

PebblePad UK & Europe Sub-Processor Details

Sub-processors involved in the delivery of the PebblePad platform to users

These sub-processors are utilised to provide core platform services such as hosting data and providing transactional email services, these affect all end users on the PebblePad platform, most commonly students and teaching staff.

Name	The scope and purpose	Activities	Data Subjects	Categories of data	Location	Contact
Amazon Web Services, Inc	Main application hosting and storage location. All data held by PebblePad is stored and processed by AWS.	Application hosting, data storage, content delivery.	All PebblePad users	- Name - Email Address - Course details/Module Name - Username - All user entered content.	Dublin, Ireland	Via datasecurity@pebblepad.co.uk
	Handles all emails sent from PebblePad to ensure reliable delivery	Transactional email service used for sending notification emails to users of PebblePad.	- Students - Staff - External Assessors	- Name - Email Address - Course details/Module Name - Username		

	of notifications to users.					
Google, Inc	Storage of offsite backups of all PebblePad data for disaster recovery.	Storage of backup data.	All PebblePad users	- Name - Email Address - Course details/Module Name - Username - All user entered content	EEA	Via datasecurity@pebblepad.co.uk
Brightcove, Inc	Any audio/video uploaded by PebblePad users must be standardised to ensure it can be played by the application.	Conversion of video content to browser playable formats.	All PebblePad users uploading media.	Audio/video content	EEA	privacy@brightcove.com

Sub-processors used to provide support and help desk functions to our customers

These sub-processors are used in the provision of our support and help desk service providing 2nd line support to customers. Direct users of these systems are limited to customer administrators, but they may hold the personal information of other users in the system as part of ticket details.

These systems do not have access to data held in PebblePad and are not directly involved in providing the service to end users.

All support functions are provided by PebblePad staff in the UK.

Name	The scope and purpose	Activities	Data Subjects	Categories of data	Location	Contact
Freshworks, Inc.	Hold details of individuals requesting support. Held on record for audit purposes.	Help desk system used to report and track progress of support issues.	• Students • Staff • External Assessors	• Name • Email Address • Course details/Module Name • Username	EEA	dpo@freshworks.com

Sub-processors used for communication with key business contacts

These sub-processors are utilised for recording details of key business to business interactions such as service reviews, contract renewals, product notifications and managing contacts and interacting with our marketing website.

It is important to note that these systems do not have access to any data held within the PebblePad software. Furthermore, they do not perform any function related to the provision of the PebblePad service and are used to support our day-to-day office activities. These systems are also not accessible to end users.

Name	The scope and purpose	Activities	Data Subjects	Categories of data	Location	Contact
HubSpot, Inc.	Stores contact details for key business and procurement contacts, as well as marketing sign-ups via our pebblepad.com website.	Customer relationship management system which holds contact details for key business contacts.	- Staff - Marketing website visitors	- Name - Email Address - Work telephone number - Job title - Twitter name	USA	privacy@hubspot.com
Yay.com	Provide phone call facilities for the business	Integration between yay.com and HubSpot to enable better tracking of	Contact details from customers	- Call start and end times - Duration	UK	privacy@yay.com

		phone activities by the sales team		• Caller and recipient numbers • Call status (answered, missed, etc.)		
ChurnZero, Inc	Stores contact details for key project members	Customer success management system which holds contact details for key business contacts.	• Staff	• Name • Email Address • Work telephone number • Job title	EEA	privacy@churnzero.net