

Auctane Sub-Processors

**AUCTANE**

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# Sub-Processors

Auctane utilizes various third-party products and services, for purposes such as infrastructure and monitoring, to help it deliver our brands' platform and services, which are listed in the table below (as of 13 March 2024)

The third-party service providers do not have access to the data contained within their products/services but are included as falling within the wide scope of "processing" as defined in the Data Protection Legislation.

Name of Sub-processor & Product	Purpose of processing	Location of data / service	Categories of Data Subjects	Categories of Personal Data	Sub-processor's Website (security / privacy notice)	Applied Brand
Amazon Web Services (AWS)	Cloud Service provider	Within EEA and USA	End-user consumers: Customer staff contact data	Name Address Email Phone Other information as provided.	<a href="https://aws.amazon.com/compliance">https://aws.amazon.com/compliance</a>	ShipStation Metapack Ship Engine Stamps Endicia GlobalPost Metapack Return Rabbit
Google Cloud (GCP)	Cloud Service provider	Within EEA	End-user consumers: Customer staff contact data	Name Address Email Phone Other information as provided.	<a href="https://cloud.google.com/terms/cloud-privacy-notice">https://cloud.google.com/terms/cloud-privacy-notice</a>	Packlink Stamps ShipStation
Google Workspace	Cloud Based - Productivity suite	Within EEA and USA	Customer staff contact data	Name Work email Work phone Job title Company	<a href="https://policies.google.com/privacy">https://policies.google.com/privacy</a>	Auctane
Slack Technologies Inc	Communication Services	Within EEA and USA	End-user consumers: Customer staff contact data	Name Address Email Phone Other information as provided.	<a href="https://slack.com/trust/privacy/privacy-policy">https://slack.com/trust/privacy/privacy-policy</a>	Auctane
Zendesk Inc	Customer Support Services	Within EEA and USA	Customer staff contact data	Name Address Email Phone Other information as provided.	<a href="https://www.zendesk.com/company/customers-partners/privacy-policy/">https://www.zendesk.com/company/customers-partners/privacy-policy/</a>	Auctane
Atlassian	Work Management	Within EEA and USA	Customer staff contact data	Name Address Email Phone Other information as provided	<a href="https://www.atlassian.com/legal/privacy-policy#what-this-policy-covers">https://www.atlassian.com/legal/privacy-policy#what-this-policy-covers</a>	Auctane

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Brightback	Customer Retention	Within USA	Customer contact data	Name Address Email Phone Other information as provided	<a href="https://www.chargebee.com/privacy">https://www.chargebee.com/privacy</a>	ShipStation
Delighted	Customer Feedback	Within USA	End-user consumers;	Name Address Email Phone Other information as provided	<a href="https://help.delighted.com/article/526-security-and-privacy">https://help.delighted.com/article/526-security-and-privacy</a>	ShipStation
Gainsight	Merchant Success Management	Within USA	End-user consumers;	Customer Name Transactions	<a href="https://www.gainsight.com/policy/privacy/">https://www.gainsight.com/policy/privacy/</a>	ShipStation
Gong.io	Call Recording & Analytics	Within USA	End-user consumers;	Name Address Email Phone Other information as provided	<a href="https://www.gong.io/privacy-policy/">https://www.gong.io/privacy-policy/</a>	ShipStation
Lang	Customer Service Bot	Within EEA	End-user consumers;	Customer Name Address Email Phone Other information as provided	<a href="https://www.lang.ai/legal/privacy">https://www.lang.ai/legal/privacy</a>	ShipStation
LogRocket	Application Logging	Within USA	End-user consumers;	Name Address Email Phone Other information as provided.	<a href="https://logrocket.com/privacy">https://logrocket.com/privacy</a>	ShipStation ShipEngine
Looker	Data Analysis & Reporting	Within EEA and USA	End-user consumers;	Name Address Email Phone	<a href="https://services.google.com/fh/files/misc/looker_com_privacy_policy_feb2019.pdf">https://services.google.com/fh/files/misc/looker_com_privacy_policy_feb2019.pdf</a>	Auctane
Magentrix	Partner Portal	Within USA	End-user consumers;	Customer transactions	<a href="https://www.magentrix.com/home/privacy/">https://www.magentrix.com/home/privacy/</a>	ShipStation
MixMax	Sales Email Automation	Within USA	Customer contact data	Name Address Email Phone Other information as provided	<a href="https://www.mixmax.com/legal/privacy-policy">https://www.mixmax.com/legal/privacy-policy</a>	ShipStation
BigQuery	Data Warehouse	Within EEA and USA	End-user consumers;	Name Address Email Phone	<a href="https://policies.google.com/privacy">https://policies.google.com/privacy</a>	ShipEngine

