



Viedoc subprocessors - Europe instances

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Document History

Version	Author	Date	Change
1	Jens Petterson	2018-05-25	Initial version
2	Jens Petterson	2019-03-29	More information added on each subprocessor. Added non-subprocessor IP Only for clarity. Removed Microsoft Azure Germany and SendinBlue after evaluation.
3	Jens Petterson	2019-03-29	Changes anticipated effective for 2019-09-29: <ul style="list-style-type: none">• Removed IP-Only• Added Microsoft Azure, MailJet
4	Jens Petterson	2021-11-24	Added OVH Cloud, SMS Teknik, Amazon Web Services, WhereBy

Viedoc Subprocessor List

This list identifies the subprocessors authorized to process customer data (including personal data contained therein). Any such subprocessor will be permitted to process Customer Data only to deliver the services Viedoc Technologies AB has retained them to provide, and they are prohibited from using Customer Data for any other purpose. Technology platform providers for the European instances of Viedoc:

Subcontractor	Data location	Function(s) Performed	ISO 27001	Supplemental measures	Data exposed to vendor	Retention period	Explicit DPA	Contact
Microsoft Azure Global	EU (France)	Primary Infrastructure services Backup Infrastructure services	Yes	Encryption-at-rest, Encryption-in-transit, 2FA	None due to supplemental encryption	Managed by Viedoc	No, part of contract	Link , Microsoft EU Data Protection Officer, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland
OVH Cloud	EU (France)	Privacy data split-processing	Yes	Encryption-in-transit, 2FA	Email address, phone number & message content	No storage	No, part of contract	Link , OVH SAS, Data Protection Officer, 2 rue Kellermann, 59100 Roubaix, France
Elastic Email	EU (France)	Email (primary) & SMS delivery (backup)	No	Encryption-in-transit, 2FA	Email address, phone number & message contents	35 days	Yes	Link , Elastic Email, Attn: Privacy Officer, Unit 107, 1208 Wharf Street, Victoria, BC V8W 3B9, Canada
SMS Teknik	EU (Sweden)	SMS delivery (primary)	No	Encryption-in-transit, 2FA	Phone number & message contents	90 days	Yes	Link , SMS Teknik, Uddarne Industriväg 6, 45535 Munkedal, Sweden
MailJet	EU (France, Germany, Belgium)	Email (backup) & SMS delivery (backup)	Yes	Encryption-in-transit	Email address, phone number & message contents	6 days	Yes	Link , MailJet, 37B Rue Du Sentier, Paris, Ile-de-France, 75002, France
WhereBy	EU (Luxembourg, Ireland)	Video/audio stream/UI	No	Encryption-in-transit, 2FA	Video/audio stream meta-data	No storage	Yes	Link , Whereby AS, Gate 1 no. 107, 6700 Måløy, Norway
Amazon Web Services	EU (Luxembourg, Ireland)	Backup storage, email (backup) & SMS delivery (backup), Video/audio stream	Yes	Encryption at rest, Encryption in transit, 2FA	Email address, phone number & message content, Video/audio stream meta-data	Backup storage: Managed by Viedoc, Email & SMS: 35 days, Video/audio stream meta-data: No storage	No, part of contract	Link , Amazon Web Services EMEA SARL, 38 avenue John F. Kennedy, L-1855 Luxembourg

