

**viedoc**<sup>TM</sup>

Viedoc subprocessors - US instance

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## Document History

Version	Author	Date	Change
1	Rickard Pedersen	2023-10-06	Initial version
2	Rickard Pedersen	2024-10-14	Several changes connected to SMS Teknik

## 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 US 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
<b>Microsoft Azure Global</b>	US	US (Iowa, Virginia)	Infrastructure services, SMS	Yes	Encryption at rest, Encryption in transit, 2FA	All	Managed by Viedoc	<a href="#">Link</a> , Microsoft EU Data Protection Officer, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland
<b>Amazon Web Services</b>	US	US (Virginia)	Storage of encrypted backups without decryption keys, Email & SMS delivery, Video/audio stream	Yes	Encryption at rest, Encryption in transit, 2FA	All	Backup storage: Managed by Viedoc, Email & SMS: 35 days, Video/audio stream meta-data: No storage	<a href="#">Link</a> , Amazon Web Services EMEA SARL, 38 avenue John F. Kennedy, L-1855 Luxembourg
<b>MailJet</b>	US	EU (France, Germany, Belgium)	Email & SMS delivery	Yes	Encryption in transit	Email address, phone number & message content	6 days	<a href="#">Link</a> , MailJet, 37B Rue Du Sentier, Paris, Ile-de-France, 75002, France
<b>Elastic Email</b>	US	EU (France)	Email & SMS delivery	No	Encryption in transit, 2FA	Email address, phone number	35 days	<a href="#">Link</a> , Elastic Email, Attn: Privacy Officer, Unit 107, 1208 Wharf

Processor/ Sub-processor	Viedoc instance	Data location	Function(s) / categories of processing performed	ISO 27001	Supplemental measures	Data categories	Retention period	Contact information
						& message contents		Street, Victoria, BC V8W 3B9, Canada
SMS Teknik	US	EU (Sweden)	SMS delivery	Yes	Anonymization, Encryption in transit, 2FA	Phone number & message contents	60 days	<a href="#">Link</a> , SMS Teknik, Uddarne Industriväg 6, 45535 Munkedal, Sweden
WhereBy	US	EU (Luxembourg, Ireland)	Video/audio stream/UI	No	Encryption in transit, 2FA	Video/audio stream meta- data	No storage	<a href="#">Link</a> , Whereby AS, Gate 1 no. 107, 6700 Måløy, Norway