

# Sub-Processors

## Third Party Sub-Processors

oneapp uses the third party companies below (each, a “sub-processor”) to process personal data (i) on behalf of oneapp customers; (ii) in accordance with customer instructions as communicated by oneapp; and (iii) in strict accordance with the terms of a written contract between oneapp and the sub-processor.

oneapp imposes obligations on its sub-processors to implement appropriate technical and organizational measures ensuring that the sub-processing of personal data is protected to the standards required by applicable data protection laws. Further information relating to sub-processor security measures can be found via the external links below.

Where the engagement of a sub-processor requires the cross-border transfer of personal data, oneapp has performed Transfer Impact Assessments for such data transfer.

oneapp maintains an up-to-date list of the names and locations of all sub-processors below. oneapp customers may subscribe to notifications of sub-processor changes to receive updates.

Duration of processing: For each sub-processor below, processing of personal data will be for the duration that the customer uses and continues to use the applicable service(s), and for the retention periods as set out in customer’s agreement with oneapp.

Sub-Processor

Applicable Service(s)

Subject matter

Nature and purpose of processing

Location(s) of processing

External links for additional information relating to security

AWS

All services

Personal data contained in communications sent through or uploaded to the services.

Infrastructure Provider providing hosting services and storage.

USA\*

[Compliance Program](#); [GDPR Centre](#); [Supplementary Measures Addendum](#); [Blog](#)

AWS

Programmable Voice

Personal data contained in voice communications.

Text to speech functionality for customers using Amazon Polly, Amazon Comprehend, and Amazon Transcribe.

USA\*

[Compliance Program](#); [GDPR Centre](#); [Supplementary Measures Addendum](#); [Blog](#)

AWS

Programmable Video

Personal data contained in streamed videos.

Streaming and interactive video.

USA\*

[Compliance Program](#); [GDPR Centre](#); [Supplementary Measures Addendum](#); [Blog](#)

AWS

Marketing Campaigns (SendGrid)

Personal data contained in email communications.

Automation and storage services for marketing campaigns.

USA

[Compliance Program](#); [GDPR Centre](#); [Supplementary Measures Addendum](#); [Blog](#)

AWS

Email (SendGrid)

Personal data contained in email communications.

Routing and transmission of emails.

USA

[Compliance Program](#); [GDPR Centre](#); [Supplementary Measures Addendum](#); [Blog](#)

AWS

CDP (Segment)

Personal data contained in communications sent through the Segment Services

Infrastructure Provider providing hosting services and storage.

USA or EU (Dublin) as selected by customers

[Compliance Program](#); [GDPR Centre](#); [Supplementary Measures Addendum](#); [Blog](#)

oneapp

All Services

If oneapp is not the party to the agreement, then oneapp is acting as a sub-processor.

Provision of the oneapp SaaS

[Data Privacy](#); [Data Security](#)

