keyloop™

Sub-Processors

Keyloop uses Sub-Processors to support the delivery of its products and services. Third party Sub-Processors are listed in the table below. To the extent that the Sub-Processors access personal data collected from the UK and EU, EEA & Switzerland in countries which do not have an adequacy decision in their favour, transfers are facilitated by Standard Contractual Clauses.

Product/Service	Sub-Processors	Activity Performed by Sub-Processor	Customer Region Served by Sub-Processor	Country in which Processing is Performed by Sub-Processor
Advanced Parts	Keyloop (UK) Limited	Hosting services	EU, EEA & Switzerland	UK
			Middle East	UK
	Telstra	Hosting Services	APAC	Japan
			Africa	South Africa
	AWS	Hosting provider for back-ups	UK	Ireland
			EU, EEA & Switzerland	UK
			Middle East	UK
			Africa	South Africa
			APAC	Japan
	Rubrik Cloud	Cloud back-up data	UK	Ireland
			EU, EEA & Switzerland	Ireland
			Middle East	Ireland
			Africa	South Africa

Product/Service	Sub-Processors	Activity Performed by Sub-Processor	Customer Region Served by Sub-Processor	Country in which Processing is Performed by Sub-Processor
Autoline Drive	Keyloop (UK) Limited	Hosting services	APAC	Japan
			EU, EEA & Switzerland	UK
			Middle East	UK
	Telstra	Hosting Services	APAC	Japan
			Africa	South Africa
	AWS	Hosting provider for back-ups	UK	Ireland
			EU, EEA & Switzerland	Ireland
			Middle East	Ireland
			Africa	South Africa
			APAC	Japan
	Rubrik Cloud	Cloud back-up data	UK	UK, Ireland
			EU, EEA & Switzerland	UK, Ireland
			Middle East	UK, Ireland
			Africa	South Africa
			APAC	Japan
Autoline Importer Management System (IMS)	Keyloop (UK) Limited	Hosting services	EU, EEA & Switzerland	UK
	Telstra	Hosting services	Africa	South Africa
	Amazon Web Services (AWS)	Hosting provider for back-ups	UK	Ireland
			EU, EEA & Switzerland	Ireland
	Rubrik Cloud	Cloud back-up data	UK	UK
			EU, EEA & Switzerland	UK
Autoline Revision 8	Keyloop (UK) Limited	Hosting services	EU, EEA & Switzerland	UK
			Middle East	UK
	Telstra	Hosting Services	APAC	Japan
			Africa	South Africa
	AWS	Hosting provider for back-ups	UK	Ireland
			EU, EEA & Switzerland	Ireland
			Middle East	Ireland

Product/Service	Sub-Processors	Activity Performed by Sub-Processor	Customer Region Served by Sub-Processor	Country in which Processing is Performed by Sub-Processor
			Africa	South Africa
			APAC	Japan
	Rubrik Cloud	Cloud back-up data	UK	UK, Ireland
			EU, EEA & Switzerland	UK, Ireland
			Middle East	UK, Ireland
			Africa	South Africa
			APAC	Japan
Cloud Connect	VMWare	SDWAN provider	UK	EU
			EU	USA
	Cisco	Switch Hardware Provider	UK	EU
			EU	EU
Digital Communications	Twilio – Cloud	Digital Communication	All Keyloop Markets	UK
				Ireland
				Australia
				USA
	Facebook Messenger (META) – Cloud	Digital Communication	All Keyloop Markets	Canada
				USA
	WhatsApp	Digital Communication	All Keyloop Markets	EU
				Ireland
				USA
				Asia
eCommerce	AWS	Hosting Services	UK	Ireland
			EU, EEA & Switzerland	Ireland
	Google Analytics (GA)	Website Analytics & Cookies	UK	Ireland
eMaster	AWS	Hosting services	UK	London & Ireland
			EU, EEA & Switzerland	London & Ireland
			Africa	London & Ireland

Product/Service	Sub-Processors	Activity Performed by Sub-Processor	Customer Region Served by Sub-Processor	Country in which Processing is Performed by Sub-Processor
EnableMe	Keyloop (UK) Limited	Hosting Services	EU, EEA & Switzerland	UK
				South Africa
EnquiryMAX	AWS	Hosting services	UK	UK
			EU, EEA & Switzerland	UK
			Middle East	UK
iLearn/Learning Journey	Docebo	e-learning software provider (hosted in Microsoft Azure)	All Keyloop Markets	UK
				EU
Invoicing powered by Kofax	Kofax	e-invoicing solution used for reconciliation of invoice data with Keyloop DMS (hosted in Microsoft Azure)	UK	EU
			Ireland	EU
Keyloop Platform	AWS	Hosting services	UK	Ireland
			EU, EEA & Switzerland	Ireland
			Middle East	Ireland
			Africa	South Africa
			APAC	Japan
	Confluent	Data synchronisation services	UK	Ireland
			EU, EEA & Switzerland	Ireland
			Middle East	Ireland
			Africa	South Africa
			APAC	Japan
	MongoDB	Database services	UK	Ireland
			EU, EEA & Switzerland	Ireland
			Middle East	Ireland
			Africa	South Africa
			APAC	Japan

