



# PSSSG

## Approved Sub-Processors – Payroll Software & Services Group

Version 1.5

Approved for Internal Use and External Distribution

## PSSG Approved Sub-Processors

Processor	Processing	Address	Applicable Products	Geographical Location
<b>AppTel / Sip2Teams</b>	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	<b>All Products.</b> <i>Only when calling any of our phone numbers.</i>	<b>Storage:</b> UK <b>Processing:</b> UK
<b>AWS</b>	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	<b>Cintra SaaS.</b> <b>Cintra Source.</b>	<b>Storage:</b> UK / EEA <b>Processing:</b> UK
<b>Vipre</b>	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	<b>All Products.</b> <i>Only items sent over email will be processed.</i>	<b>Storage:</b> UK <b>Processing:</b> UK <b>Hosting:</b> UK
<b>Microsoft</b>	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	<b>Cintra SaaS.</b> <b>Cintra Source.</b> <b>Capture Expense.</b>	<b>Storage:</b> UK <b>Processing:</b> UK

<b>Zoho</b>	<p>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.</p>	<p>Zoho Corporation B.V Beneluxlaan 4B, 3527 HT Utrecht, The Netherlands</p>	<p><b>All Products.</b> <i>Only when accessing support services.</i></p>	<p><b>Storage:</b> Amsterdam, Ireland (Failover Data Centre) <b>Processing:</b> UK, The Netherlands, India</p>
<b>intelliHR</b>	<p>intelliHR provide an HR application that is integrated into Cintra's payroll and self-service platforms and available on request.</p>	<p>intelliHR Level 28, 345 Queen Street, Brisbane, QLD 4000, Australia</p>	<p><b>Cintra HR.</b> <i>Only applicable when using the Cintra HR platform/service.</i></p>	<p><b>Storage:</b> EEA <b>Processing:</b> EEA / UK / Canada <b>Customer Support:</b> UK / Australia</p>
<b>Cofense</b>	<p>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.</p>	<p>5 Lloyds Avenue, 4th Floor, London, EC3N 3AE</p>	<p><b>All PSSG email traffic.</b></p>	<p><b>Storage:</b> EEA <b>Processing:</b> EEA / Israel</p>
<b>Atlassian</b>	<p>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.</p>	<p>341 George Street, Sydney, New South Wales 2000, Australia</p>	<p><b>All products.</b> <i>Third-line support.</i></p>	<p><b>Storage:</b> EEA <b>Processing:</b> UK / EEA</p>

<b>Zendesk</b>	<p>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.</p>	<p>989 Market St, San Francisco, CA 94103</p>	<p><b>All Products.</b> <i>Only when accessing support services.</i></p>	<p><b>Storage:</b> EEA <b>Customer Support:</b> Australia, Brazil, Canada, Costa Rica, Japan, Philippines, Singapore, United Kingdom, &amp; USA.</p>
<b>Firetext</b>	<p>Firetext is a service used to provide SMS for the purposes of multi-factor authentication (MFA).</p>	<p>Tremough Innovation Centre Penryn, Cornwall, TR10 9TA</p>	<p><b>Cintra Cloud.</b></p>	<p><b>Storage:</b> UK <b>Processing:</b> UK</p>
<b>SparkPost</b>	<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>	<p>160 Old Street, London, EC1V 9BW</p>	<p><b>All Products that involve email transmission.</b></p>	<p><b>Storage:</b> EEA <b>Customer Support:</b> Global</p>

<b>HubSpot</b>	<p>HubSpot is used as a CRM and marketing platform to handle our customer contracts and associated details.</p>	<p>25 First Street, 2nd Floor, Cambridge, MA 02141, United States</p>	<p><b>All Products.</b></p>	<p><b>Storage:</b> EEA <b>Processing:</b> UK/EEA/USA</p>
<b>Teneo</b>	<p>Teneo provides consultancy and research services to increase our understanding of clients and the industry in which Cintra operates.</p>	<p>280 Park Ave, 4th Floor New York, NY, 10017 United States</p>	<p><b>All Products.</b></p>	<p><b>Storage:</b> UK <b>Processing:</b> UK</p>
<b>Twilio</b>	<p>Twilio provide a platform to deliver and manage email notifications and WhatsApp and messaging services.</p>	<p>101 Spear Street, Fifth Floor, San Francisco, United States</p>	<p><b>Capture Expense</b></p>	<p><b>Storage:</b> US <b>Processing:</b> US</p>

<b>Stripe</b>	Payment processing services platform.	7th Floor, The Bower Warehouse, 211 Old Street, London, EC1V 9NR	<b>Capture Expense.</b>	<b>Storage: US</b> <b>Processing: Global</b>
<b>Groq</b>	Groq is a Cloud AI provider offering many of the leading Large Language Models (LLM), running on dedicated hardware that Groq develops. Cintra uses LLMs running in Groq (principally the Qwen Coder model) to process natural language text and generate code. Cintra's AI code does not share any customer data with Groq, Groq does not share data with the creators of the models and the models will not be trained on the data transmitted.	301 Castro St, Suite 200, Mountain View, California, 94041, USA	<b>All products.</b>	<b>Storage: US</b> <b>Processing: US</b>

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
1.2	Review	Matthew Hart	19/09/2024	19/09/2025
1.3	Removal of 6DG as a sub-processor	Matthew Hart	31/10/2024	31/10/2025
1.4	Minor amendments (Capture Expense)	Matthew Hart	28/02/2025	01/02/2026
1.5	Addition of Groq as a new sub-processor	Matthew Hart	12/03/2025	01/03/2026