Sub-processor List

The Company uses the following sub-processors to assist in providing the Services.

Depending upon the Services ordered as set out in the Agreement, the sub-processors used to process constituents' personal data (i.e. the donors, members etc.) are:

Sub-processor	Purpose	Data	Sub-processor Location	Transfer Mechanism	Supplemental Measures	Contact Details
For users of the shared infrastructure (clients who have selected the Own Azure option can choose their own data residency)						
Microsoft Corporation	Microsoft Azure, Office 365 – office software and storage services including Outlook and OneDrive	Personal data included in e-mails, documents and other data transferred in an electronic form in the context of using MS services	USA	SCCs	Encryption of data in transit and at rest. Encryption DPA	https://aka.ms/privacyresponse One Microsoft way, Redmond, Washington 98052, USA
For users of standard integration services						
GoCardless Ltd	Direct debit payments management services	Names of transacting parties, transaction description, payment amounts, and the devices and payment methods used to complete the transactions.	UK	SCCs	Data is encrypted at rest and in transit. Security Privacy Details GDPR	help@gocardless.com Sutton Yard, 65 Goswell Road, London, EC1V 7EN, United Kingdom
PayPal Inc. (Braintree)	payment processing	Personal identification data: full name, phone number, email address and address Financial data: full card pan, card expiry, cvc, bank account number	USA	SCCs	Encryption of data in transit and at rest. Security DPA	https://www.paypal.com 2211 North First Street San Jose, California, USA
Stripe Inc.	payment processing	Full name, email address, and account log-in credentials	USA	SCCs	Data is encrypted at rest and in transit.	dpo@stripe.com

		when you register a Stripe account When you fill-in our online form to contact our sales team, we ask for your name, contact information, country, and other information about your interest in our Services.			DPA	354 Oyster Point Boulevard South San Francisco, California, 94080, USA
The Rocket Science Group, LLC (Mailchimp)	email service provider	Name, email address and IP address of users.	USA	SCCs	All Mailchimp production pages use TLS encryption. Mailchimp's internal wireless network utilizes 128bit WPA2 encryption. Mailchimp email (256bit), all VPN connections (256bit), and the internal chat application (256bit) are also encrypted. Mailchimp publishes annual transparency reports (available here) to document the number and type of legal requests it receives. DPA	dpo@mailchimp.com 675 Ponce de Leon Ave NE, Suite 5000, Atlanta, GA 30308 USA
Xero Limited	Accounting services	Personal details of billing contacts.	New Zealand	SCCs	Encryption of data at rest and in transit. Security DPA	https://www.xero.com/nz/about/contact/ 19-23 Taranaki Street Te Aro Wellington 6011
Dot Digital EMEA Ltd	Email service provider	Name, email address and ip address of users	UK	SCCs	**Encryption of data at rest and in transit.** Security DPA	privacy@dotdigital.com Protection Officer, dotdigital EMEA Limited, No. 1 London Bridge, London, SE1 9BG, United Kingdom
Eventbrite Inc.	Event booking and payment system	Name, address, contact and payment details of customers supporters and any other personal data provided by event orgnizaers, attendees, employees, contractors and contacts..	USA	SCCs	Data is encrypted at rest and in transit. All credit card information is encrypted with strong industry-standard cryptographic protocols such as AES and TLS while in transit through our systems. Eventbrite's website and APIs are accessible via a 256-bit SSL certificate issued by Digicert. Credit card information is never stored after transaction authorisation.	privacy@eventbrite.com Privacy Officer, 535 Mission Street, 8th Floor, San Francisco, CA 94105, US

					Access to encryption keys is held by the smallest number of Eventbrite employees possible. Security DPA	
Giving.com Ltd (trading as JustGiving)	Peer to peer fundraising platform	Name, address, contact and payment details of our customers supporters	UK	SCCs	JustGiving has a valid TLS/SSL certificate. Security Privacy Policy	privacy@justgiving.com Studio 1.19, Canterbury Court, 1-3 Brixton Road, London SW9 6DE, United Kingdom
Facebook Ireland Ltd	Peer to peer fundraising platform	Name, address, contact and payment details of our customers supporters	Ireland	SCCs	Secure communication (data in transit). Secure data at rest. Security DPA	support@fb.com Attn: Data Protection, 4 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland

