



Viedoc subprocessors - Japan instances

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Document History

Version	Author	Date	Change
1	Jens Petterson	2019-03-29	Initial version
2	Jens Petterson	2019-03-29	Changes anticipated effective for 2019-09-29: <ul style="list-style-type: none">• Removed Equinix, IP-Only, Elastic Email• Added Microsoft Azure, HENNGE, MailJet
3	Jens Petterson	2021-11-24	<ul style="list-style-type: none">• Removed MailJet• Added Elastic Email, 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 Japan 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	Japan	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
HENNGE	Japan	Email delivery (primary)	Yes	Encryption-in-transit, 2FA	Email address & message contents	40 days	No, part of contract	Link , HENNGE株式会社, 個人情報管理担当宛て, 〒150-0036, 東京都渋谷区南平台町16番28号 Daiwa渋谷スクエア
Elastic Email	EU (France)	Email (backup) & SMS delivery (primary)	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 (backup)	No	Encryption-in-transit, 2FA	Phone number & message contents	90 days	Yes	Link , SMS Teknik, Uddarne Industriväg 6, 45535 Munkedal, Sweden
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	Japan, EU (Luxembourg, Ireland)	Backup storage, privacy data split-processing, Email (backup) & SMS delivery (backup), Video/audio streams	Yes	Encryption-at-rest, Encryption-in-transit, 2FA	Email address & message contents, 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

