

PageUp Personal Information Subprocessors

From 1 January 2025, the subprocessor list in PageUp services agreements will be replaced with the following:

Processor	Service	Processing Details	Location
Amazon Web Services, Inc	SAAS / PAAS hosting platform	Candidate/client PI held within PageUp system	All regions Data storage is localized to nominated client location
Microsoft, Inc	Azure - hosting and storage	Stores email and name of candidates who subscribe to Job ad alerts (legacy clients only)	USA
SendGrid, Inc	Email service - sends to recipient	Stores subject and recipient email for diagnostic purposes for up to 30 days PageUp has no control over content	USA
MessageBird BV	SMS service - sends to recipient	Stores SMS for diagnostic purposes for up to 30 days including recipient phone number PageUp has no control over sms content	EU
Emapta Versatile Services, Inc	Customer service and technical support	Candidate/client PI contained in account information and text or files created by customers during support communications	Philippines
Zendesk, Inc	Customer service and technical support	Candidate/client PI contained in account information or files created during support communications	SEA
Salesforce, Inc	Customer service	Client PI in account information/files	UK
Atlassian Pty Ltd	Customer service and technical support	Candidate/client PI stored in Jira/Confluence if required for solving bugs and client reported problems	Australia
Imperva, Inc	Security - firewall protection	Limited candidate/client PI stored in web request logs for 90 days for suspected malicious requests	USA, EU, SEA, Australia Data storage is localized to nominated client location
Wiz, Inc	Security - cloud native application protection platform	Access to limited candidate/client PI in the process of evaluating threats and risk to hosted cloud environment and applications	US, Australia
Hound Technology, Inc. Honeycomb	Analytics	Incidental low risk PII such as user IP addresses contained in application and infrastructure logs	USA, EU
Google, LLC	Analytics	Website visitor analytics - may include PI collection including IP address	Global
Heap, Inc	Analytics	Website visitor analytics - may include PI collection including IP address	USA
Looker Data Sciences Inc	Analytics	Analytics platform for reporting on client data	EU, USA, Australia, SEA
Optional Processing			
Cronofy Limited	Calendar Integration	Candidate/client PI from calendars for the purposes of providing calendar booking service	USA, UK, EU, Australia
Rustici Software, LLC	e-Learning services	Applicable only to Learning customers who may opt out of sending candidate PI when using this service	US
Alexander Mann Solutions Limited	Select implementations	Certain client PI disclosed during implementation Candidate/client PI (on a need-to-know basis)	EU, USA, SEA, Australia - dependent on implementation location

PageUp Group Sub processors: PageUp engages the following PageUp group entities which are wholly owned subsidiaries of PageUp People Limited:

Processor	Service	Processing Details	Location
Clinch Technology Limited	Client Support Recruitment Marketing module	Candidate/client PI (on a need-to-know basis)	EU
PageUp People Inc	Client support		USA
PageUp People Pte Ltd	Client support		Singapore
PageUp People Limited	Client support		United Kingdom