For users of third party integration services

Ema Giving	Peer to peer fundraising platform	Name, contact and payment information	UK	EU Adequacy decision.	N. A.	hello@emagiving.com Surrey Research Park 40 Occam Road Guildford Surrey GU2 7YG
WooCommerce Ireland Ltd?	eCommerce retail platform	Online shop. Takes customer contact and payment details for	Ireland?	SCCs	Security	contact details needed Grand Canal Dock, 25 Herbert Pl, Dublin, D02 AY86, Ireland

		the purposes of online transactions.				
Dataro Ops Pty Ltd	Machine Learning platform	Data Science took for the purposes of data analysis and segmentation	AUS	SCCs	Data is stored at rest using AWS Simple Storage Service (S3). The data is stored in private buckets encrypted using AES-256 with multi-factor authentication. DPA	https://dataro.io/contact/ 238a Riley Street, Surry Hills 2010, NSW Australia
HMRC	Gift Aid claims	Customer supporter details, for the purposes of reclaiming their tax for gift aid.	UK	EU Adequacy decision	N.A.	https://www.gov.uk/claim-gift-aid-online Charities, Savings and International 2 HM Revenue and Customs BX9 1BU United Kingdom
Online Fundraising ApS	Payments processing for Danish NGOs	Contact detaills and payment processor for virtually all transactions that are conducted online. Only impacts individuals based in Denmark, Sweden and Iceland	Denmark	SCCs	Encryption of data at rest and in transit. DPA	laugesen@onlinefundraising.dk Finsensvej 6E, 2.tv 2000 Frederiksberg Denmark

Other sub-contractors who may have access to Personal Data when providing professional services

Core Insights Bristol Limited	On-boarding services provider	Personal data processed by the consulting in agreement with the customer. Partner should have a seperate DPA with the customer directly where personal data is processed. Onboarding units subcontracted out by Donorfy do not include the processing of any supporter data, the	UK	EU Adequacy decision.	N.A.	chloe@coreinsightsuk.com 47 Grove Leaze, Shirehampton, Bristol, BS11 9QR, England

		service is advisory to the customer only.				
Daniel Raphael Consulting	On-boarding services provider	Personal data processed by the consulting in agreement with the customer. Partner should have a seperate DPA with the customer directly where personal data is processed. Onboarding units subcontracted out by Donorfy do not include the processing of any supporter data, the service is advisory to the customer only.	UK	EU Adequacy decision.	N.A.	daniel@danielraphaelconsulting.co.uk 53 Wren Crescent Bushey WD23 1AN
Mast ICT Limited	Technical consultancy services	Personal data processed by the consulting in agreement with the customer. Partner should have a seperate DPA with the customer directly where personal data is processed.	UK	EU Adequacy decision.	N. A.	info@mastcrm.com Suite 124, Chremma House 14 London Road, Guildford Surrey, GU1 2AG, England
Nahira Consultancy	On-boarding services provider	Personal data processed by the consulting in agreement with the customer. Partner should have a seperate DPA with the customer directly where personal data is processed. Onboarding units subcontracted out by Donorfy do not include the processing of any supporter data, the service is advisory to the customer only.	UK	EU Adequacy decision.	N. A.	janet@nahiraconsultancy.com First Floor Flat, 39 Worcester Villas, Hove BN3 5TA, England

Emma Brockhurst	Onboarding services provider	Onboarding units subcontracted out by Donorfy do not include the processing of any supporter data, the service is advisory to the customer only.	UK	EU Adequacy decision.	N. A	ejbrockhurst@hotmail.co.uk Flat 1 3 Winchester Road Worthing BN114DJ
DonorCare Solutions Ltd	Onboarding services provider	Personal data processed by the consulting in agreement with the customer. Partner should have a seperate DPA with the customer directly where personal data is processed.	UK	EU Adequacy decision.	N. A	mark.bell@donorcare.co.uk One Pancras Square London N1C 4AG
Corsan Consulting Ltd?	Onboarding services provider	Personal data processed by the consulting in agreement with the customer. Partner should have a seperate DPA with the customer directly where personal data is processed.	UK	EU Adequacy decision.	N. A	paul@corsanconsulting.co.uk 114 Egerton Road Bishopston Bristol BS7 8H
These third parties are used to manage our customer data						
GoCardless Ltd	Direct debit payments management services	Names of transacting parties, transaction description, payment amounts, and the devices and payment methods used to complete the transactions.	UK	SCCs	Data is encrypted at rest and in transit. Security Privacy Details GDPR	help@gocardless.com Sutton Yard, 65 Goswell Road, London, EC1V 7EN, United Kingdom
Google LLC	Customer communication, documentation and general content storage	Work email addresses, customer communication information	USA	SCCs	Encryption of data in transit and at rest for Google Cloud Platform and Google Workspace. External Encryption Key storage outside of Google's technical infrastructure. DPA Data Processing Amendment Data Transfer Mechanisms	https://cloud.google.com/ Googleplex. 1600 Amphitheatre Pkwy, Mountain View, CA 94043, USA

