

Sub-Processor List

Ref: FAL-0100-020-F
Issue date: 10/7/2026

Click4Assistance Platform (Production)

Services Managed by Click4Assistance

The suppliers listed below act as sub-processors supporting the Click4Assistance platform. They process data on behalf of our clients in providing the service, including personal data, with our clients acting as the data controllers.

Supplier Name:	Hyve Managed Hosting
Service Provided:	Managed hosting and infrastructure management services
Purpose:	Provides management and support of the external infrastructure hosting the Click4Assistance production environment, including management of the underlying virtual infrastructure
Type of Data:	Infrastructure configuration data. Hyve does not have access to production application data
Location:	UK
Links:	https://www.hyve.com/security/ https://www.hyve.com/compliance-and-accreditation/

Supplier Name:	Microsoft (M365)
Service Provided:	Email relay services
Purpose:	Used to relay platform emails for select clients
Type of Data:	Any emails that are relayed from the production environment which may include but is not limited to reporting, chat transcripts and gathered information
Location:	UK
Links:	https://www.microsoft.com/en-gb/privacy/privacystatement https://www.microsoft.com/en-gb/trust-center/privacy https://www.microsoft.com/licensing/docs/view/Microsoft-Products-and-Services-Data-Protection-Addendum-DPA

Supplier Name:	Microsoft (Azure)
Service Provided:	Virtual server hosting, database hosting, storage
Purpose:	Hosting and operation of web applications, database hosting, video processing, and provision of cloud computing resources. Additionally used for testing and DR environments.
Type of Data:	Infrastructure configuration, AI Training Data, Transferred Files and backups of production data
Location:	UK
Links:	https://www.microsoft.com/en-gb/privacy/privacystatement https://www.microsoft.com/en-gb/trust-center/privacy https://www.microsoft.com/licensing/docs/view/Microsoft-Products-and-Services-Data-Protection-Addendum-DPA

Supplier Name:	Twilio
Service Provided:	Communications platform services
Purpose:	Integration for WhatsApp, SMS, Click2Call
Type of Data:	Any data provided in WhatsApp or SMS chats, telephone number, name
Location:	USA
Links:	https://www.twilio.com/en-us/legal/privacy https://www.twilio.com/en-us/legal/data-protection-addendum

Supplier Name:	Xirsys LLC
Service Provided:	Real-time communications infrastructure
Purpose:	STUN / TURN Services supporting C4A Video Chat
Type of Data:	IP Address
Location:	USA
Links:	https://xirsys.com/privacy https://xirsys.com/policies/dpa https://xirsys.com/policies/scc

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Click4Assistance Ltd, 11 Lords Court,
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E: theteam@click4assistance.co.uk

Supplier Name:	Open AI
Service Provided:	Generative AI API services / Large Language Model (LLM) processing services
Purpose:	To provide AI-generated responses, automate customer interactions, and support chatbot functionality
Type of Data:	User inputs/prompts, chatbot conversation content, generated responses, identifiers (where included), metadata such as API usage logs and technical information
Location:	Global processing infrastructure. Open AI API Services may process data in the US and other locations depending on service availability.
Links:	https://openai.com/en-GB/policies/privacy-policy/ https://openai.com/en-GB/policies/data-processing-addendum https://openai.com/security-and-privacy/ https://openai.com/business-data https://developers.openai.com/api/docs/guides/your-data

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Customer-Managed Integrations

The services listed below are third-party services that our clients may choose to integrate with the Click4Assistance platform. Our clients are responsible for their relationship with these providers, including any contractual, privacy and data protection obligations. These providers are not Click4Assistance sub-processors and provided here for transparency.

Supplier Name:	Meta (Facebook)
Service Provided:	Meta Business Messaging services (Facebook Messenger Platform)
Purpose:	Provides messaging infrastructure and APIs enabling customer-managed Meta Business accounts to integrate with Click4Assistance for Facebook messenger
Type of Data:	Messages and other information provided through Facebook Messenger, including display name and any attachments shared by the end user
Location:	USA
Links:	https://www.facebook.com/privacy/policy https://www.facebook.com/legal/terms/dataprocessing https://www.facebook.com/legal/terms/UK Data Transfer Addendum

Supplier Name:	Meta (Whatsapp)
Service Provided:	Meta Business Messaging services (Whatsapp Platform)
Purpose:	Provides messaging infrastructure and APIs enabling customer-managed Meta Business accounts to integrate with Click4Assistance for Whatsapp.
Type of Data:	Messages and other information provided through WhatsApp, including profile name, phone number and any attachments shared by the end user.
Location:	USA
Links:	https://www.facebook.com/privacy/policy https://www.facebook.com/legal/terms/dataprocessing https://www.facebook.com/legal/terms/UK Data Transfer Addendum

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Supplier Name:	Microsoft (Azure)
Service Provided:	Customer's Dedicated Azure Tenant (Single sign on / Email Relay)
Purpose:	Our clients can optionally integrate with their own Microsoft Azure tenant in order to facilitate Single Sign On, or to relay emails from our platform
Type of Data:	User identity information for authentication (such as name, email address and unique user identifier) and, where email relay is enabled, email message content and related metadata
Location:	Customer-defined (depending on the client's Azure tenancy)
Links:	https://www.microsoft.com/en-gb/privacy/privacystatement https://www.microsoft.com/en-gb/trust-center/privacy https://www.microsoft.com/licensing/docs/view/Microsoft-Products-and-Services-Data-Protection-Addendum-DPA

