Subprocessors									
Type	Product	SHL Product(s)	Purpose	Data Location	Categories of Personal Information	Optional Feature	Security controls	Link to Subprocessor Documentation	Contact details
Hosting	Amazon Web Services (AWS)	All platforms	Hosting of SHL systems	EU Server - EU US Server - US APAC Server - Australia CN Server - China	Name, Email Address, Gender, Language, Company ID, employee demographic information, responses to assessments or surveys, audio recordings, visual images and any other data requested by Company	No	ISO 27001, ISO 27017, ISO 21018, ISO27701, CSA STAR, FIPS 140-2, SOC 1 &2 Encrypted so as to be inaccessible to the subprocessor	https://aws.amazon.com/compliance/	AWS Compliance Reports Support - Amazon Web Services
Email	Microsoft Office 365	All	Emails to and from SHL (SHL Online applications are sent directly within the platform from AWS)	USA EU	Any personal information sent via email	No	ISO 22301, ISO 27001, ISO 27017, ISO 27018, ISO 27701, CSA STAR, SOC 1-3. Encrypted so as to be inaccessible to the subprocessor	https://www.microsoft.com/en-us/trustcenter/privacy/privacy-overview	Data Protection Officer, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, Ireland. Telephone: +353 1 706 3117.
CRM, support and Bulk email	Salesforce	All	1)Storage of marketing contacts and candidate/Customer support. 2)Candidate /customer support, service delivery. 3)Bulk email tool for delivery of platform and assessment related communications.	UK	1)Corporate Contact Details such as Name, job title, employer, email address & phone number. 2)Technical support - Name, Email Address, Country of residence, preferred language, telephone number, account log in details, browser types, operating systems, IP addresses and Date / time stamps. 3) Name and email address	No	ISO 27001, ISO 27017, ISO 27018, CSA STAR, SOC 1-3, CSE Plus	https://www.salesforce.com/company/privacy/	privacy@salesforce.com

Customer Contact Centre - Voice	Vonage	All	Phone system used for SHL Customer Support Centre	UK	Technical support - Name, Email Address, Country of residence, preferred language, telephone number, account log in details, browser types, operating systems, IP addresses and Date / time stamps.	No	ISO 27001, SOC 2	https://www.vonage.co.uk/contact-centers/platform/security-compliance/	privacy@vonage.com
CSAT tool	Qualtrics	All	Customer satisfaction survey data	UK	As detailed in the relevant Data Protection Notice	No	ISO 27001, ISO 27017, ISO27018, SOC2,	https://www.qualtrics.com/security-statement/	legal@qualtrics-research.com
Video conferencing features	Google Firebase	AMCAT, CodeMeet, SmartMeet	Provision of text chat and file sharing in video interviews	EU Server - EU US Server - US APAC Server - Singapore	Name by default; additional categories dependent on contents of files shared.	Yes	ISO 27001, ISO 27017, ISO 27018, SOC 1-3	https://firebase.google.com/support/privacy	dpo-google@google.com
Transcription	Azure	Intelligent Player	Transcription of dialogue from video interviews (only audio sent to Azure)	EU Server - EU US Server - US APAC Server - Australia	Name, email address	Yes	ISO 27001, SOC 1-3	https://docs.microsoft.com/en-us/azure/governance/policy/	Data Protection Officer, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, Ireland.
Scheduling	Nylas	TalentCentral	Tool for interview scheduling within SHL platforms	Ireland, USA	Name, email address and where calendar sync turned on by user all calendar details including any shared calendars	Yes	ISO 27001, SOC 1 and 3	https://www.nylas.com/platform/security	support@nylas.com
Video conferencing features	Twilio Screenshare	SmartMeet, VADC	Screenshare functionality for video interviewing	EU Server - EU US Server - US APAC Server - Australia	Name, email address, video images	Yes	ISO 27001, ISO 27017, ISO 27018, CSA STAR	https://www.twilio.com/security	privacy@twilio.com
Customer Engagement and messaging platform	Pendula	All	SaaS Customer Engagement and omni-channel messaging platform	UK	Name, email address, telephone number and messages	Yes	ISO 27001, SOC 2	https://trust.pendula.com/ https://www.pendula.com/privacy	security@pendula.com