Hubspot Inc.	Customer CRM for those engaging with the sales team. Records contact details and communication history.	Work email address and contact information. Customer communication history.	USA	SCCs	Encryption In-Transit and At-Rest All sensitive interactions with the HubSpot products (e.g. API calls, authenticated sessions, etc.) are encrypted in transit with TLS version 1.2, or 1.3 and 2,048 bit keys or better. 9 — HubSpot Security and Risk Management Overview Transport layer security (TLS) is also a default for customers who host their websites on the HubSpot platform. See our website setup guide and our KB article on SSL and domain security for more information about configuring TLS. HubSpot leverages several technologies to ensure stored data is encrypted at rest. Platform data is stored using AES-256 encryption. User passwords are hashed following industry best practices, and are encrypted at rest. Certain email features work by providing an additional level of both at-rest and in-transit encryption. Security DPA	Nicholas Knoop Data Protection Officer 25 First Street 2nd Floor Cambridge MA 02141 USA
The Rocket Science Group, LLC (Mailchimp)	email service provider	Name, email address and IP address of users.	USA	SCCs	All Mailchimp production pages use TLS encryption. Mailchimp's internal wireless network utilizes 128bit WPA2 encryption. Mailchimp email (256bit), all VPN connections (256bit), and the internal chat application (256bit) are also encrypted. Mailchimp publishes annual transparency reports (available here) to document the number and type of legal requests it receives. DPA	dpo@mailchimp.com 675 Ponce de Leon Ave NE, Suite 5000, Atlanta, GA 30308 USA
Slack Technologies LLC	Internal messaging system	Used to communicate internally. Customer contact details shared and referenced to other systems/documents	USA	SCCs	The Slack services and GovSlack services use industry-accepted encryption products to protect Customer Data (1) during transmissions between a Customer's network and the Slack services and GovSlack services and (2) when at rest. The Slack services and GovSlack services support the latest recommended secure cypher suites and protocols to encrypt all traffic in transit. DPA Security	dpo@slack.com

Squarespace Ireland Ltd	Website and hosting platform	Used to host the Donorfy webiste. Includes embedded contact forms via Hubspot and Zendesk. Takes customer contact information.	USA	SCCs	**Encryption** Squarespace leverages SSL certificates to encrypt data in-transit between website end users and customer domains. Squarespace offers HSTS (HTTP Strict Transport Security) which encrypts the content served during sessions and only allows Squarespace customer websites to be accessed via HTTPS. **Application Level Security** Squarespace hashes passwords for user accounts. Two-factor authentication (2FA) is available on Squarespace member accounts for an added layer of security. Squarespace monitors, detects, and blocks incoming attacks on our web application platform. Regular pen testing is performed on the Squarespace platform by Squarespace's security team as well as a third party, the results of which are analyzed and remediated (as appropriate) by our engineering and security teams. Customers are provided the ability to customize website permissioning. DPA Security	privacy@squarespace.com Squarespace House, Ship Street Great, Dublin 8, Ireland
Xero Limited	Accounting services	Personal details of billing contacts.	New Zealand	SCCs	Encryption of data at rest and in transit. Security DPA	https://www.xero.com/nz/about/contact/ 19-23 Taranaki Street Te Aro Wellington 6011, New Zealand
Zendesk Inc.	Support ticketing system	Management of customer support tickets. Contains customer contact details and any relevent info pertaining to the support request itself that's	USA	SCCs	We provide our customers compliance with high security standards, such as encryption of data in motion over public networks, auditing standards (SOC 2, ISO 27001, ISO 27018), Distributed Denial of Service ("DDoS") mitigations, and a Support team that is on-call 24/7.	euprivacy@zendesk.com 989 Market Street, San Francisco, CA 94103, USA

