

Strengthscope® System & Infrastructure Sub-Processors

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This section lists vendors that are integral to the core functionality of the Strengthscope® platform and operational infrastructure of the business, such as hosting, development, email delivery, customer support, and CRM.



Customer Journey Stage(s)	Entity Name	Postal Address	Function	Purpose of Processing	Type(s) of Data Processed	Location of Processing
Service Delivery (Training); Service Delivery (Product); Customer Support; Billing & Payments	Microsoft Azure	Microsoft Campus Thames Valley Park Reading RG6 1WG United Kingdom	Processor	Cloud computing and infrastructure platform for web application hosting of the Strengthscope® system	Identity info: full name, email address, company Assessment data: questionnaire responses, Strengthscope® report(s) Billing info: payment details Demographic data: fields like age, gender, ethnicity, sexual orientation, disability status (<i>optional</i>) Technical data: IP address, device/browser info, session logs Security & compliance data: access logs, encryption keys, audit trails Storage & backup data: all customer content stored or backed up in Azure services (<i>e.g., databases</i>)	United Kingdom (UK South and West regions for Microsoft Azure)
Service Delivery (Training); Service Delivery (Product); Customer Support; Billing & Payments	AVAMAE	AVAMAE Software Solutions Ltd The Pill Box 115 Coventry Road London E2 6GH United Kingdom	Processor	Development and maintenance of the Strengthscope® system	Identity info: full name, email address, company name Assessment data: questionnaire responses, Strengthscope® report(s) Billing info: payment details, invoicing data Demographic data: age, gender, sexual orientation (<i>optional fields</i>) Technical data: IP address, device/browser type, session logs Security & compliance data: access logs, encryption keys, audit trails Storage & backup data: all customer content stored or backed up in Azure services (<i>e.g., databases, documents, reports</i>) Interaction data: user activity within the system, including navigation, usage patterns, and feature engagement	United Kingdom
Service Delivery (Product)	SelectPdf	SelectPdf Bd. Decebal Nr. 25-29 Olympia Tower Etaj 10 Sector 3 Bucharest Romania Postal code 030964	Processor	Cloud-based HTML-to-PDF conversion service for Strengthscope® reports	Identity info: full name, email Report content: personal data embedded in the HTML (<i>e.g., customer name, strengths profile, feedback</i>)	United Kingdom and European Union (Romania)

Service Delivery (Training); Service Delivery (Product); Customer Support; Billing & Payments	Twillio <i>(parent company of SendGrid)</i>	Twillio Ireland Limited 3 Dublin Landings North Wall Quay Dublin 1 Ireland	Processor	Email delivery and communication platform from Strengthscope® system to its users (<i>administrators, respondents, raters</i>)	Identity info: full name, email, company name Report content: strengths profile, feedback (<i>included as an attachment</i>) Email metadata: delivery status, open/click tracking, timestamps Technical data: IP address and device info (<i>from email interactions</i>)	USA
Service Delivery (Product)	Easygenerator	Easygenerator B.V. Westblaak 180 3012 KN Rotterdam The Netherlands	Processor	Online course creation software used to deliver learning content	Anonymised data only	European Union (<i>EU Central region of Amazon Web Services</i>)
Service Delivery (Training); Service Delivery (Product); Customer Support; Billing & Payments	Intercom	Intercom R&D Unlimited Company 18-21 St. Stephen's Green Dublin 2 Ireland	Processor	Customer messaging and support automation platform	Identity info: full name, email address, company name Message content: support queries about the Strengthscope® system and reports replies Interaction data: chat history, email and message opens/clicks, help center usage Technical data: IP address, browser/device type, location (<i>inferred</i>) Behavioral data: page visits, time spent, actions taken within the system	United Kingdom and Ireland
Lead Management (Sales & Marketing Interactions); Service Delivery (Training); Service Delivery (Product); Customer Support; Billing & Payments	Salesforce	Salesforce UK Limited Floor 26 Salesforce Tower 110 Bishopsgate London EC2N 4AY United Kingdom	Processor	Customer relationship management (CRM) and sales automation platform	Identity info: full name, email address, phone number, mailing address, social media handles (<i>optional</i>) Professional info: company name, role, employment-related details Financial info: billing details, account information, transaction history Commercial info: purchase history, service usage, event registration and status, preferences Visual info: profile photos or uploaded documents (<i>if applicable</i>) Internet activity: interactions with your system (e.g. page visits, form submissions, support requests) CRM-specific data: notes, tasks, communications, segmentation, and customer lifecycle data	United Kingdom
Lead Management (Sales & Marketing Interactions)	HubSpot	HubSpot UK Holdings Limited 199 Bishopsgate, London EC2M 3T United Kingdom	Processor	Business-to-business marketing and communication software	Identity info: full name, email address, company name, role/title, phone number, mailing address Marketing content: form submissions, subscription preferences, consent records Technical data: IP address, device/browser type, cookies, usage logs Interaction data: email opens/clicks, page visits, campaign engagement, feature usage Optional profile data: profile photo, social media handles, preferences/interests	Germany

