

## Idox Sub-processor List

The following is a list of organisations that may sub-process data under contract on Idox behalf. Their relevancy to you depends on the Idox products and services that you use and any agreed contract customisations.

Should any sub-processors not listed below be used in the delivery of specific contracts/services to you, they will be explicitly detailed within your contract.

This page is subject to periodic updates to reflect evolving customer and business requirements.

Sub-processor	Location of Processing	Purpose	Relevancy
Atlassian	NL	Internal requests and project tracking	All Idox Products
Hornbill	UK	Customer Service Desk ticket system	All Idox Products
Salesforce	UK	Customer Relationship Management system	All Idox Products
HubSpot	US	Processing prospect and customer relationship management data	All Idox Products
Azure	UK	PaaS Data center services, cloud infrastructure services, analytics tools	GiS products
Azure	NL	PaaS Data center services, cloud infrastructure services, analytics tools	GiS products (Specifically contracted)
Microsoft Office 365	UK	Office communication application suite/tools	Inter office, and customer facing, unified comms

Oracle Cloud	DE	PaaS Data center services, cloud infrastructure services, analytics tools	Fusion Live EU
AWS	UK	PaaS Data center services, cloud infrastructure services, analytics tools	Electoral Services, Idox Cloud, & GiS products
Idox India Pvt Ltd	IN	Hosting & Customer support. Delivery. Software development	All products, excluding Electoral Services and Health Services.  (Note: This is an Idox subsidiary and subject to the same stringent security controls in place throughout Idox)
Freshdesk	DE	Internal requests - IT support and change management	Corporate systems support.
ComCheck	UK	Secure IT Asset Disposals	Corporate and Colocation hosting hardware, secure disposals
Qualys	UK	Vulnerability detection and analysis	All Business Units and Corporate systems
Citrix	UK	Remote support and management	All Business Units and Corporate systems
Sophos	UK/US	Antimalware software	All Business Units and Corporate systems
Exacom	UK	Data analysis and aggregation services. (Public planning data)	Idox Cloud, CCF, Uniform.  (Only customers with the optional upgrade module)
Various UK Governing Bodies	UK	Public data analysis and aggregation be conducted by UK government bodies as	Idox Cloud, CCF, Uniform

		legislated or mandated under UK law	For those customers where Mandated participation is required
Bespoke Processing	Various	Bespoke processing may be carried out by named sub processors as explicitly documented in contracts with customers (upon their explicit request and agreement)	Where specifically agreed in contract