		been provided by the customer.			Security DPA	
Zoom Video Communications Inc.	Videoconference facility to meet with customers and prospects	Contains contact information only. Typically a business email address.	USA	SCCs	All customer data transmitted from the client to the Zoom cloud is encrypted in transit. Encryption Security DPA	privacy@zoom.us 55 Almaden Blvd. Suite 600, San Jose, CA 95113, USA
Calendly LLC	Meeting booking tool	System used to allow customers to book meetings with Donorfy staff. Contact details provided by the customer during the booking process.	USA	SCCs	Data that passes through Calendly is encrypted, both in transit and at rest. All connections from the browser to the Calendly platform are encrypted in transit using TLS SHA-256 with RSA Encryption. Calendly requires HTTPS for all services. Calendly uses HSTS to ensure browsers interact with Calendly only over HTTPS and is on the HSTS preloaded lists for both Google Chrome and Mozilla Firefox. Security DPA	support@calendly.com BB&T Tower, 271 17th St NW Atlanta, GA, USA
Epignosis LLC (Talent LMS)	Donorfy academy hosting platform	Hosts education materials and takes bookings for live training. Contact details of customers only.	USA	SCCs	Protecting our customers' information and their users' privacy is extremely important to us. As a cloud-based company entrusted with some of our customers' most valuable data, we've set high standards for security. Our cloud infrastructure utilizes Amazon cloud servers and S3 storage with AES-256 encryption. Amazon is an industry leading cloud provider that is heavily certified in privacy and security, also offering GDPR-compliant DPA. All TalentLMS communications are encrypted using a highly secure version of SSL/TLS with strong ciphers, resulting in A+ security rating. DPA Security	https://www.talentlms.com/contact 315 Montgomery St, San Francisco, CA 94104, USA
Monday.com Ltd	Project management tool used for customer onboarding	Manages the onboarding projects for new Donorfy customers. Includes contact details of customers as well as	Israel	SCCs	Data at rest is encrypted using AES-256. Data in transit across open networks is encrypted using TLS 1.3 (at minimum TLS 1.2).	dpo@monday.com 6 Yitzhak Sadeh St., Tel-Aviv 6777506, Israel

		any supporter inofmration referenced for implementation purposes.			[DPA](#) [GDPR](#)	
WeTransfer	Secure data transfer tool	Secure data transfer tool used to transfer data to and from our customers. Used for the purposes of providing support or professional services to existing customers.	USA	SCCs	As soon as you hit enter we create an encrypted connection, this means no-one can eavesdrop on what you do on our website. When you upload your files to us, they also travel over an encrypted connection so they cannot be intercepted. When we store your files on our servers, we again encrypt them, so even if people got hold of them they would not be able to read them. We use data centers from AWS in Europe and the US, and these facilities are some of the most secure in the world.) [Privacy policy](#) [Security](#)	dpo@wetransfer.com
Hotjar	Used for information regarding customer interaction of the Donorfy application. This is intended to help us improve the overall customer experience	Does not retain any traceable information. Anonymised user session identifier, pages visited, buttons clicked.	Malta	SCCs	encrypted at rest and in transit. data anonymised and redacted on Hotjar's servers. We took many steps across the entire company to ensure our compliance with the GDPR. We improved anonymity within our analytics tools and made changes to allow you to tailor how you request consent within our feedback tools. Hotjar, for example, automatically suppresses all user keystrokes by default. We also worked on interfaces that allow you to address requests from your customers related to their rights for accessing any personal data that might be stored in your Hotjar account. These changes addressed the requirements of the GDPR and mean Hotjar and our products are GDPR ready [Privacy policy](#) [DPA](#) [GDPR commitment](#)	legal@hotjar.com

These third parties are used to manage our internal systems						
Cheeky Munkey	Used to manage Donorfy IT Services. Including User Access Control, secure hardware disposal and general IT Support	Controlled access to internal systems for the purpose of IT support. No access to customer Donorfy databases, but customer information on internal systems will be visible.	United Kingdom	EU Adequacy decision.	Privacy Policy	info@cheekymunkey.co.uk