

To provide you with the best service, it may be necessary to share your data with our third-party sub-processors and/or our global subsidiaries. Any transfers of general data or personal information outside the European Union shall be completed observing GDPR regulation. We require that any entity receiving your data treats security as a priority and maintaining compliance with the law through their processes and procedures.

### Key Sub-Processors

Sub-Processor	Description of Service	Transfer of Personal Data Applies to	Location of Data Storage
Microsoft Corporation (Microsoft Azure, Office 365 including Teams, Dynamics)	Cloud services, email and file storage Teams - online communication platform used to deliver virtual training courses and workshops, and other meetings	All those who engage with Prosci Europe	EU & UK Storage, based on country of belonging
Credly	Digital badges and credentials	All trainings and workshops (onsite and virtual delivery)	US
Polleverywhere	Poll and survey platform used for live training and consultancy engagement with clients	Any polls where the data subject answers questions with personal data	US
Pleo	An internal platform for reimbursement and employee credit cards	Non-sensitive personal data may occur on rare occasions in relation to reimbursement processes	EU
ClickDimension	Marketing module	Registration and sign-ups to training, whitepaper and other website resources	EU
Momentive Europe UC (Survey Monkey)	Surveys for participant's feedback	All training and workshops (onsite and virtual delivery)	US
Prosci, Inc.	Prosci change management platform for accessing tools and templates for training courses and workshops	All Prosci training and workshops (onsite and virtual delivery)	US
Discovery	Personality assessment platform, which profiles the Data Subject	Insights profiled, and answers used to make the assessment	UK
Advania UK Limited	Prosci Europe IT service management company	As Prosci Europe IT service provider, they have access to our systems and data	UK

Wahlgreen	Prosci Europe IT service management company	As Prosci Europe IT service provider, they have access to our systems and data	EU
HubSpot Inc and UK partner ProsperoHub	Customer relationship management platform for marketing	All training and workshops (onsite and virtual delivery), and anyone who visits Prosci Europe's website and/or contacts Prosci Europe	US
Salesforce	Customer relationship management and course logistics platform	All training and workshops (onsite and virtual delivery), and anyone who visits Prosci Europe's website and/or contacts Prosci Europe	US
Xero Limited	Cloud accounting platform	Any individual, sole trader or organization making or receiving payments to Prosci Europe	US

### Ancillary Sub-Processors

Sub-Processor	Description of Service	Transfer of Personal Data Applies to	Location of Data Storage
Adobe Systems Software Ireland Limited	Adobe sign electronic signatures	Prosci Europe contracts for electronic signature.	Ireland
DocuSign	DocuSign electronic signatures	Prosci Europe contracts for electronic signature.	US
Postal Service such like Royal Mail, UPS, FedEx, DPD, Etc.	Postal services for hardcopy resources	All training and workshops (onsite and virtual delivery) where postal address has been provided for hardcopy resources	Royal Mail - UK FedEx - EU or USA UPS - UK or EU DPD - UK
Stripe Payments Limited	Payment processing platform	Any individual, sole trader or organisation making payments to Prosci Europe	UK
Zoom Video Communication, Inc.	Online platform used to deliver virtual training courses and workshops, and other meetings	Virtual training and workshops where Zoom is used as the	USA or Germany

		online classroom environment	
Clockify	Time registration tool for Prosci Europe employees	Potential registration related to time entries supplied to the customer for Consultancy services	Germany
Google Analytics	Web analytics service providing insights into website traffic and user behavior for optimization of the website user experience and marketing purposes	Any individual who interacts with the website. Google Analytics primarily collects anonymized data about user interactions, but it can include details such as IP address, user location, device type, browser type, session duration, pages viewed, referral sources, and interactions with content. This data is aggregated and doesn't identify individual users unless during registration to training or when downloading Prosci resources	US
Google Ads	Online advertising platform provided by Google enabling to create and manage digital advertising campaigns across various Google-owned properties and a network of partner websites and apps	Any individual interacting with ads and the website. This data is anonymized and doesn't identify individual users unless after acceptance of cookies and prior registration to training or when downloading Prosci resources	US
LinkedIn Pixels	A tracking and analytics tool provided by LinkedIn, a subsidiary of Microsoft. Primarily used to measure and optimize the performance of advertising campaigns	Any individual who interacts with the website. This data is aggregated and doesn't identify individual users unless during registration to training or when downloading Prosci resources	US

Dataceed	Data intelligence platform designed to securely store and manage various sources of analytics data to generate comprehensive understanding of customer sentiment and behavior and ultimately lead to more informed decisions about digital service improvement	Any data collected through other sources listed above and digital interactions (sources: advertising and analytics tools), personal data (sources: CRM, reviews, referral marketing,...)	EU
Corporate Traveler	Consolidate booking system across various vendors for flights and train tickets, as well as hotel stays	The system may hold personal information related to bookings with the our partners	US
Culture Amp	Employee engagement platform	Solely holds data about current or future staff	US
DeepL	Translation tool used for professional translation services	It may be used for translating contract material into foreign languages	EEA
Predictive Index	Personality assessment tool	Solely holds data about current or future staff	US
Secure Screening Services	Screening platform for future hires	Solely holds data about current or future staff	

*Last revision date: October 2024*