Sub-processor List

Computing Dynamics Limited

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These are the third parties we use to deliver our services that may process our customers' personal data. Only the sub-processors that support the services a customer receives will process that customer's data. Changes are notified under clause 6 of our Data Processing Addendum.

Kaseya

Kaseya supplies the following products under a single data processing agreement. Where a product processes data outside the UK and the EEA, including Kaseya's support teams in the United States, Kaseya relies on its Data Privacy Framework certification, including the UK Extension, with the UK International Data Transfer Addendum as fallback.

Product	Purpose	Services	Processing location
Datto RMM	Device monitoring, management and remote support	All managed services	Ireland
Autotask	Support ticket records, contact details and support history	All services	United Kingdom
IT Glue	Technical documentation and stored credentials for each customer's environment	All services	Germany (primary), Ireland (failover)
INKY	Email security	Managed cyber security and email security supplied on its own	United States
Datto SaaS Protection	Microsoft 365 backup	Managed cyber security	United Kingdom
BullPhish ID	Security awareness training and simulated phishing	Managed cyber security	United States
Dark Web ID	Monitoring for customer credentials in known data breaches	Managed cyber security	United States
Datto BCDR	Server backup and disaster recovery	Server backup add-on and disaster recovery	United Kingdom, with secondary copy in Iceland

Other sub-processors

Sub-processor	Purpose	Services	Processing location	Transfer position
ConnectWise (ScreenConnect)	Remote support sessions	All services	United Kingdom	Within the UK
Microsoft (Microsoft 365 and Azure)	Our own tenant: support correspondence, attachments, internal documents and automation	All services	United Kingdom (email filtering in the EEA)	Within the UK; EEA covered by UK adequacy regulations; Microsoft's Data Privacy Framework certification (UK Extension) and Standard Contractual Clauses for any access from outside the UK

Sub-processor	Purpose	Services	Processing location	Transfer position
Inbay Uptime Limited (Uptime)	Outsourced support engineers working under our direction	All services	United Kingdom, United States and the Philippines	Transfer safeguards under Article 46 of the UK GDPR, as our contract with Uptime requires
Huntress	Threat detection and response on devices and Microsoft 365 accounts, security operations centre, Microsoft 365 security settings monitoring	Managed cyber security	United States	UK Extension to the EU-US Data Privacy Framework; UK Addendum to the Standard Contractual Clauses as fallback
20i	Website hosting, and registration of domain names held on our account	Website hosting	United Kingdom	Within the UK
Proofpoint	Email security (being replaced by INKY)	Managed cyber security and email security supplied on its own	Germany and the Netherlands	EEA, covered by UK adequacy regulations
LastPass	Business password manager	Managed cyber security add-on	United States	UK Extension to the EU-US Data Privacy Framework; Standard Contractual Clauses as fallback
Heimdal Security	Administrator rights management and application control	Managed cyber security (Complete Plan and add-on)	United Kingdom, with support from Denmark	Within the UK; Denmark is in the EEA, covered by UK adequacy regulations
Secure Industries (DefensX)	Web protection, cloud application reporting and AI tool controls	Managed cyber security (Complete Plan and add-on)	United States, and other locations used by DefensX's own sub-processors	UK Addendum to the Standard Contractual Clauses, under DefensX's data processing addendum
Axcient	Workstation image backup and online backup	Workstation image backup add-on and online backup	Netherlands, with support access from the United States	Netherlands is in the EEA, covered by UK adequacy regulations; UK Extension to the EU-US Data Privacy Framework for US access
CyberSmart	Cyber Essentials assessment and certification	Cyber Essentials	United Kingdom, with some services in Ireland	Within the UK; Ireland is in the EEA, covered by UK adequacy regulations

Ireland, Germany, the Netherlands and Iceland are in the EEA, covered by UK adequacy regulations. Services that run in the Customer's own Microsoft 365 tenant or cloud subscription are provided to the Customer by Microsoft under the Customer's own agreement with Microsoft. Each supplier's own data processing terms apply to its processing. Kaseya and Huntress publish theirs online.