

Benefex's Sub-processors

Benefex engages certain onward Sub-processors that may process Personal Data submitted to Benefex's by its customers. These Sub-processors are listed below, with a description of the service and the location where data is hosted.

Benefex uses certain Sub-Processors in order to assist it in providing the Services.

Sub Processor	Address (HQ)	Data Subject	Categories of Data	Processing	Frequency of transfer	Period of retention	UK / EEA / Other	Relevance to Services	SCCs	Supervisory authority
SCC	James House, Warwick Road, Birmingham B11 2LE England	Employees	<ul style="list-style-type: none"> ▪ First name ▪ Last name ▪ Email address ▪ Job title ▪ Department ▪ Business unit ▪ Date of birth ▪ Gender ▪ Country 	Data centre for Benefits reports and Southampton office infrastructure supplying rack space, power and connectivity (Benefits application data is inaccessible to the provider)	Daily backups	5 days	UK	Relevant to all Services provided by Benefex	N/A	ICO
Google Cloud	1600 Amphitheatre Pkwy, Mountain View, California, United States	Employees	All Personal Data provided by the Customer which is necessary to provide or receive the services	Provides cloud infrastructure, supplying service infrastructure, power and connectivity. No direct access to data	Daily	5 years / length of contract if less than 5 years	UK and EEA	Relevant to all Services provided by Benefex except Benefex Gateway	N/A	ICO
Microsoft Azure	One Microsoft Way, Redmond,	Employees	All Personal Data provided by the Customer which is necessary to provide or	Service provided is for business communications and management	Daily	Email archive after 1 year. SharePoint documentation held for	UK & EEA	Relevant to all Services provided by Benefex	N/A	ICO

	WA 98052, United States		receive the services	of business documents (Microsoft 365)		length of contract				
Intercom (Benefex Ticket System)	55 2nd St, San Francisco, California, 94105	Employees	<ul style="list-style-type: none"> ▪ First name ▪ Last name ▪ Email address ▪ Job title ▪ Department ▪ Business unit ▪ Date of birth ▪ Gender ▪ Country ▪ 	Ticket submissions by customer employees, may contain elements of the listed data	Daily	2 years	EEA	Relevant to all Services provided by Benefex	N/A	ICO
Amazon Web Services	410 Terry Avenue North Seattle, Washington, 98109 United States	Employees	<ul style="list-style-type: none"> ▪ User claim receipts 	Processing user claim receipts for benefit accounts	Daily	Length of contract	EEA	Relevant to Lifestyle / flex account Services in OneHub	N/A	DPC
SendGrid (Twilio)	1801 California Street Suite 500 Boulder, Colorado, 80202 United States	Employees	<ul style="list-style-type: none"> ▪ First name ▪ Last name ▪ Email Address 	Communicati ons Manager email distribution	Daily (mail gateway only)	Length of contract	USA	Relevant to the Communicatio ns Manager Services only	Yes	N/A
Hobbs Printers (delivery to users with no business email)	Brunel Road Totton Hampshire, SO40 3WX United Kingdom	Employees	<ul style="list-style-type: none"> ▪ Name ▪ Address ▪ User login details 	Process welcome letters / offline TRS for delivery to customer employees	As instructed by Data Controller if used for printed communications	All remaining assets destroyed upon completion of project	UK	Relevant to the TRS Services in OneHub only	N/A	ICO
Cedar Group Printers (delivery to users with no	Unit 1, Abbey park industrial estate, Premier Way,	Employees	<ul style="list-style-type: none"> ▪ Name ▪ Address ▪ User login details 	Process welcome letters / offline TRS for delivery	As instructed by Data Controller if used for printed communications	All remaining assets destroyed upon	UK	Relevant to the TRS Services in OneHub only	N/A	ICO

business email)	Southampton SO51 9DJ			to customer employees		completion of project				
Route 101 - Hosted VoIP Solution (Benefex Call Centre)	Conifers Filton Road, Bristol, Bristol, BS16 1QG, United Kingdom	Employees	<ul style="list-style-type: none"> ▪ Employee ID ▪ First name ▪ Last name ▪ NI ▪ Security Answers ▪ Address ▪ Dependents ▪ Email address ▪ Job title ▪ Department ▪ Business unit ▪ Date of birth ▪ Gender ▪ Country 	Service used in support of customer employees. Records and stores all call information about employee queries	Daily	7 years	EEA	Relevant to all Services provided by Benefex	N/A	ICO
Jira	Singel 236 1016 AB Amsterdam, Netherlands	Employees	<ul style="list-style-type: none"> ▪ First name ▪ Last name ▪ Email address ▪ Job title ▪ Department ▪ Business Unit ▪ Date of birth ▪ Gender ▪ Country 	Support ticket submissions	Realtime	7 years	EEA	Relevant to all Services provided by Benefex	N/A	ICO

