



IPI'S SUB-PROCESSORS

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DOCUMENT INFORMATION

DOCUMENT TITLE:	IPI'S SUB-PROCESSORS
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The sub-processors set out below may be used by IP Integration Limited ('IPI'), depending on the nature of the services to be provided by IPI:



Sub-processor	Location	Purpose	Indicative categories of data
DocuSign, Inc	US	Contract Signature Process	Business contact information
Genesys Europe BV	Worldwide	Solution Provider	Personal data related to customer employees and / or the customers' end customers (as applicable)
Avaya International Sales Limited	Worldwide	Solution Provider	Personal data related to customer employees and / or the customers' end customers (as applicable)
Verint Systems UK Limited	Worldwide	Solution Provider	Personal data related to customer employees and / or the customers' end customers (as applicable)
Dubber Limited	Worldwide	'Software as a Service' (PCI)	App data, identity data (including first and last name, username), contact data (including email address), financial data (including bank account and payment card details), transaction data (such as details of payments made to and from the customer), customer support data (such as customer communication with Dubber's support team, if applicable), audio data (such as spot checks of recordings of conversations that the customer captures and uploads using the services for quality), profile data (such as username and password), usage data (such as use of services)
Ooma Inc t/as 2600Hz	Worldwide	Solution Provider	Personal data related to customer employees and / or the customers' end customers (as applicable)
Dimensions Technologies Limited	Worldwide	Solution Provider	Personal data related to customer employees and / or the customers' end customers (as applicable)
SuccessKPI, Inc	Worldwide	Solution Provider	Personal data related to customer employees and / or the customers' end customers (as applicable)
Puzzel Limited	Worldwide	Solution Provider	Data stored in the Puzzel platform includes that relating to the end-customer in each request (call/chat/email), agent users, historical statistics per agent user (number of calls, speaktime, wrap-up time etc per agent), real-time statistics per agent (number of calls, speaktime, wrap-up time etc per agent), surveys (caller's number/chatter's ID, agent ID, score and comment)
Calabrio, Inc	EU, USA, Canada	Solution Provider	Personal data related to customer employees and / or the customers' end customers (as applicable)
Datto Inc t/as AutoTask	UK	Ticket Management / Delivery	First and last name Postal address Telephone number Email address Information relevant to the support ticket
ITG Software Inc t/as IT Glue	Ireland, Germany	Ticket Management,	First and last name Email address



		Document Storage, Password Management	
Destiny Business Solutions Limited and Aycom Business Solutions Pvt Limited	India	Out of Hours Ticket Management	<p>Customer's employees / workers' personal data, which may include:</p> <p>First and last name, title, postal address (business), telephone number (business), email address (business), job title or position, employer.</p> <p>Information relevant to the support ticket, such as CMDB item experiencing issue (not personal data).</p> <p>The customer may provide information such as the device where the issue is experienced to aid the resolution of the issue, which could include: host name, IP address, port number, user name, extension or agent number, telephone or circuit reference number (not personal data).</p>
MMSOFT Design Ltd t/as Pulseway	US	Monitoring of Servers	IP address, host names, server windows events, server patching, status of systems and files, alerts (NB only IP address and host names potentially constitute personal data)
LogicMonitor Inc	US	Monitoring Devices	IP address, host names, windows events, alerts, status of devices or components (NB only IP address and host names potentially constitute personal data)
Interxion Europe Ltd	UK	Data Centre Colocation Services (Space, Cooling & Power)	Physical access to IPI's rack (with data related to SIP solutions)
Everest Data Centres Ltd (previously t/as Amito, and now t/as Pulsant)	UK	Data Centre Colocation Services (Space, Cooling & Power); Wavelength, IP Transit	Physical access to IPI's rack (with data related to SIP solution / file server), and IP packets
Microsoft, Inc	US	Data Centre Services	Personal data related to customer employees and / or the customers' end customers (as applicable)
CenturyLink Communications LLC	Worldwide	IP Transit	IP Packets
Telia Carrier UK Limited	Europe	IP Transit	IP Packets
EU Networks Fiber UK Limited	Europe	Wavelength	IP Packets
The London Internet	UK	IP Transit	IP Packets



Exchange Limited (Linx)			
Cataleya Private Limited	Data resides in UK, but support worldwide	Session Border Controller Software	Call logs (telephone numbers only). Support-related logs, with IPI's permission only
Virtual1 Limited	Worldwide	Connectivity	User data, such as name, email address, telephone number
Neos Networks Limited	Worldwide	Connectivity	User data, such as name, email address, telephone number
TalkTalk Business Direct Limited (trading as TalkTalk Business)	Worldwide	Connectivity	User data, such as name, email address, telephone number
Total.Care Holdings LLC t/as CallCorp	USA	Support	First and last name, telephone number
Colt Technology Services Group Limited	Worldwide	SIP & Numbering Services	Telephone numbers, related business address and address information to meet Ofcom regulatory requirements
Gamma Telecom Limited	UK	SIP & Numbering Services	Telephone numbers, related business address and address information to meet Ofcom regulatory requirements
M3ST Limited	UK	SIP & Numbering Services	Telephone numbers, related business address and address information to meet Ofcom regulatory requirements
Salesforce, Inc	France, Germany	Marketing	First and last name Postal address Telephone number Email address Email correspondence Job title or position
Aurora Kendrick James Limited t/as Affinity	UK	Billing platform	First and last name Email address Telephone number
Atlassian Corporation (Jira / Confluence)	Worldwide	Developer / project manager tool	Data loaded into the tool e.g. the summary and description added to a Jira issue, the pages created in Confluence
WestCon Group European Operations Limited	UK	Support	Business contact information
Moksa Technologies India Private Limited	UK	Professional Services / Support	Personal data related to customer employees and / or the customers' end customers (as applicable)
IP Netix Limited	UK	Professional Services / Support	Personal data related to customer employees and / or the customers' end customers (as applicable)
J&J Communications Limited	UK	Professional Services / Support	Personal data related to customer employees and / or the customers' end customers (as applicable)



G.T. Comms Limited	UK	Support	Business contact information
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‘Business contact information’ is personal data relating to IPI or its customers’ representatives (such as names, work email addresses and work telephone numbers), which is needed for operational reasons (e.g. project management of the agreement).

Please note that the list of solution providers above is not exhaustive. If your solution is provided by another party, it will be described in your agreement with IPI.

Many of IPI’s services are ‘multi-tenant’ and so IPI must reserve the right to use other sub-processors (for example, in the event of supplier failure or other unforeseen emergency, in order to ensure IPI’s applicable SLAs are met).

Notwithstanding the entities listed above, nothing shall contradict the Data Protection Act 2018 in relation to whether IPI acts as either a controller or a processor (for example, where IPI and / or its sub-processor does in fact act as an independent controller of the relevant personal data).

Last updated: 9 September 2024