

Sure (Sure (Guernsey) Limited, Sure (Isle of Man) Limited, Sure (Jersey) Limited and Foreshore Limited) are required by local Data Protection legislation to disclose its subprocessors where Sure is acting as a data processor. The table below contains the list of third-party subprocessors used by Sure to deliver certain services.

Last updated: December 2022

Cloud Services:					
Sub-Processor	Head Office	Office Locations	Privacy Notice	Type of Data	Justification
VMware	VMware, Inc., 3401 Hillview Ave, Palo Alto, California, 94304, USA.	UK, EU, USA, Canada, Phillipines, Singapore, India	VMware Products & Services Privacy Notice	Access to configuration and log data may be shared such as IP addresses. Usage meter records virtual machine name and resource configurations. No access to customer data in the customer cloud environments.	3 rd line vendor support.
Microsoft	Microsoft Corporation, One Microsoft Way, Redmond, Washington 98052 USA Representative office for EU and Switzerland. Microsoft Ireland Operations, Ltd., Attn: Data Protection, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland	Whilst Microsoft reserves the right to transfer data to any jurisdiction in which it operates, core online service data, at rest, remains in the geographic location agreed with their customer, in the case of Sure this is EU.	Data Protection with Microsoft Privacy Principles Microsoft Trust Center	Access to configuration and log data may be shared such as IP addresses. No access to customer data in the customer cloud environments.	3 rd line vendor support and License reporting.

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Zerto	Zerto Ltd,27-43 Wormwood Street, Suite 530 Boston, MA 02210	USA, Canada, Australia, China, Germany, UK	Privacy Policy - Zerto	Zerto receive Virtual Machine names, IP addresses and usage data. No access to customer data in the customer cloud environments.	3 rd line vendor support and License reporting.
Veeam	Veeam Software Group GmbH, Linden Park Lindenstrasse 16 Baar, CH-6340 Switzerland	Switzerland and other countries around the world	Veeam Privacy Notice	Access to configuration and log data may be shared such as machine names and IP addresses. No access to customer data in the customer cloud environments.	3 rd line vendor support and License reporting.
Cisco	Cisco Systems, Inc. 170 West Tasman Dr. San Jose, CA 95134 USA Europe, Middle East, Africa, and Russia (EMEAR) Privacy Officer Cisco Systems International BV Haarlerbergweg 13-19, 1101 CH Amsterdam-Zuidoost, Netherlands	Location of any Cisco subsidiary worldwide	Cisco Online Privacy Statement - Cisco	No access to customer data in the customer cloud environments. Configuration and log data for appliances may be shared such as machine names and IP addresses.	3 rd line vendor support.
HPE	Hewlett Packard Enterprise, Office of Legal & Administrative Affairs – ATTENTION PRIVACY OFFICE, 11445 Compaq Center	Worldwide	Privacy HPE	Access to configuration and log data may be shared such as machine names and IP addresses. No access to customer data in the customer cloud environment.	3 rd line vendor support.

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	West Drive, Houston, TX, 77070, United States Europe, Middle East, Africa, Asia Pacific: Hewlett Packard Enterprise, Office of Legal & Administrative Affairs – ATTENTION PRIVACY OFFICE, Ground Floor, 210 Wharfedale Road, Winnersh Triangle, Berkshire, RG41 5TP United Kingdom				
Arista	Arista Networks Inc., 5453 Great America Parkway, Santa Clara, CA 95054	Inside and outside the EU	Privacy Policy - Arista	No access to customer data in the customer cloud environments. Configuration and log data for appliances may be shared such as machine names and IP addresses.	3 rd line vendor support.
ServiceNow	ServiceNow, Inc. Attn: Privacy 2225 Lawson Lane Santa Clara, CA 95054	Data Hosted in EU, Support provided from offices worldwide	Privacy Statement IT Service Management Software, SaaS ServiceNow	No access to customer data unless it is required to be supplied by Sure in relation to a support issue for the Sure instance of ServiceNow.	Secure hosting and vendor support.
Zendesk	Zendesk, Inc. Attn: Privacy Team and DPO 989 Market Street	EU	Privacy Notice - Zendesk	No access to customer data unless it is required to be supplied by Sure in relation to a support issue for the Sure instance of Zendesk.	Secure hosting and vendor support.

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	San Francisco, CA 94103, United States				
Exalate	iDalko Inc, Filip Williotstraat 9 Berchem, Antwerp 2600, Belgium	EU	Privacy Policy - iDalko	SaaS interface between Sure Zendesk Instances, ticket data is transferred to Exalate, but only metadata is stored on the hosted platform.	Secure hosting and vendor support.
Cerillion Group	Cerillion Technologies Limited, 25 Bedford Street, London, WC2E 9ES, United Kingdom	EEA and India	Privacy Policy Cerillion	Customer contact details, service details, usage details, financial details.	Supply and support of Sure billing platform.
OpenText StreamServe	OpenText Data Protection Officer Prof. E.M. Meijerslaan 1 1183 AV Amstelveen The Netherlands	UK	Site privacy OpenText	Customer billing address and name, usage details, bill amount.	Rendering of .pdf bills
DocMail	CFH Docmail Limited, St Peters Park, Wells Road, Westfield, Radstock, BA3 3UP	UK	Docmail-Privacy.pdf (cfhdocmail.com)	Customer billing address and name, usage details, bill amount.	Printing and posting of .pdf bills
Mimecast	UK Head Office Mimecast Limited, 1 Finsbury Avenue, London, United Kingdom, EC2M 2PF	Principally Jersey, rare access to underlying customer data from	Privacy Statement Mimecast	Email threat scanning, and email archive hosting based in Jersey C.I. In rare circumstances Mimecast require to access underlying customer (Sure) email data in order to provide support services.	Email archive, hosting, threat scanning and vendor support.

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	Mimecast Limited (incorporated in Jersey with registered number 119119) (Registered Agent) 22 Grenville Street St Helier Jersey JE4 8PX	other jurisdictions worldwide.			
Corefocus	Corefocus Consultancy Limited, Anley House, Anley Street, St Helier, Jersey, JE2 3QE	EEA & countries who have adequacy status from EC.	Corefocus - Business and web application development	Customer contact information and high level product details as a result of providing support to Sure.	Support for the Sure D365 marketing database.
DXC	DXC Technology, 20408 Bashan Dr. #231, Ashburn, Virginia, U.S.A	EEA & whitelist countries who have adequacy status from EC.	Privacy (dxc.com)	Enterprise customer contact details. Billing details.	Support for Finance D365 environment and Sure Enterprise portal.