



## Third party processors

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As your service provider and data processor we use a number sub-processors to help us provide the OpenBlend services. Details of the sub-processors we use are listed below.

<b>Sub-processor name</b>	<b>Nature of services and location of processing</b>	<b>International transfers and transfer safeguards</b>
Microsoft Ireland Operations Ltd	<p>Azure cloud data storage and back-up. We only use Azure infrastructure located physically within the UK and all data is stored at rest in the UK. All Customer Data is encrypted at rest and in transit.</p> <p>PowerBI is used to analyse and provide data to clients in an easily accessible report.</p> <p>GDPR compliant data processing agreement in place.</p>	<p>EEA – any transfers of data from the UK to the EEA are covered by adequacy decisions.</p> <p>US - any transfers of data to the US are covered by Standard Contractual Clauses and benefit from Microsoft Additional Safeguards and that all Customer Data is encrypted both at rest and in transit.</p>
Twilio, Inc.	<p>Email sending infrastructure. When emails are sent out from the OpenBlend service (such as reminders to book a session, information on training sessions or product updates), we use the SendGrid service provided by Twilio to send them. All emails will be routed via SendGrid infrastructure located in the US.</p> <p>GDPR compliant data processing agreement in place.</p>	<p>US – all transfers are undertaken pursuant to Standard Contractual Clauses. No additional safeguards are in place.</p>
Freshworks, Inc.	<p>Freshworks is a helpdesk service which helps us to manage support requests. The personal data processed by Freshworks is name and email address of the person requesting support services. The service is provided from the US.</p>	<p>US - all transfers are undertaken pursuant to Standard Contractual Clauses. Additional safeguards: Freshworks' commitment to try and avoid disclosure to government authorities.</p>



	GDPR compliant data processing agreement in place.	
Okta, Inc	<p>Okta provides a service to allow us to verify that a person is who they say they are when they log in to the OpenBlend service. This is an important security tool which is provided from the US. The personal data processed is user email address, log in ID, password, device information and location of log-in.</p> <p>GDPR compliant data processing agreement in place.</p>	US – all transfers are undertaken pursuant to Standard Contractual Clauses. No additional safeguards are in place.
Pendo.io.	<p>Pendo provides “how to” user guides within the OpenBlend application and also allows analysis of how users are interacting with certain features of the service. In providing these services, Pendo only processes a unique identifier for each user of our service and does not process email address, IP address or other individual identifier.</p> <p>Pendo also provides us with the capability to carry out user surveys. In this use case, Pendo will receive the email addresses of users.</p> <p>GDPR compliant data processing agreement in place.</p>	US - any transfers of personal data to the US are covered by Standard Contractual Clauses. In providing user guides and analysis services, the personal data is protected by additional safeguards in that it is pseudonymised. OpenBlend retains the key to re-identifying the pseudonymised data.