deteriorate.

Opinion

In our opinion, management's assertion that the controls within Boostlingo LLC's Internal Infrastructure system were effective throughout the period November 1, 2024, to January 30, 2026, to provide reasonable assurance that Boostlingo LLC's service commitments and system requirements were achieved based on the applicable trust services criteria is fairly stated, in all material respects.

This report is not intended to be, and should not be, used by anyone other than these specified parties.

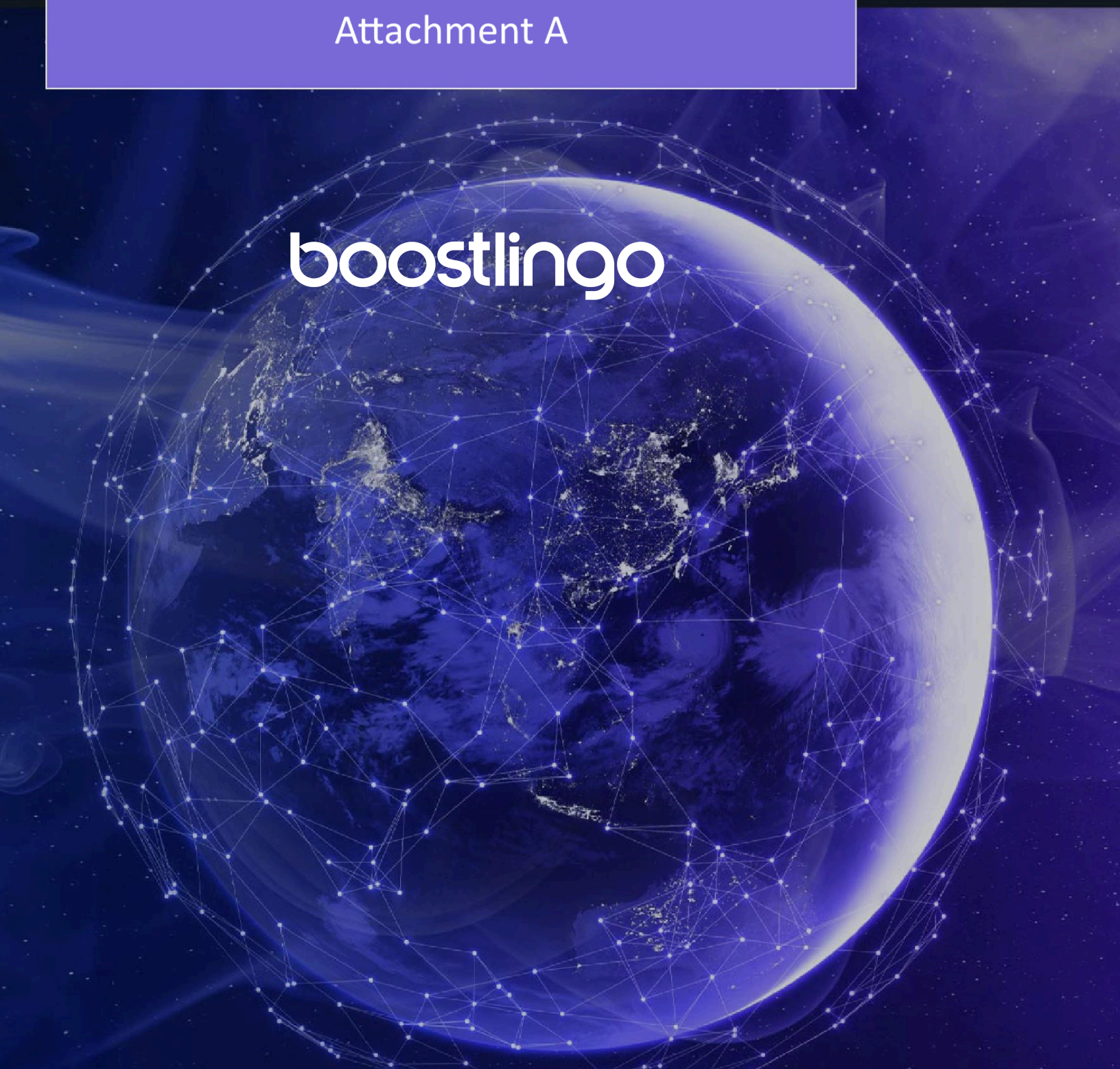
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Prescient Assurance LLC
Nashville, TN
February 11, 2026

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SECTION 3

Attachment A



Company Overview and Types of Products and Services Provided

Boostlingo, founded in September 2016 and headquartered in Austin, Texas, is a technology company that provides cloud-based solutions supporting the delivery and management of language intelligence and language interpretation services.

