

Sub-Processor List EU

Last Updated: 8 June 2021

This list outlines the Sub-Processors that You ("Customer" & "Data Controller") agrees can be used by Deskpro ("Data Processor") to assist with Processing Personal Data to perform the Services for Deskpro Cloud that is referenced in the Data Processing Agreement.

If Deskpro intends to utilise a new Sub-Processor that is not on the list below, then it shall give Customers 30 days written notice before it is added as a new Sub-Processor to the Services and this list.

Amazon Web Services, Inc.

Function: Cloud hosting platform

Server Location: US, EU or UK (depends on plan selected; *Enterprise plan 1 of 16 AWS locations)

Website: <https://aws.amazon.com/about-aws/global-infrastructure/>

Google LLC

Function: Support email accounts

Server Location: US

Website: <https://www.gmail.com/>

CloudFlare, Inc.

Function: Content delivery network (CDN), providing cyber security layers

Server Location: Global

Website: <https://www.cloudflare.com/>

Pusher, Inc.

Function: programmatic push notifications

Server Location: US

Website: <https://www.pusher.com/>

Elasticsearch BV

Function: Full-text search and analytics engine

Server Location: N/A

Website: <https://www.elastic.co/>

Hetzner Online GmbH

Function: Web-hosting and virtual machines

Server Location: EU

Website: <https://www.hetzner.com/>

If you are using Voice & Email (through Deskpro Cloud, as opposed to sending via your own email server) then the following sub-processors are also utilised:

SendGrid, Inc.

Function: Email sending and receiving

Server Location: Global

Website: <https://www.sendgrid.com/>

Twilio, Inc

Function: VoIP Platform

Server Location: Global

Website: <https://www.twilio.com/>

Note: It is not a prerequisite of GDPR to have all Personal Data stored in the EEA, however if the Data Controller requires that no Personal Data leaves the EEA, then steps must be taken to ensure compliance. These include disabling Voice, and ensuring that emails are being sent via your own email servers.

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Or alternatively, you can email privacy@deskpro.com.