

## Security

Data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

We will take reasonable technical and organisational precautions to prevent the loss, misuse, or alteration of your personal data, and we have in place a level of security appropriate to the nature of the data and the harm that might result from a breach in security.

We will store all the personal information that you provide on our secure (password and firewall protected) servers. All electronic transactions that you make or receive with us will be encrypted using SSL technology.

You are responsible for keeping your password and user details confidential. We will not ask you for your password.

## Sub-processors

We use carefully selected third parties to assist in the provision of our Services, and some of these third parties will require access to the customer data that is processed through our Service.

The Service that you choose will impact which sub-processors we use. Please contact us if you need specific details about the specific sub-processors that we are relying on to process your personal data.

The current list of sub-processors for our Services are outlined in the table below.

### Data Centre Services

Name	Type	Nature	Cloud hosting location
Amazon Web Services (AWS)	Data centre	Cloud hosting and data transfer	UK, Ireland
Microsoft Azure	Data Centre	Cloud hosting and data transfer	UK

### Core Service Sub-Processors

Name	Type	Nature	Cloud hosting location
Atlassian, Inc. (Confluence / Jira)	Core service	Project management	Ireland
JRNI Limited	Core service	Cloud hosted SAAS appointment booking system	Ireland
Zendesk Inc.	Core service	Support ticket logging and customer relationship management system	Ireland and EEA

## Support Service Sub-Processors

Name	Type	Nature	Cloud hosting location
Microsoft 365	Support service	Email, business communication, documents, customer relationship management (CRM)	UK
Constant Contact	Support service	Business service communications and product updates	USA
Survey Monkey	Support service	Marketing and communications	USA

## Third-Party Integrations

The following third-party tools and services are integrated as a core part of the operation of the service.

### Core Third-Party Integrations Service Sub-Processors

Name	Nature	Cloud hosting location
gov.notify	SMS and email relay service	England
Ordnance Survey	Address LookUp	England
BulkSMS	SMS relay service	England, South Africa
Google Analytics	Tracks and reports website traffic	North America, Chile, Ireland, Netherlands, Denmark, Finland, Taiwan, Singapore
Google Maps	Web mapping service	North America, Chile, Ireland, Netherlands, Denmark, Finland, Taiwan, Singapore
Looker	Enterprise Analytics tool	England, Ireland, USA, Australia, Germany
SendGrid	Email relay service	USA
Snowflake	data warehouse engine for the Enterprise Analytics tool	England, Ireland, USA, Australia, Germany
<a href="https://t2m.io">t2m.io</a>	URL shortener	North America
Twilio	SMS relay service	USA

## Optional Third-Party Integrations

Integration to the following third-party tools and services which may be enabled by customers, at their election, in order to benefit from additional capabilities and functionality. Details of these are set out in the table below.

Whilst the service is interoperable with these third-party tools and services, it is the customer, who is responsible for the relationship with such third parties. Any customer data, including personal data, processed by such a provider is done on the customer's behalf as the customer's direct processor or as an independent or joint controller, subject to the terms and conditions the customer has entered into with the provider. We take no responsibility for these providers and encourage our customers to review their terms and conditions with these third parties carefully.

Name	Nature	Cloud hosting location
Google (Calendars)	Allows one-way or two-way sync with Google calendars	England
MailChimp	Allows customer to export member lists to MailChimp	England
Salesforce	Allows customers to integrate booking and member information with Salesforce services.	England, South Africa
Capita	Payment services	North America, Chile, Ireland, Netherlands, Denmark, Finland, Taiwan, Singapore
Civica	Payment services	North America, Chile, Ireland, Netherlands, Denmark, Finland, Taiwan, Singapore
HeyCentric	Payment services	England, Ireland, USA, Australia, Germany
Stripe	Payment services	USA
Global Payments (Elavon)	Payment services	England, Ireland, USA, Australia, Germany
WorldPay	Payment services	North America