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Recurly, Inc.	Subscription management platform	Within EEA and USA	Customer contact data	Name Address Email Phone CCARD	<a href="https://recurly.com/legal/privacy/">https://recurly.com/legal/privacy/</a>	ShipStation ShipEngine ShipWorks Packlink
Segment.io, Inc.	Customer data platform	Within USA	End-user consumers;	Name Address Email Phone Other information as provided.	<a href="https://segment.com/legal/privacy/">https://segment.com/legal/privacy/</a>	ShipEngine
Sendgrid, Inc.	Email support services	Within EEA and USA	End-user consumers;	Name Address Email Phone Other information as provided.	<a href="https://www.twilio.com/legal/privacy">https://www.twilio.com/legal/privacy</a>	Auctane
Microsoft (Dynamics 365)	Cloud Based - CRM system -Billing & ERP system	Within EEA	Customer staff contact data	Name Work email Work phone Job title Company	<a href="https://privacy.microsoft.com/en-gb/privacystatement">https://privacy.microsoft.com/en-gb/privacystatement</a>	Metapack
Salesforce	Cloud Based - CRM system -Billing & ERP system	Within EEA and USA	Customer staff contact data, potential customers	Name Work email Work phone Job title Company	<a href="https://www.salesforce.com/uk/company/privacy/">https://www.salesforce.com/uk/company/privacy/</a>	Auctane
Akamai	Cloud Based - DDoS (Distributed Denial of Service) protection	Local point depending on origin of traffic	End-user consumers: Customer staff contact data	All data passes through Akamai to provide the DDoS protection services	<a href="https://www.akamai.com/uk/en/about/compliance/">https://www.akamai.com/uk/en/about/compliance/</a>	Metapack
Imperva	Cloud Based - DDoS (Distributed Denial of Service) protection	Local point depending on origin of traffic	End-user consumers: Customer staff contact data	All data passes through Imperva to provide the DDoS protection services	<a href="https://www.imperva.com/trust-center/privacy-statement/">https://www.imperva.com/trust-center/privacy-statement/</a>	Stamps Endicia GlobalPost ShipStation
Elasticsearch (Elasticsearch, Logstash, Kibana)	Cloud Based - Logging & monitoring	Within EEA and USA	End-user consumers	Name Address Email Phone Other information as provided.	<a href="https://www.elastic.co/legal/privacy-statement">https://www.elastic.co/legal/privacy-statement</a>	Metapack ShipStation Packlink

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SumoLogic	Cloud Based - Logging & monitoring	Within USA	End-user consumers;	Name Address Email Phone Other information as provided.	<a href="https://www.sumologic.com/privacy-statement/">https://www.sumologic.com/privacy-statement/</a>	ShipStation ShipEngine
New Relic	Cloud Based - Logging & monitoring	Within EEA and USA	End-user consumers;	Postcodes only	<a href="https://newrelic.com/termsandconditions/privacy">https://newrelic.com/termsandconditions/privacy</a>	Metapack ShipStation Stamps
GB Group plc (Matchcode360)	Cloud Based - Completes and validates address data	Within EEA	End-user consumers;	Address data only	<a href="https://www.gbgroup.com/privacy-policy/">https://www.gbgroup.com/privacy-policy/</a>	Metapack Packlink
Google Apigee	Cloud Based - API Gateway	Within EEA	End-user consumers	Name Address Email Phone	<a href="https://cloud.google.com/security/">https://cloud.google.com/security/</a>	Metapack
Braintree	Payment Gateway	Within EEA	End-user consumers	Name Email Address CCARD info	<a href="https://www.braintreepayments.com/legal/braintree-privacy-policy">https://www.braintreepayments.com/legal/braintree-privacy-policy</a>	PackLink