Lead Management (Sales & Marketing Interactions)	Lead Forensics	Lead Forensics Ltd 3000 Lakeside North Harbour Portsmouth PO6 3EN United Kingdom	Processor	Website visitor identification and analytics platform that identifies visiting organisations by matching IP address data to known company records	Technical data: IP address Company-level data: organisation name, industry, and related firmographic information	United Kingdom
Lead Management (Sales & Marketing Interactions); Billing & Payments	DocuSign	DocuSign International (EMEA) Limited Unit 3100, Lake Drive Citywest Business Campus Dublin 24 Ireland	Processor	Electronic signature and document management platform used to facilitate contract execution and billing documentation	Identity info: full name, email address, phone number Professional info: company name, role/title Commercial info: purchase history Billing info: billing address, PO number Signature data: electronic signature and timestamp Document content: any personal data included in signed documents	European Union (<i>Germany, France, Netherlands, Ireland</i>)
Service Delivery (Training)	Zoom	Zoom Video Communications, Inc 55 Almaden Boulevard, 6th Floor San Jose California 95113 United States	Processor	Video conferencing and virtual training delivery platform	Identity info: full name, email address, and company name Meeting content: audio, video, chat messages, screen shares, and any files shared during the training session, Strengthscope® report content (<i>if discussed or presented</i>) Technical data: IP address, device/browser type, connection diagnostics, and usage logs Interaction data: attendance records, chat history, poll responses, reactions, engagement metrics, and transcription (<i>if recorded</i>) Optional profile data: profile photo, phone number, or other user-provided details	European Union and European Economic Area
Lead Management (Sales & Marketing Interactions); Service Delivery (Training)	Slido	Slido Vajnorská 100/A 831 04 Bratislava Slovakia	Processor	Audience interaction platform for training sessions	Interaction data: poll responses, Q&A submissions, engagement data Technical data: IP address, device/browser information Content data: user-submitted questions and poll inputs	Ireland and Germany

Lead Management (Sales & Marketing Interactions); Service Delivery (Training); Service Delivery (Product); Customer Support; Billing & Payments	Microsoft Office 365	Microsoft Limited Microsoft Campus Thames Valley Park Reading Berkshire RG6 1WG United Kingdom	Processor	Internal IT infrastructure platform	Identity info: full name, email address, phone number, mailing address, username, and user ID Professional info: company name, job title, department, and employment-related details Content data: customer-related documents, emails, spreadsheets, presentations, and chat messages stored or shared via Outlook, Teams, SharePoint, OneDrive, etc. Technical data: IP address, device/browser type, operating system, diagnostic logs, crash reports, and telemetry data from Microsoft 365 apps Interaction data: email metadata (e.g. sender/recipient, timestamps), calendar invites, Teams meeting activity, document collaboration history, and SharePoint/OneDrive access logs Optional profile data: profile photo, language preferences, accessibility settings, and other user-provided details	United Kingdom
Lead Management (Sales & Marketing Interactions); Service Delivery (Training); Service Delivery (Product); Customer Support; Billing & Payments	Mimecast	Mimecast UK Limited Floor 4 1 Finsbury Avenue London EC2M 2PF United Kingdom	Processor	Email security, archiving, and continuity services used as part of Strengthscope®'s internal IT infrastructure	Identity info: full name, email address Email metadata: sender/recipient, timestamps, subject lines Content data: email body and attachments (<i>if applicable</i>) Technical data: IP address, device/browser type, threat detection logs Security data: spam filtering, malware scanning, policy enforcement logs	United Kingdom
Lead Management (Sales & Marketing Interactions); Service Delivery (Product)	CookieYes	CookieYes Limited 3 Warren Yard Warren Park Wolverton Mill Milton Keynes MK12 5NW United Kingdom	Processor	Cookie consent management and website compliance platform used to present cookie banners and record consent choices	Technical and online identifiers: IP address, user agent, hostname Consent data: consent logs Usage data: page views data, session data Device and technical data: device and technical data required for service delivery Location data: geolocation based on IP CDN service data: technical request data used to deliver website content and cookie banner assets	United Kingdom, USA, and European Union (<i>Ireland, Malta</i>)
Lead Management (Sales & Marketing Interactions); Service Delivery (Training); Service Delivery (Product); Customer Support; Billing & Payments	Trumpet	Trumpet Software Limited Floor 3 1-2 Silex Street London SE1 0DW United Kingdom	Processor	Digital sales room and interactive microsite platform used to share sales and marketing content with prospects and customers, support collaboration, and monitor engagement with shared materials	Identity info: full name, email address Professional info: company name, job title, team/workspace association Content data: materials, comments, responses, and other information uploaded or shared in digital sales rooms Interaction data: views, clicks, page visits, engagement with shared content, and activity within the platform Technical data: IP address, browser/device information, usernames, unique identifiers, and usage logs	Ireland and United States

Strengthscope Situational Sub-Processors

This section lists suppliers not directly involved in the core functionality of the Strengthscope® platform or operational infrastructure of the business. They are used in specific operational, administrative, or support-related scenarios - such as billing, marketing communications, or the delivery of physical training materials.



