

PSSG (Cintra) Approved Sub-Processors



Processor	Processing	Address	Related products	Geographical location
AppTel / Sip2Teams	This application is used for managing our VOIP internet calling so all phone calls go through this provider, meaning they have access to phone numbers. They do not have access to phone call content as these are encrypted.	AppTel Ltd, Chestnut Studios, Corton, Warminster, Wiltshire, BA12 0SZ	All Products. Only when calling any of our phone numbers.	Storage: UK Processing: UK
AWS	AWS support our hosting for identity management using Cognito, emails using SES and SMS using SNS. AWS have access to email address, names, and phone numbers. AWS do not have access to the databases.	Amazon Web Services EMEA SARL, 38 Avenue John F. Kennedy, Luxembourg, L-1855	Cintra SaaS. Cintra Source.	Storage: UK / EEA Processing: UK
Vipre	Vipre is an email filtering platform and archive. All emails sent and received to Cintra's mailboxes are stored. Both systems have a list of user accounts from our AD. Cintra do not share personal data unencrypted through email. Your name and email address will be shared as these are part of the email data stored.	VIPRE Security Limited, 18 Mansell Street, Level 3, London, E1 8AA	All Products. Only items sent over email will be processed.	Storage: UK Processing: UK Hosting: UK

Microsoft	Microsoft 365 and Azure is used for identity management. Email address, phone numbers, and names are routinely stored. For the purpose of disaster recovery, we also store encrypted backups of payroll data on Azure. Microsoft have no logical access to Cintra's client data.	Microsoft Ltd, Microsoft Campus, Thames Valley Park, Reading, Berkshire, RG6 1WG	Cintra SaaS. Cintra Source.	Storage: UK Processing: UK
6 Degrees	6 Degrees host Cintra's hybrid private cloud. 6DG have no logical access to Cintra's client data.	Six Degrees Technology Group Ltd, Commodity Quay, St Katharine Dock, London, E1W 1AZ	Cintra SaaS. Cintra Source.	Storage: UK Processing: UK Hosting: UK
Zoho	Zoho is Cintra's CRM and Support Software. Email addresses, names, and phone numbers of Sales and account contacts are processed here. It's our policy not to process payroll data on this platform in unencrypted format.	Zoho Corporation B.V Beneluxlaan 4B, 3527 HT Utrecht, The Netherlands	All Products. Only when accessing support services.	Storage: Amsterdam, Ireland (Failover Data Centre) Processing: UK, The Netherlands, India
intelliHR	intelliHR provide an HR application that is integrated into Cintra's payroll and self-service platforms and available on request.	intelliHR Level 28, 345 Queen Street, Brisbane, QLD 4000, Australia	Cintra HR – <i>only applicable when using the Cintra HR platform/service.</i>	Storage: EEA Processing: EEA / UK / Canada Customer Support: UK / Australia

Cofense	Cofense is an anti-phish email filtering solution. All emails received to Cintra's mailboxes are scanned using AI and manually in their SOC if flagged by the AI. The system has a list of user accounts from our AD. Cintra requests that you do not share personal data unencrypted through email.	5 Lloyds Avenue, 4th Floor, London, EC3N 3AE	All PSSG email traffic.	Storage: EEA Processing: EEA / Israel
Atlassian	Provider of project management software for our organisation. No personal data is currently stored in this facility but from time to time a bug report may contain limited personal data, but our policy is for this to be shared only in encrypted data formats.	341 George Street, Sydney, New South Wales 2000, Australia	All products, third line support.	Storage: EEA Processing: UK / EEA
Zendesk	Zendesk is a platform for providing support to customers. Email addresses, names and phone numbers of sales and account contacts are processed here. It's our policy not to process payroll data on this platform in unencrypted format.	989 Market St, San Francisco, CA 94103	All Products. Only when accessing support services.	Storage: EEA Customer Support: Australia, Brazil, Canada, Costa Rica, Japan, Philippines, Singapore, United Kingdom, and the United States.
Firetext	Firetext is a service used to provide SMS for the purposes of multi-factor authentication (MFA).	Tremough Innovation Centre Penryn, Cornwall, TR10 9TA	Cintra Cloud	Storage: UK Processing: UK

SparkPost	<p>SparkPost is a platform used to deliver emails.</p> <p>SparkPost does not store the content of any emails that are sent, only a short-term cache or temporarily if a message cannot be delivered to attempt resending.</p>	160 Old Street, London, EC1V 9BW	All Products which involve email transmission.	Storage: EEA Customer Support: Global
HubSpot	<p>HubSpot is used as a CRM and marketing platform to handle our customer contracts and associated details.</p>	25 First Street, 2nd Floor, Cambridge, MA 02141, United States	All Products.	Storage: EEA Processing: UK/EEA/USA
Teneo	<p>Teneo provide consultancy and research services to increase our understanding of clients and the industry in which Cintra operates.</p>	280 Park Ave, 4th Floor New York, NY, 10017 United States	All Products	Storage: UK Processing: UK

Version No.	Details	Approver(s)	Date of review	Date of next review
1.0	Inception of list of PSSG (Cintra) sub-processors	Dave Allison / Matthew Hart	22/11/2022	01/05/2023
1.0	Annual review	Dave Allison / Matthew Hart	01/05/2023	01/05/2024
1.1	Addition of Teneo as a new sub-processor	Matthew Hart	18/03/2024	18/09/2024