Supplier Name:	Okta
Service Provided:	Customer's Dedicated Okta Tenant (Single sign on)
Purpose:	Our clients can optionally integrate with their own Okta tenant to facilitate Single Sign-On to the Click4Assistance platform
Type of Data:	User identity information for authentication (such as name, email address and unique user identifier)
Location:	Customer-defined (depending on the client's Okta tenancy)
Links:	https://www.okta.com/legal/privacy-policy/

Supplier Name:	Microsoft (Dynamics 365)
Service Provided:	Cloud-based customer relationship management (CRM) and customer service platform
Purpose:	Our clients can optionally integrate with their own Microsoft Dynamics 365 environment to record chat interactions and related information from the Click4Assistance platform within their CRM
Type of Data:	Chat transcripts, customer contact information, agent details and any other information configured by the client to be recorded in Microsoft Dynamics 365
Location:	Customer-defined (depending on the client's D365 tenancy)
Links:	https://www.microsoft.com/en-gb/privacy/privacystatement https://www.microsoft.com/en-gb/trust-center/privacy https://www.microsoft.com/licensing/docs/view/Microsoft-Products-and-Services-Data-Protection-Addendum-DPA

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Supplier Name:	Salesforce
Service Provided:	Cloud-based customer relationship management (CRM) and customer service platform
Purpose:	Our clients can optionally integrate with their own Salesforce environment to record chat interactions and related information from the Click4Assistance platform within their CRM
Type of Data:	Chat transcripts, customer contact information, agent details and any other information configured by the client to be recorded in Salesforce
Location:	UK
Links:	https://www.salesforce.com/company/legal/privacy/ https://www.salesforce.com/en-us/wp-content/uploads/sites/4/documents/legal/Agreements/data-processing-addendum.pdf

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Click4Assistance Business Operations

The suppliers listed below support Click4Assistance's internal business operations. They process data on behalf of Click4Assistance for activities such as customer relationship management, finance, billing and business administration. In relation to these activities, Click4Assistance acts as the data controller.

Supplier Name:	Clearbooks
Service Provided:	Online bookkeeping, accounting, invoicing and financial administration services
Purpose:	Accounting administration, bookkeeping, financial record management, invoicing, reporting, and compliance support
Type of Data:	Business financial records, client invoices, transaction data, supplier/customer details, contact information, payment information
Location:	UK
Links:	https://www.clearbooks.co.uk/terms/privacy/ https://www.clearbooks.co.uk/terms/security/

Supplier Name:	Access Paysuite (Formerly SmartDebit)
Service Provided:	Direct debit payment processing services
Purpose:	Creation and management of Direct Debit mandates, collection of recurring client payments, payment processing, reporting and reconciliation
Type of Data:	Customer names, contact details, bank account details (e.g. account number and sort code), Direct Debit mandates, payment instructions, transaction history, billing information, payment status/results and account identifiers
Location:	UK
Links:	https://www.accesspaysuite.com/privacy-and-legal/ https://www.accesspaysuite.com/privacy-and-legal/privacy-policy/

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Supplier Name:	Your Business Voice
Service Provided:	Out-of-hours call answering service
Purpose:	Providing out-of-hours telephone answering, capturing customer enquiries, taking messages, routing calls, and supporting customer communications
Type of Data:	Caller name, telephone number, contact details, information provided verbally during calls, service/account details, enquiry details, messages captured, call notes, and any personal information disclosed by callers
Location:	UK
Links:	https://www.yourbusinessvoice.co.uk/privacy-policy

Supplier Name:	Microsoft (M365)
Service Provided:	Cloud-based productivity, email and collaboration services
Purpose:	Provision of company email, mailbox hosting, business communications, collaboration, file sharing (limited SharePoint use), user administration and security monitoring
Type of Data:	Business emails and attachments, contact details, calendar information, meeting details, user account information, authentication/security logs, administrative communications, and limited SharePoint-hosted files (e.g. customer/prospect demo recordings and related business materials)
Location:	UK
Links:	https://www.microsoft.com/en-gb/privacy/privacystatement https://www.microsoft.com/en-gb/trust-center/privacy https://www.microsoft.com/licensing/docs/view/Microsoft-Products-and-Services-Data-Protection-Addendum-DPA

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Supplier Name:	Microsoft (Dynamics 365)
Service Provided:	Cloud-based customer relationship management (CRM) and customer service platform
Purpose:	Managing customer relationships, tracking sales opportunities, maintaining account records, handling support requests, recording communications and improving customer service delivery
Type of Data:	Customer and prospect contact details, company information, account records, sales opportunities, communications history, support tickets/case information, service requests, notes, attachments, user activity data, audit logs and system metadata
Location:	UK
Links:	https://www.microsoft.com/en-gb/privacy/privacystatement https://www.microsoft.com/en-gb/trust-center/privacy https://www.microsoft.com/licensing/docs/view/Microsoft-Products-and-Services-Data-Protection-Addendum-DPA

Supplier Name:	Simply Mail Solutions (FutureSpam)
Service Provided:	Email Security and spam filtering services
Purpose:	Filtering inbound email traffic, detecting and blocking spam/phishing/malware, quarantining suspicious messages, and protecting company email systems
Type of Data:	Sender and recipient email addresses, Email headers and routing information, Email content (automated inspection for spam/phishing/malware detection), Attachments (where scanned), Quarantine records, Threat intelligence/security logs, User/admin account information
Location:	UK
Links:	https://smsbusinesscloud.com/policies/privacy-policy/

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