Boostlingo On-Demand

Boostlingo On-Demand is a cloud-based platform that enables customers to request and manage on-demand over-the-phone interpretation (OPI) and video remote interpretation (VRI) sessions. The platform supports real-time session initiation, interpreter routing, call management, and usage reporting, and is primarily designed to support immediate interpretation needs.

Boostlingo IMS

Boostlingo IMS is a cloud-based interpretation management system designed to support scheduled interpretation workflows and enterprise-level use cases. The platform provides functionality for scheduling, session management, administrative configuration, reporting, and integrations with select third-party systems. Boostlingo IMS supports both over-the-phone interpretation (OPI) and video remote interpretation (VRI) and includes enhanced configuration capabilities for enterprise customers.

Boostlingo AI Interpreter

Boostlingo AI Interpreter is a cloud-based service that provides automated interpretation functionality leveraging artificial intelligence. The service integrates with Boostlingo On-Demand and Boostlingo IMS to support interpretation session delivery, monitoring, and usage reporting.

The Principal Service Commitments and System Requirements

Boostlingo's terms of service (the "agreement") govern the customer's or partner's access and use of Boostlingo's products and services, unless the customer or partner has fully executed a master agreement with Boostlingo in which case such master agreement governs, or unless customer has fully executed an end user license agreement ("eula") with an authorized Boostlingo reseller for the provision of Boostlingo products and services, in which case that eula governs and related questions about the terms of the subscription should be directed to the authorized Boostlingo reseller. Capitalized terms have the definitions set forth herein. By accepting this agreement, either by: (1) clicking a box indicating acceptance; (2) executing an order form that references this agreement; or (3) using Boostlingo's products and services, the customer or partner agrees to the terms, conditions, and limitations of this agreement. If the individual accepting this agreement is accepting on behalf of a company or other legal entity, such individual represents that they have the authority to bind such entity and its affiliates to these terms and conditions, in which case the term "customer" or "partner" shall refer to such entity and its affiliates. If the individual accepting this agreement does not have such authority or does not agree with these terms and conditions, such individual must not accept this agreement and may not use the products and/or services.

Security commitments include, but are not limited to, the following:

- System features and configuration settings designed to authorize user access while restricting unauthorized users from accessing information not needed for their role
- Use of intrusion detection systems to prevent and identify potential security attacks from users outside the boundaries of the system
- Regular vulnerability scans over the system and network, and penetration tests over the production environment
- Operational procedures for managing security incidents and breaches, including notification procedures
- Use of encryption technologies to protect customer data both at rest and in transit
- Use of data retention and data disposal
- Use of IAC to ensure changes to our infrastructure, permissions, and code happen via code reviews
- Consistent application of the principle of least privilege to both employee access and technical systems
- Careful review of all 3rd party vendors, their security posture and team
- Support responsible disclosure of security issues with associated financial rewards

Confidentiality commitments include, but are not limited to, the following:

- The use of encryption technologies to protect system data both at rest and in transit
- Confidentiality and non-disclosure agreements with employees, contractors, and third parties
- Confidential information must be used only for the purposes explicitly stated in agreements between The Company and user entities

Availability commitments include, but are not limited to, the following:

- System performance and availability monitoring mechanisms to help ensure the consistent delivery of the system and its components
- Business continuity and disaster recovery plans that include detailed instructions, recovery point objectives (RPOs), recovery time objectives (RTOs), roles, and responsibilities
- Operational procedures supporting the achievement of availability commitments to user entities

The Components of the System Used to Provide the Services

People

The company employs dedicated team members to handle major product functions, including operations, and support. The IT/Engineering Team monitors the environment, as well as manages data backups and recovery. The Company focuses on hiring the right people for the right job as well as training them both on their specific tasks and on the ways to keep the company and its data secure.

Boostlingo LLC has staff organized in the following functional areas:

- Management: Individuals who are responsible for enabling other employees to perform their jobs effectively and for maintaining security and compliance across the environment.
- Operations: Responsible for maintaining the availability of production infrastructure, and managing access and security for production infrastructure. Only members of the Operations team have access to the production environment. Members of the Operations team may also be members of the Engineering team.
- Information Technology: Responsible for managing laptops, software, and other technology involved in employee productivity and business operations.
- Product Development: Responsible for the development, testing, deployment, and maintenance of the source code for the system. Responsible for the product life cycle, including adding additional product functionality.