Benefex uses the following processors in order to assist it in providing the Reward & Recognition Module:

Sub Processor	Address (HQ)	Data Subject	Categories of Data	Processing	Frequency of transfer	Period of retention	UK / EEA / Other	Relevance to Services	SCCs?	Supervisory authority
Mongo DB Atlas	Building 2 Number One Ballsbridge, Shelbourne Rd, Ballsbridge, Dublin 4, D04 Y3X9, Ireland	Employees	<ul style="list-style-type: none"> ▪ Employee ID ▪ First Name ▪ Last Name ▪ Email Address ▪ Job Title 	R & R Application Database (The application database	Realtime	Period of contract or 7 years, whichever comes first. Backup 5 years	EEA	Relevant to Reward & Recognition	N/A	ICO

			<ul style="list-style-type: none"> Department Business Unit Country Date of Birth Gender Manager Employee ID 	resides within the same Google cloud infrastructure but is a separate entity, the application software is maintained and updated by MongoDB Atlas)						
Okta	20 Farringdon Road, London, EC1M 3HE	Employees	<ul style="list-style-type: none"> Email Address SSO identifier if SSO used 	Log-in & authentication of users.	Realtime	6 months	EEA	Relevant to Reward & Recognition	N/A	ICO
Redis Aiven	Aiven Oy, Antinkatu 1, 6th floor, 00100, Helsinki, Finland	Employees	<ul style="list-style-type: none"> First name Last name Email Address 	Provides cache for feed of information in Recognition	Realtime	currently 14 days	EEA	Relevant to Reward & Recognition	N/A	ICO
Tillo	The Shard, 32 London Bridge St, London SE1 9SG	Employees	<ul style="list-style-type: none"> First name Last name Email Address 	To contact employees as part of reward fulfilment after a purchase is made.	Realtime	Period of contract to allow users to search own transactions	EEA	Relevant to Reward & Recognition	N/A	ICO

Benefex uses the following processors in order to assist it in providing the Discounts & Cashback Module:

Sub Processor	Address (HQ)	Data Subject	Categories of Data	Processing	Frequency of transfer	Period of retention	UK / EEA / Other	Relevance to Services	SCCs?	Supervisory authority
Amazon Web Services	Burlington Rd, Dublin 4, D04 HH21, Ireland	Employees	<ul style="list-style-type: none"> First name Last name Email address 	Used for sending marketing / transactional	Daily	Individual users 30 days after leaving.	EEA	Relevant to communication of Discount &	N/A	ICO

emails.
Storage of
some log
backups from
application

Contract
termination 180
days

Backup 3 years

Cashback and
Wellbeing

Benefex uses the following processors in order to assist it in providing Benefex Gateway:

Sub Processor	Address (HQ)	Data Subject	Categories of Data	Processing	Frequency of transfer	Period of retention	UK / EEA / Other	Relevance to Services	SCCs?	Supervisory authority
Amazon Web Services	Burlington Rd, Dublin 4, D04 HH21, Ireland	Employees	All Personal Data provided by the Customer which is necessary to provide Gateway	Provides cloud infrastructure, supplying service infrastructure, power and connectivity.	Daily	Length of the contract	UK & EEA	Relevant to Gateway.	N/A	ICO

Benefex uses the following processors within the Benefex Group:

Sub Processor	Address (HQ)	Data Subject	Categories of Data	Processing	Frequency of transfer	Period of retention	UK / EEA / Other	Relevance to Services	SCCs?	Supervisory authority
Affinity Financial Network Limited	3rd Floor, 1 Custom House Plaza, I.F.S.C. Dublin 1, D01 C2C5	Employees	All Personal Data provided by the Customer which is necessary to provide the Discounts and Cashback Module	The creation and ongoing management of the Customer's instance of the Discounts and Cashback Module	Daily	Length of the contract	EEA	Relevant to Discounts and Cashback Module	N/A	DPC
Benefex Philippines, Inc	17th Floor, Skyrise 4B, West, Geonzon St., Apas, Cebu City, Cebu	Employees	All Personal Data provided by the Customer which is necessary to provide the Employee	Providing the Employee Helpdesk Service (only applicable for outside of UK	Realtime (if required)	Length of the contract	APAC	Relevant to the Services provided by Benefex (i.e. Employee	Yes	NPC

Cloud 8 Limited	Unit 8 Pinkers Court, Briarlands Office Park, Rudgeway, Bristol, BS35 3Q	Employees	Helpdesk Service. All Personal Data provided by the Customer which is necessary to provide Gateway	business hours). Provides the technology portal for Gateway.	Realtime	Length of the contract	UK	Experience Centre). Relevant to Gateway	N/A	ICO
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