

Reward Gateway Sub-Processor Details

Reward Gateway uses certain sub-processors to process Customer Personal Data and assist Reward Gateway with providing the Service(s) defined under the Data Processing Addendum. This document lists the third party sub-processors used by Reward Gateway as of the date accessed.

Due Diligence

In accordance with ISO27001 and Reward Gateway's Supplier Management Policy, a commercially reasonable process is used to evaluate the security, privacy and confidentiality practices of proposed sub-processors that will or may have access to or process Customer Personal Data.

Contractual Safeguards

Reward Gateway enters into contracts with its sub-processors which restrict their use of Customer Personal Data and require them to take appropriate security measures to protect it in addition to other obligations relating to compliance with Data Protection Laws.

How to Receive Notification of a Change in Sub-processors

If you are a Reward Gateway Customer with a signed Data Processing Addendum in place, in the event that Reward Gateway intends to allow access to your Customer Personal Data by any new sub-processors (i.e. any other than Reward Gateway's Affiliates or the sub-processors listed on this document on the date the Data Processing Addendum was signed), Reward Gateway will inform you at least 30 days before the new sub-processor processes any Customer Personal Data by sending you an email to your Notification Email Address containing the name and location of the relevant sub-processor and the activities it will perform.

To enable this process to run smoothly, we ask that you ensure that your Notification Email Address is correct and up to date.

Right to Object to a New Sub-processor

As a Customer you may object to a change in sub-processor within 30 days of receiving notice of such changes by terminating the Agreement immediately upon written notice.

Version Control

Version	Date	Changes
1.5	28/01/2020	Removed LiveChat (replaced by Zendesk) & The Bunker (replaced by Amazon Web Services). Added Client Success, Inc and WalkMe, Inc.
1.4	23/07/2019	Added ZenDesk Inc.
1.3	25/02/2019	Added Reward Gateway affiliates and clarified non-EEA data transfers.
1.2	23/01/2019	Added Mailgun Technologies Inc., Amazon Web Services EMEA SARL and additional 'Effective Date' column. Formatting changes
1.1	13/09/2018	Provided additional information and legal basis for subprocessors following feedback from customers. Some formatting changes.
1.0	01/03/2018	Initial version

Affiliates

The following are defined as Reward Gateway affiliates. They will process Customer Personal Data in routine course of business activities, such as account management, technical support, product development etc.

Affiliate	What processing (and storage) locations (e.g. country/state) are used?	What is the legal basis for transfer of personal data outside the EU/EEA area? (if applicable)	Effective Date
RG Engagement Group Ltd	United Kingdom	N/A	Existing
International Benefits Holdings Ltd	United Kingdom	N/A	Existing
Asperity Employee Benefits Group Ltd	United Kingdom	N/A	Existing
Reward Gateway Pty Ltd	Australia	Standard Contractual Clauses	Existing
Reward Gateway (USA) Inc	United States	Standard Contractual Clauses	Existing

Reward Gateway (UK) Ltd Branch	Bulgaria	N/A	Existing
SEO Reward Gateway DOOEL	Macedonia	Standard Contractual Clauses	Existing

Sub-Processors

Other than the authorised sub-processors listed, Reward Gateway owns or controls access to the infrastructure that is used to host Customer Personal Data submitted to the Services. In order to provide some Services, Reward Gateway must work with third-parties. Only the sub-processors listed require access to Customer Personal Data to conduct this processing.

Sub-processor	What is the scope of the processing?	What types of personal data is processed?	What processing (and storage) locations (e.g. country/state) are used?	How is personal data transferred to or accessed by the sub-processor?	What is the legal basis for transfer of personal data outside the EU/EEA area? (if applicable)	Effective Date
Salesforce.com, inc. 1 Market St Ste 300 San Francisco CA 94105 United States	Used in the Sales process and to manage the ongoing relationship.	Name and contact information, support case details.	United States	Electronic collection through email and support portal.	Salesforce have an EU US Privacy Shield certificate https://www.privacysield.gov/participant?id=a2zt0000000KzLyAAK	Existing
Atlassian Pty. Ltd. c/o Atlassian, Inc. 1098 Harrison Street San Francisco CA 94103 United States	Used to track some customer support information.	Name and contact information, support case details.	United States	Electronic collection through email and support portal.	Atlassian have an EU US Privacy Shield certificate https://www.privacysield.gov/participant?id=a2zt000000008RdQAAU	Existing

Emailcentre UK Ltd. West Tithe Pury Hill Alderton Road, Paulerspury Towcester NN12 7LS United Kingdom	Sending of email marketing and service messages.	Name and email address, marketing preferences.	United Kingdom	Electronically transferred from Reward Gateway to EmailCentre, via API	N/A	Existing
Mailgun Technologies Inc. 548 Market St. #43099 San Francisco CA 94104 United States	Sending of email marketing and service messages.	Name and email address, marketing preferences.	Germany	Electronically transferred from Reward Gateway to Mailgun, via API	We send from within Mailgun's EU region. Mailgun have an EU US Privacy Shield certificate https://www.privacysield.gov/participant?id=a2zt0000000PCbmAAG	30/01/2019
Amazon Web Services EMEA SARL. 38 Avenue John F. Kennedy, L-1855, Luxembourg	Cloud hosting provision used for supplying new and existing functionality on Reward Gateway.	Our platform and databases are run on compute and storage functions within Amazon Web Services.	Ireland Germany	Electronically transferred from Reward Gateway to Amazon.	We operate from within Amazon's EU data centres.	23/02/2019
Zendesk International Ltd 55 Charlemont Place, Saint Kevin's, Dublin, D02 F985 Ireland	Complete customer support solution, including; chat, voice, tickets and success portal	Name and contact information, support case details.	EEA United States	Electronically transferred from Reward Gateway to Zendesk, via API Electronic collection	Zendesk have a EU US Privacy Shield certificate https://www.privacysield.gov/participant?id=a2zt0000000TOjeAAG	08/06/2019

				through email, chat and support portal.		
WalkMe, Inc 71 Stevenson Street, Floor 20 San Francisco, CA 94105	Contextual help, support and assistance for customer administrators.	Email address of customer administrators with access to Reward Manager	United States	Electronically transferred from Reward Gateway to WalkMe	WalkMe have a EU US Privacy Shield certificate https://www.privacysield.gov/participant?id=a2zt0000000GpF8AAK&status=Active	27/02/2020
ClientSuccess, Inc. 313 South 740 East, Suite 2 American Fork, Utah 84003	Customer success software which helps us to manage our client portfolios more strategically.	Name and contact information of business contacts for customers in UK and Ireland	United States	Electronically transferred from Reward Gateway to ClientSuccess via API	ClientSuccess have a EU US Privacy Shield certificate https://www.privacysield.gov/participant?id=a2zt00000008RAkAAM&status=Active	27/02/2020