System Boundaries

The boundaries of the Boostlingo On-Demand, Boostlingo IMS and Boostlingo AI Interpreter systems are the specific aspects of the Company's infrastructure, software, and data necessary to provide its services and that directly support the services provided to customers. Any infrastructure, software, people, procedures, and data that indirectly support the services provided to customers are not included within the boundaries of the Boostlingo systems.

This report does not include the Cloud Hosting Services provided by AWS at multiple facilities.

The Applicable Trust Services Criteria and the Related Controls Designed to Provide Reasonable Assurance That the Service Organization's Service Commitments and System Requirements Were Achieved

Integrity and Ethical Values

The effectiveness of controls cannot rise above the integrity and ethical values of the people who create, administer, and monitor them. Integrity and ethical values are essential elements of Boostlingo LLC's control environment, affecting the design, administration, and monitoring of other components. Integrity and ethical behavior are the product of Boostlingo LLC's ethical and behavioral standards, how they are communicated, and how they are reinforced in practices. They include management's actions to remove or reduce incentives and temptations that might prompt personnel to engage in dishonest, illegal, or unethical acts. They also include the communication of entity values and behavioral standards to personnel through policy statements and codes of conduct, as well as by example.

Specific control activities that the service organization has implemented in this area are described below:

- Formally, documented organizational policy statements and codes of conduct communicate entity values and behavioral standards to personnel.
- Policies and procedures require employees sign an acknowledgment form indicating they have been given access to the employee manual and understand their responsibility for adhering to the policies and procedures contained within the manual.
- A confidentiality statement agreeing not to disclose proprietary or confidential information, including client information, to unauthorized parties is a component of the employee agreement.
- Background checks are performed for employees as a component of the hiring process.

Commitment to Competence

Boostlingo LLC's management defines competence as the knowledge and skills necessary to accomplish tasks that define employees' roles and responsibilities. Management's commitment to competence includes management's consideration of the competence levels for jobs and how those levels translate into the requisite skills and knowledge.

Specific control activities that the service organization has implemented in this area are described below:

- Management has considered the competence levels for particular jobs and translated required skills and knowledge levels into written position requirements.
- Training is provided to maintain the skill level of personnel in certain positions.

Management's Philosophy and Operating Style

The Boostlingo LLC management team must balance two competing interests: continuing to grow and develop in a cutting edge, rapidly changing technology space while remaining excellent and conservative stewards of the highly-sensitive data and workflows our customers entrust to us.

The management team meets frequently to be briefed on technology changes that impact the way Boostlingo LLC can help customers build data workflows, as well as new security technologies that can help protect those workflows, and finally any regulatory changes that may require Boostlingo LLC to alter its software to maintain legal compliance. Major planned changes to the business are also reviewed by the management team to ensure they can be conducted in a way that is compatible with our core product offerings and duties to new and existing customers.

Specific control activities that the service organization has implemented in this area are described below:

- Management is periodically briefed on regulatory and industry changes affecting the services provided.
- Executive management meetings are held to discuss major initiatives and issues that affect the business.

Organizational Structure and Assignment of Authority and Responsibility

Boostlingo LLC's organizational structure provides the framework within which its activities for achieving entity-wide objectives are planned, executed, controlled, and monitored. Management believes establishing a relevant organizational structure includes considering key areas of authority and responsibility. An organizational structure has been developed to suit its needs. This organizational structure is based, in part, on its size and the nature of its activities.

Boostlingo LLC's assignment of authority and responsibility activities include factors such as how authority and responsibility for operating activities are assigned and how reporting relationships and authorization hierarchies are established. It also includes policies relating to appropriate business practices, knowledge, and experience of key personnel, and resources provided for carrying out duties. In addition, it includes policies and communications directed at ensuring personnel understand the entity's objectives, know how their individual actions interrelate and contribute to those objectives, and recognize how and for what they will be held accountable.

Specific control activities that the service organization has implemented in this area are described below:

- Organizational charts are in place to communicate key areas of authority and responsibility.
- Organizational charts are communicated to employees and updated as needed.

