Sub-Processor List

Ref: FAL-0100-020-D

Issue date: 28/3/2025

Supplier Name	Purpose	Type of Data	Location
Production			
Hyve Managed Hosting	Production Datacentre host	Infrastructure configuration and hosted production data	UK
Microsoft 365	Used to send system emails	Email address, Scheduled reports, chat transcripts, completed offline forms etc.	UK
Fasthosts	File Transfer / Video Server	Files transferred	UK
Meta (Facebook)	Facebook messenger chat integration.	Name, email address, chat data	USA
Twilio	Integration for WhatsApp, SMS, Click2Call	Any data provided in WhatsApp or SMS chats, telephone number, name	USA
Xirsys	STUN/TURN provider for Video Chat	IP Address	USA
Bit Solutions	Firewall management	Firewall configuration data	UK
Serverchoice	DR Datacentre host	Infrastructure configuration and hosted production backup data	UK
Open AI	AI Chat bot integration	AI training vector data	UK

Supplier Name	Purpose	Type of Data	Location
Back Office			
Clearbooks	Software package for financial activities	Client Billing Details	UK
SmartDebit	Direct Debit provider	Client Bank Details	UK
Your Business Voice	Call answering service used out of hours	Any data provided on call	UK
Mailchimp	Send bulk marketing emails and newsletters/ updates	Name/Email address	USA
Microsoft 365	Used to send administrative emails	Name/Email address/ Email content	UK
Microsoft Dynamics 365	Customer Relationship Management	Sales and sales account management content, internal case management and knowledgebase	UK
Microsoft Azure	Data Centre	Back-office administrative data. Company Website Data	UK
Simply Mail Solutions – Futurespam	Used to filter / quarantine spam email	Name/Email address/ Email content	UK

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