

viedocTM

Viedoc sub processors – Europe instances

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Document History

Version	Author	Date	Change
1	Jens Pettersson	2018-05-25	Initial version
2	Jens Pettersson	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 Pettersson	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 Pettersson	2021-11-24	Added OVH Cloud, SMS Teknik, Amazon Web Services, WhereBy
5	Majd Mirza	2022-12-20	New template. Annual review.
6	Rickard Pedersen	2023-10-06	Updated headings and connected minor changes

VIEDOC SUB PROCESSOR LIST

This list identifies the sub processors authorized to process customer data (including personal data contained therein). Any such sub processor 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 purposes.

Technology platform providers for the European instances of Viedoc:

Processor/ Sub-processor	Viedoc Instance	Data location	Function(s) / categories of processing performed	ISO 27001	Supplemental measures	Data categories	Retention period	Contact information
Microsoft Azure Global	Europe	EU (France)	Primary infrastructure services Backup infrastructure services	Yes	Encryption-at-rest Encryption-in-transit 2FA	All	Managed by Viedoc	Microsoft EU Data Protection Officer, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland [Link]
OVH Cloud	Europe	EU (France)	Privacy data split-processing	Yes	Encryption-in-transit 2FA	Email addresses Phone numbers Content of messages	No storage	OVH SAS, Data Protection Officer, 2 rue Kellermann, 59100 Roubaix, France [Link]
Elastic Email	Europe	EU (France)	Primary email delivery Backup SMS delivery	No	Encryption-in-transit 2FA	Email addresses Phone numbers Content of messages	35 days	Elastic Email, Attn: Privacy Officer, Unit 107, 1208 Wharf Street, Victoria, BC V8W 3B9, Canada

								[Link]
SMS Teknik	Europe	EU (Sweden)	Primary SMS delivery	No	Encryption-in-transit 2FA	Phone numbers Content of messages	90 days	SMS Teknik, Uddarne Industriväg 6, 45535 Munkedal, Sweden [Link]
MailJet	Europe	EU (France, Germany, Belgium)	Backup email delivery Backup SMS delivery	Yes	Encryption-in-transit	Email addresses Phone numbers Content of messages	6 days	MaiJet, 37B Rue Du Sentier, Paris, Ile-de-France, 75002, France [Link]
WhereBy	Europe	EU (Luxembourg, Ireland)	Video/audio stream and UI	Yes	Encryption-in-transit 2FA	Video/audio stream metadata	No storage	Whereby AS, Gate 1 no. 107, 6700 Måløy, Norway [Link]
Amazon Web Services	Europe	EU (Luxembourg, Ireland)	Backup storage Backup email delivery Backup SMS delivery Video/audio stream	Yes	Encryption-at-rest Encryption-in-transit 2FA	All	Backup storage: managed by Viedoc Email & SMS delivery: 35 days Video/audio stream metadata: no storage	Amazon Web Services EMEA SARL, 38 avenue John F. Kennedy, L-1855 Luxembourg [Link]