

What personal data is shared with your sub-processors?

On a general basis see below as an example.

Sub Processors	Purpose of Processing	Information Captured	Notes								
Unily Group Limited/Unily Inc./Unily Limited, Microsoft Ireland Operations Limited	Display of contact details in Company Directory and content authors etc. Hosting Services	<ul style="list-style-type: none"> • DataSync (Customer specific) • User Principal Name • ID (syncSourceImmutableId) • Mail • Given Name • Surname • Employer • Job Title • Department • Manager • Office Location 									
Unily Group Limited/Unily Inc./Unily Limited, Microsoft Ireland Operations Limited	Generalized adoption reporting	<ul style="list-style-type: none"> • UserAnalytics (customer specific) • Username • Skills • Job Title • Location • Selected Topics • Department 	<p>Sum of unique usernames is averaged over three-month period to assist in calculation of license number.</p> <p>Username is pseudonymized unless customer requests otherwise.</p>								
Unily Group Limited/Unily Inc./Unily Limited, Microsoft Ireland Operations Limited & Datadog, Inc.	Forensic data analysis incase of security incident, application performance troubleshooting	<ul style="list-style-type: none"> • IISLogs (Security) <table border="1" data-bbox="672 1297 1096 1873"> <tr> <td data-bbox="672 1297 922 1369">Date</td> <td data-bbox="922 1297 1096 1369">date of request.</td> </tr> <tr> <td data-bbox="672 1373 922 1549">Time</td> <td data-bbox="922 1373 1096 1549">time of the request in Coordinated Universal Time (UTC).</td> </tr> <tr> <td data-bbox="672 1554 922 1696">c-ip</td> <td data-bbox="922 1554 1096 1696">the client IP address that made the request.</td> </tr> <tr> <td data-bbox="672 1701 922 1873">cs-username</td> <td data-bbox="922 1701 1096 1873">the name of the authenticated user who made the</td> </tr> </table>	Date	date of request.	Time	time of the request in Coordinated Universal Time (UTC).	c-ip	the client IP address that made the request.	cs-username	the name of the authenticated user who made the	
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	request. A hyphen indicates an anonymous user
s-sitename	the site service name and instance number that handled the request.
s-computername	the name of the server on which request was made.
s-ip	the IP address of the server on which request was made.
s-port	the server port number that is configured for the service.
cs-method	the requested action, for example, a GET method.
cs-uri-stem	the URI, or target, of the action.
cs-uri-query	the query, if any, that the client was trying to perform. A URI query is necessary only for dynamic pages.
sc-status	the HTTP request status code.

		<table border="1"> <tr> <td>sc-substatus</td> <td>the HTTP request substatus error code.</td> </tr> <tr> <td>sc-win32-status</td> <td>the Windows status code.</td> </tr> <tr> <td>sc-bytes</td> <td>the number of bytes that the server sent to the client.</td> </tr> <tr> <td>cs-bytes</td> <td>the number of bytes that the server received from the client.</td> </tr> <tr> <td>time-taken</td> <td>the time that the request took to complete (in milliseconds).</td> </tr> <tr> <td>cs-version</td> <td>the HTTP protocol version that the client used.</td> </tr> <tr> <td>cs-host</td> <td>the hostname, if any.</td> </tr> <tr> <td>csUserAgent</td> <td>the browser type that client used for request.</td> </tr> <tr> <td>csCookie</td> <td>the content of the cookie sent or received.</td> </tr> <tr> <td>csReferrer</td> <td>the site that the user last visited. This site provided a link to the current site.</td> </tr> </table>	sc-substatus	the HTTP request substatus error code.	sc-win32-status	the Windows status code.	sc-bytes	the number of bytes that the server sent to the client.	cs-bytes	the number of bytes that the server received from the client.	time-taken	the time that the request took to complete (in milliseconds).	cs-version	the HTTP protocol version that the client used.	cs-host	the hostname, if any.	csUserAgent	the browser type that client used for request.	csCookie	the content of the cookie sent or received.	csReferrer	the site that the user last visited. This site provided a link to the current site.	
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Unily Group Limited/Unily Inc./Unily Limited,	Information Technology Service Management ("ITSM") tool to	<ul style="list-style-type: none"> • UserID • First Name • Last Name • Employer 	Applicable to Premium Support customers only: Out-of-hours																				

ServiceNow UK Limited & Cleverbit Software	support our Service Management practices. To create, track, communicate, manage and audit records.	<ul style="list-style-type: none"> • Business Email • Business Phone • Mobile Phone • Service Request Content 	infrastructure and engineering support services for Unily US and UK customers is also provided by Unily Australia Pty Ltd.
Unily Group Limited/Unily Inc./Unily Limited, Twilio Inc (SendGrid)	Email service provider. Email Simple Mail Transfer Protocol (“SMTP”) Services. Twilio is a Communications Platform offered as a Contact Center as a Service (“CCaaS”). Unily can provide email communications through its ‘Broadcast centre’ which allows customers to create/issue staff communications.	<ul style="list-style-type: none"> • First Name • Last Name • Employer • Job Title • Business Email • Business Phone • Mobile Phone • Email Content 	
Unily Group Limited/Unily Inc./Unily Limited, Planhat AB	To manage customer projects. Customer success solution for the management of customer communications, and health and adoption post product purchase.	<ul style="list-style-type: none"> • First Name • Last Name • Business Email • Business Phone • Mobile Phone • Customer Interactions 	
Unily Group Limited/Unily Inc./Unily Limited, Bitmovin GmbH	Replacement video encoding solution for Unily customers due to the retirement of Microsoft’s Azure Media Services.	<ul style="list-style-type: none"> • Name of Input File and Format • Length • Size • Location Input Files and Output Files • Video and Audio Content, which may include personal data. 	