Human Resource Policies and Practices

Boostlingo LLC's success is founded on sound business ethics, reinforced with a high level of efficiency, integrity, and ethical standards. The result of this success is evidenced by its proven track record for hiring and retaining top quality personnel who ensures the service organization is operating at maximum efficiency. Boostlingo LLC's human resources policies and practices relate to employee hiring, orientation, training, evaluation, counseling, promotion, compensation, and disciplinary activities.

Specific control activities that the service organization has implemented in this area are described below:

- New employees are required to sign acknowledgement forms and a confidentiality agreement following new hire orientation on their first day of employment.
- Evaluations for each employee are performed on an annual basis.
- Personnel termination procedures are in place to guide the termination process and are documented in a termination checklist.

Security Policies

Management has developed and communicated policies and procedures to manage the information security of the system. Changes to these procedures are performed annually and authorized by management, the executive team, control owners, and Legal. These procedures cover the following key security life cycle areas:

- Physical Security
- Logical Access
- Availability
- Change Control
- Data Communications
- Risk Assessment
- Data Retention
- Vendor Management

Change Management

Boostlingo LLC maintains documented Systems Development Life Cycle (SDLC) policies and procedures to guide personnel in documenting and implementing application and infrastructure changes. Change control procedures include change request and initiation processes, documentation requirements, development practices, quality assurance testing requirements, and required approval procedures.

A ticketing system is utilized to document the change control procedures for changes in the application and implementation of new changes. Quality assurance testing and User Acceptance Testing (UAT) results are documented and maintained with the associated change request. Development and testing are performed in an environment that is logically separated from the production environment. Management approves changes prior to migration to the production environment and documents those approvals within the ticketing system.

Version control software is utilized to maintain source code versions and migrate source code through the development process to the production environment. The version control software maintains a history of code changes to support rollback capabilities and tracks changes to developers.

Information and Communications Systems

Information and communication are an integral component of Boostlingo LLC's internal control system. It is the process of identifying, capturing, and exchanging information in the form and time frame necessary to conduct, manage, and control the entity's operations.

Boostlingo LLC uses several information and communication channels internally to share information with management, employees, contractors, and customers. Boostlingo LLC uses chat systems and email as the primary internal and external communications channels.

Structured data is communicated internally via SaaS applications and project management tools. Finally, Boostlingo LLC uses in-person and video "all hands" meetings to communicate company priorities and goals from management to all employees.

Complementary Subservice Organization Controls (CSOCs)

Boostlingo LLC's services are designed with the assumption that certain controls will be implemented by subservice organizations. Such controls are called complementary subservice organization controls. It is not feasible for all of the trust services criteria related to Boostlingo LLC's services to be solely achieved by Boostlingo LLC control procedures. Accordingly, subservice organizations, in conjunction with the services, should establish their own internal controls or procedures to complement those of Boostlingo LLC.

The following subservice organization controls have been implemented by AWS and included in this report to provide additional assurance that the trust services criteria are met.

Category	Criteria	Control
Security	CC6.4	Data center server floors, network rooms, and security systems are physically isolated from public spaces and/or delivery areas
Security	CC6.4	Access to sensitive data center zones requires approval from authorized personnel and is controlled via badge access readers, biometric identification mechanism, and/or physical locks
Security	CC6.4	Data center perimeters are defined and secured via physical barriers
Security	CC6.4	Access lists to high security areas in data centers are reviewed on a defined basis and inappropriate access is removed in a timely manner
Security	CC6.4	Visitors to data center facilities must gain approval from authorized personnel, have their identity verified at the perimeter, and remain with an escort for the duration of the visit
Security	CC6.4	Security measures utilized in data centers are assessed annually and the results are reviewed by executive management
Security	CC6.4	Data centers are continuously staffed and monitored by security personnel using real time video surveillance and/or alerts generated by security systems
Security	CC6.4	The cloud provider is responsible for restricting server room access to authorized personnel.

Security	CC6.4 A1.2	The cloud provider is responsible for the 24/7 monitoring of server rooms by restricted access and a locked room.
Security	CC7.2 A1.2	The cloud provider is responsible for the installation of fire suppression and detection, and environmental monitoring systems at the server rooms.
Security	CC7.2 A1.2	The cloud provider is responsible for protecting the server rooms against disruption in power supply to the processing environment by an uninterruptible power supply.

Any Specific Criterion of the Applicable Trust Services Criteria That is Not Relevant to the System and the Reasons it is Not Relevant

All criteria within the Security, Confidentiality, and Availability trust service criteria are applicable to the system in-scope.