

Third Party Service / Vendor	Platform Area	Purpose	Useful GDPR link	Privacy Policy	Entity Country / data policy
8x8	All	Internal Phone system	https://support.8x8.com/uk/downloads/get/14786	https://www.8x8.com/uk/terms-and-conditions/privacy-policy	If you are a UK customer provisioned within the UK then the majority of your data will be stored in the UK. That is how our systems are set up to operate. Depending on the product taken, certain limited data may be stored within the US (such as CDR records and certain other metadata), but records such as IMs, voice recordings, etc. would be stored locally if you are provisioned within the UK or the EU.
GSuite	All	Google Accounts	https://cloud.google.com/security/gdpr/	https://policies.google.com/privacy	https://www.google.com/about/datacenters/inside/locations/index.html
Salesforce CRM	All	Salesforce CRM	https://www.salesforce.com/gdpr/overview	https://www.salesforce.com/uk/company/privacy/	https://help.salesforce.com/articleView?id=000257307&language=en_US&type=1
Slack	All	Internal Communication Tool	https://slack.com/gdpr	https://slack.com/privacy-policy	Slack is hosted on Amazon Web Services (AWS). We're currently using data centers hosted exclusively in the United States.
Trello	All	Task Management tool	https://help.trello.com/article/1118-trello-and-gdpr-our-commitment-to-data-privacy	https://trello.com/privacy	All user content is stored within US regions of AWS and Google Cloud Storage ("GCS").
Amazon Web Services	Development	Cloud Service Provider	https://aws.amazon.com/compliance/gdpr-center/	https://aws.amazon.com/privacy/	Ireland datacenters
Mixpanel	Development	User Analytics	https://mixpanel.com/blog/2017/12/21/gdpr-mixpanel-readiness/	https://mixpanel.com/legal/privacy-policy/	Mixpanel servers that persistently store customer data are hosted by Google Cloud Platform. Data is stored and processed in GCP's "us-central1" zone in Council Bluffs, IA.
MongoLab	Development	Database services for Proof of Play	http://docs.mlab.com/eu-data-protection/	https://mlab.com/company/legal/privacy/	AWS Ireland
Rackspace UK / Signagelive	Development	Cloud Service Provider	https://www.rackspace.com/en-gb/gdpr	https://www.rackspace.com/information/legal/privacystatement	UK Datacenters
SendGrid	Development	Email Services	https://sendgrid.com/resource/general-data-protection-regulation/	https://sendgrid.com/policies/privacy/website-privacy-policy/	When you send mail, it will go to the closest data center to the sender in order to get it to our pipeline quickly. Mail is then forwarded to our US-based data centers for processing and sending and, with respect to certain data, storage.
Spredly	Development	Credit Card Payment Processing	https://support.spredly.com/hc/en-us/community/posts/360001327054-Is-Spredly-compliant-with-the-EU-General-Data-Protection-Regulation-GDPR-	https://www.spredly.com/privacy	Our data is only stored in the U.S.A We may store personal information with third parties in locations outside our direct control, for example on offsite servers or databases. Some of the third parties to whom we disclose your personal information may be located outside your country of residence.
Salesforce Sandbox	Development	Salesforce development environment	https://www.salesforce.com/gdpr/overview	https://www.salesforce.com/uk/company/privacy/	https://help.salesforce.com/articleView?id=000257307&language=en_US&type=1
Twilio	Development	Communications platform	https://www.twilio.com/gdpr	https://www.twilio.com/legal/privacy	Twilio's processing facilities are located in the United States
Customer.io	Sales / Marketing	End User Email communications	https://customer.io/gdpr.html	https://customer.io/privacy-policy.html	Our data centers manage physical security 24/7. More specifically, our website (https://customer.io/) and Knowledge Base (https://learn.customer.io/) are hosted on Amazon Web Services (https://aws.amazon.com/security/), and our App (https://fly.customer.io) is hosted on Google Cloud (https://cloud.google.com/security/). Our servers are located in the US, and are restricted to infrastructure engineers and maintenance staff.
Survey Monkey	Sales / Marketing	Survey solution	https://www.surveymonkey.com/mp/gdpr/	https://www.surveymonkey.com/mp/legal/privacy-policy/	State of the art SOC II certified servers in the United States

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Zapier	Sales / Support	Automation between Zendesk and Slack	https://zapier.com/help/gdpr/	https://zapier.com/privacy/	<p>If you provide Personal Data to the Services, you acknowledge and agree that such Personal Data may be transferred from your current location to the offices and servers of Zapier and the authorized third parties referred to herein located in the United States</p> <p>The raw requests Zapier makes to other services on your behalf are stored for 7 days for troubleshooting purposes, then purged on a rolling basis.</p> <p>User-facing Task History is stored for longer periods of time (approximately 3 months, never longer than 4 months) so that you can monitor Zapier activity and replay failures.</p>
Repuso	Support	Support feedback	None	https://repuso.com/privacy-policy/	USA
Zendesk Chat	Support	Support Live Chats	https://www.zendesk.co.uk/company/customers-partners/eu-data-protection/	https://www.zendesk.co.uk/company/customers-partners/privacy-policy/	Hosted in the EEA only
Zendesk Guide/Support	Support	Support Help Centre and Ticketing	https://www.zendesk.co.uk/company/customers-partners/eu-data-protection/	https://www.zendesk.co.uk/company/customers-partners/privacy-policy/	Hosted in the EEA or the US
Aha	Support / Development	Ideas portal	https://big.ideas.aha.io/ideas/APP-I-5718	https://www.aha.io/legal/privacy_policy	Aha only uses data centers in the USA
Campaign Monitor	Sales	Email marketing campaigns	https://www.campaignmonitor.com/trust/gdpr-compliance/	https://www.campaignmonitor.com/policies/	Data may be processed and/or stored by Customer's vendors and/or service providers on servers located in the United States of America.
Google Analytics	Sales	Web analytics service	https://cloud.google.com/security/gdpr/	https://policies.google.com/privacy	https://www.google.com/about/datacenters/inside/locations/index.html
Grow	Sales	Data Analytics	https://blog.grow.com/grow-is-gdpr-compliant/	https://www.grow.com/privacy-policy/	<p>We do not store any of your data. We pull it on demand, and try to constantly refresh it. We only occasionally will cache a small amount of data for up to 24 hours that is used to create the metric. We also cache some raw API responses for 5 minutes to speed up the application. This small data cache, as well as any authentication data to any of your sources are stored in encrypted fields in our database under AES-SHA256-CBC encryption</p> <p>We currently use AWS for all of our hosting. All of our instances are hosted in US regions, specifically in us-east-1</p>
Hellosign	Sales	eSignature platform	https://www.hellosign.com/gdpr	https://www.hellosign.com/legal/hellofax-privacy	United States