Product/Service	Sub-Processors	Activity Performed by Sub-Processor	Customer Region Served by Sub-Processor	Country in which Processing is Performed by Sub-Processor
	Okta Auth0	Authentication services	UK	Germany
			EU, EEA & Switzerland	Germany
			Middle East	Germany
			Africa	Ireland
			APAC	Japan
	Google	Apigee API traffic gateway to authorize and authenticate	All Markets	UK
				EU
	AWS	AWS API traffic gateway with Auth0 Authentication and AWS Infrastructure Authorisation	All Markets	Ireland
				Japan
				South Africa
Leads	Rackspace	Hosting services	UK	UK
			Ireland	UK
			EU, EEA & Switzerland	UK
			Africa	UK
			Middle East	UK
			Canada	USA
	Twilio	Messaging services and video chat	UK	Ireland
				Australia
				USA
			EU, EEA & Switzerland	As above
			Africa	As above
			Middle East	As above
			Canada	As above
Message	Keyloop (UK) Limited	Hosting Services	EU, EEA & Switzerland	UK
	AWS	Hosting services	UK	Ireland
			EU, EEA & Switzerland	Ireland
	Infobip	SMS services	UK	Frankfurt, DE
			EU, EEA & Switzerland	Frankfurt, DE
	Twilio	SMS services	UK	Ireland
				USA

Product/Service	Sub-Processors	Activity Performed by Sub-Processor	Customer Region Served by Sub-Processor	Country in which Processing is Performed by Sub-Processor
				Australia
	SendGrid	Cloud-based Email Services	UK	Colorado, USA
			EU, EEA & Switzerland	Colorado, USA
MPLS	GTT	Network Provider	UK	USA
			EU	USA
Parts Online	Keyloop (UK) Limited	Hosting Services	EU, EEA & Switzerland	UK
Print Manager	AWS	Hosting Services	UK	Ireland
			EU, EEA & Switzerland	Ireland
			Middle East	Ireland
Print Plan	ECI Solution (FM Audit)	Customer contact details provided to automated toner monitoring service provider	UK	UK
			EU, EEA & Switzerland	Ireland
			South Africa	South Africa
	West Coast	Customer contact details provided to hardware distributor	UK	UK
			EU, EEA & Switzerland	Ireland
			Africa	South Africa
SalesDocs	Microsoft	Azure Cloud – application services, databases, and storage	UK	UK
			EU, EEA & Switzerland	Ireland
			Middle East	UAE (United Arab Emirates)
			South Africa	South Africa
SDS Third Party Interfaces	AWS	Hosting Services	Canada (Montreal)	Canada (Montreal)
	IBM iSeries	Data Storage	USA	Canada (Montreal)
Service Booking/ Service Hub Booking/ Silverbullet Aftersales (powered by Keyloop Platform)	Smartlook	Website Analytics & Cookies	EU	
ServiceDocs	Microsoft	Azure Cloud – application services, databases, and storage	UK	UK
			EU, EEA & Switzerland	Ireland
			Middle East	UAE

			South Africa	South Africa

Product/Service	Sub-Processors	Activity Performed by Sub-Processor	Customer Region Served by Sub-Processor	Country in which Processing is Performed by Sub-Processor
Service Hub (powered by Keyloop Platform)	Smartlook	Website Analytics & Cookies	EU	
Service Hub Clocking (powered by Keyloop Platform)	Amazon (document store) - S3 Server	Vehicle images (stored by dealerships)	UK	UK
			EU	EU
	Smartlook	Website Analytics & Cookies	EU	
Service Online	Keyloop (UK) Limited	Hosting Services	EU, EEA & Switzerland	UK
Support and Maintenance Services	Salesforce	Hosting for customer data	All Markets	UK
Surf	Digital Wholesale Solutions	Network Provider	UK	UK
Toner Services	ECI Solution (FM Audit)	Customer contact details provided to automated toner monitoring service provider	UK	UK
			EU, EEA & Switzerland	Ireland
			Africa	South Africa
	West Coast	Customer contact details provided to hardware distributor	UK	UK
			EU, EEA & Switzerland	Ireland
			Africa	South Africa
	Lexmark	Customer contact details provided to hardware distributor	UK	UK
			EU, EEA & Switzerland	Ireland
			Africa	South Africa
VHC Touch	Mongo DB	Data storage for transactions and Support Engineering	Europe	Europe
			APAC	APAC
			Middle East	Middle East
Visualiser	Keyloop (UK) Limited	Hosting services	UK	UK

			EU, EEA & Switzerland	UK
			Middle East	UK

Product/Service	Sub-Processors	Activity Performed by Sub-Processor	Customer Region Served by Sub-Processor	Country in which Processing is Performed by Sub-Processor
Voice	Cisco Broadworks	Call platform used by EvolveIP	UK	UK
			EU	UK
	AWS	Hosting services	UK	Ireland
			EU, EEA & Switzerland	Ireland
			Middle East	Ireland
			Africa	South Africa
			APAC	Japan
	Dubber	Call recording	UK	UK
			EU, EEA & Switzerland	UK
	Evolve IP	VOIP telephony solution provider	UK	UK
			EU, EEA & Switzerland	UK

Keyloop affiliates may from time to time support the delivery of products and services by providing professional services, implementation, and support services. This may involve the transfer of personal data to affiliates within the Keyloop group of companies. To the extent that these transfers include the transfer of data to a country which does not have an adequacy decision in its favour, transfers are facilitated by an intragroup data transfer agreement which includes standard contractual clauses as required.

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