Customer Journey Stage(s)	Entity Name	Postal Address	Function	Purpose of Processing	Type(s) of Personal Data Processed	Location of Processing
Billing & Payments	Stripe	Stripe Payments UK Ltd 9th Floor 107 Cheapside London EC2V 6DN United Kingdom	Processor	Online payment processing and financial infrastructure platform	Payment details: card/bank info, billing/shipping address, transaction data Identity info: name, email, sometimes phone or ID <i>(for verification)</i> Technical data: IP address, device/browser info, cookies Location data: estimated from IP Usage data: interactions with the payment page Compliance data: used for fraud prevention and legal checks	Ireland and Netherlands
Billing & Payments	HSBC	HSBC UK Bank PLC 153 North Street Brighton East Sussex BN1 1SW United Kingdom	Processor	Banking and financial services used to support billing and payment operations	Identity info: full name, email address, phone number, company name Financial info: billing address, payment details, transaction references Compliance data: may include verification details for anti-fraud and regulatory checks	United Kingdom
Billing & Payments	Xero	Xero (UK) Limited 5th Floor 100 Avebury Boulevard Milton Keynes MK9 1FH United Kingdom	Processor	Financial and accounting software used to support billing and payment operations	Identity info: full name, email address, company name <i>(as associated with billing)</i> Financial account information: billing details, transaction history, account references Commercial information: purchase records, service usage, invoicing details	United Kingdom
Billing & Payments	Wise	Wise Payments Ltd 1st Floor, Workshop Square 65 Clifton Street London EC1A 4JE United Kingdom	Processor	Online money transfer and financial infrastructure platform used to support billing and payment operations	Payment details: card/bank info, billing/shipping address, transaction data Identity info: full name, email address, phone number <i>(if provided)</i> Financial info: bank account details, billing address, transaction references Technical data: IP address, device/browser type, cookies Location data: estimated from IP address Usage data: interactions with payment interface Compliance data: verification details for anti-fraud and regulatory checks	United Kingdom and European Union <i>(Ireland and Netherlands)</i>

Lead Management (Sales & Marketing Interactions)	Calendly	Calendly LLC 115 E Main Street, Suite A1B Buford GA 30518 United States	Processor	Online scheduling platform used to facilitate meeting bookings	Identity info: full name, email address Professional info: company name, role/title Interaction data: meeting details, scheduling preferences, time zone Technical data: IP address, browser/device type, cookies Optional profile data: phone number, profile photo <i>(if provided)</i>	United States
Lead Management (Sales & Marketing Interactions)	Jiminny	Jiminny Holdings Limited 100 Fenchurch Street Second Floor London EC3M 5JD United Kingdom	Processor	Conversation intelligence platform used to record, transcribe, and analyse business communications such as calls, video meetings, emails, and messages for sales coaching, performance insights, and CRM integration	Identity info: full name, email address, phone number, job title, company name Communication content: call and video recordings, transcripts, emails, chat messages Metadata: timestamps, duration, participants, device/browser info, IP address CRM data: customer contact details, notes, and interaction history Behavioral data: usage patterns, engagement metrics	United Kingdom
Lead Management (Sales & Marketing Interactions)	Livestorm	Livestorm SAS 16, rue Cuvier 69006 Lyon France	Processor	Webinar platform used for delivery of virtual marketing events	Identity info: full name, email address Interaction data: attendance records, engagement metrics, poll responses, chat messages Technical data: IP address, device/browser type, connection diagnostics Optional profile data: any additional data voluntarily shared by registrants (e.g. job title, company name)	Ireland and Germany
Service Delivery (Training)	PDI	PDI (UK) Limited Waters Meet, Willow Avenue Denham Uxbridge UB9 4AF United Kingdom	Processor	Logistics and fulfilment support for physical materials requested by training attendees	Identity info: full name, email address, phone number, postal address, company name Customs info: EORI number <i>(for customs clearance, if applicable)</i>	United Kingdom
Service Delivery (Training)	Doodle	Doodle AG Werdstrasse 21 8004 Zurich Switzerland	Processor	Online scheduling platform used to coordinate virtual meetings for one-on-one Strengthscope® report debriefs	Identity info: full name, email address Appointment data: meeting details, availability, time zone Technical data: IP address, browser/device type, log data Optional profile data: company name, role/title <i>(if provided)</i>	Switzerland and European Union