

CLOUD ACADEMY DATA SUMMARY



This document may be disclosed outside the QA group of companies.

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Version Control

Revision History									
Version	Issue Date	Author	Description of Change						
1.2	28/11/2023	Carrie Kimble	Further updates - Daily and removed LinkedIn						
1.1	22/11/2023	Carrie Kimble	Update to reflect changes in WFL Data Processing & Sharing Agreement						
1.0	21/03/2023	Carrie Kimble	Initial document release						
0.5	20/03/2023	Carrie Kimble	Release for comments						

Document Approval									
Name	Position	Viewed / Comments							
DJ Black	InfoSec & Governance Manager	Reviewed and Approved							



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1 Introduction

This document describes the Cloud Academy and third-party systems used within the Cloud Academy cloud-based online learning platform (Cloudacademy.com).

It gives an overview of the systems and services used within the Cloud Academy learning platform.as well as the data processed by their third parties.

The tables included herein detail the description, service model, data locations, security and data privacy considerations.

2 Core Systems and Learning Delivery

2.1 Core Systems

Cloud Academy provides a SaaS platform from within Amazon Web Services (AWS), located within the US-WEST2 region (Oregon).

Cloud Academy are certified to Cyber Essentials Plus and ISO27001.

2.2 Cloud Learning Platform

The systems used within the portal provide an enterprise class cloud hosted learning platform.

In addition to the core services provided by Cloud Academy, the cloud-based delivery includes a number of third-party service components.

The delivery platforms used are detailed within section 4 of this document.

2.3 Third Party Suppliers and Systems

The third parties that provide services within the Cloud Academy learning portal provide software or components that enables Cloud Academy to extend the features of the SaaS portal. In this regard, such third parties typically act as Data Processors downstream from Cloud Academy.

Cloud Academy has contracts and Agreements in place with relevant sub-processors to ensure that data protection responsibilities for data sub-processors are secure within our supply chain.

Where Cloud Academy needs to transfer personal data outside of the US, contracts between Cloud Academy and its suppliers include the use of EU Standard Contractual Clauses (SCC) and UK International Data Transfer Agreement (IDTA) Addendums to ensure the requirements of the General Data Protection Regulation (GDPR) and the UK Data Protection Act (DPA) are met.

Please note that third parties are used to provide specific portal functionality and not every customer's data will be processed by all third parties. Please refer to the <u>Cloud</u> <u>Academy Privacy Notice</u> for more details.

The geographic location the third parties process data as well as certifications they hold are detailed within the tables in the following sections.

The third-party services are not within the scope of Cloud Academy's ISO27001 and Cyber Essentials certification.

3 Corporate / Delivery Platforms

System	Corporate	Portal	Provider / Host	Description	Service Model	Certification	Data Location	Legal Safeguard
6 sense	X	х	6 sense	Account engagement platform	Cloud		USA	DPAs / SCCs
Adobe	Х		Adobe	Electronic signature	Cloud	ISO27001	EEA - AWS Ireland & Germany	Adequacy decision
Algolia		Х		Imported data search engine for contents of portal	Cloud	ISO27001	USA	SCC
Alibaba Cloud		Х	Alibaba	Hosting platform only, no personal data shared with this supplier.	Cloud		China	N/A as no personal data shared with supplier.
Auth0		×	AuthO	Authentication	Cloud	ISO27001, ISO27018, AICPA 3 rd party SOC 2 Type 2, Gold CSA level 2 (cloud security), PCI DSS	USA	SCC
AWS	Х	Х	AWS	Main IaaS for Portal	laaS	ISO27001, ISO27018	USA	SCC
Bitly	Х		Bitly	Shorten URLs, track analytics	Cloud		USA	SCC
Calendly	×	×	Calendly	Calendar availability, scheduling, interactions with business customers & support onboarding to platform	Cloud		USA	SCC
Chartmogul		Х	Chartmog ul	Managing analytics and metric reporting	Cloud		USA, Germany	SCC
Churnzero		Х	Churnzero	Customer Success Management: communications to individuals, product usage data	Cloud	AICPA SOC 2 Type 2	USA	SCC



System	Corporate	Portal	Provider / Host	Description	Service Model	Certification	Data Location	Legal Safeguard
Cloudingo (via Salesforce)	Х		Symphoni c Source Company	Account converter in Salesforce	Cloud	Salesforce ISV, SOC 2 Type II	USA	
Cube.dev		Х	Deployed through AWS, Google GCP and Azure	Creation of dashboards and reporting	Cloud	AICPA: SOC 2 Type 1 & 2, HIPAA	USA	SCC
Daily	×	×	Daily.co	WebRTC	Cloud	SOC 2 Type 2, EU-US and Swiss-US Data Privacy Framework Program, GDPR and HIPAA compliant	USA	SCC
Datadog		Х	Datadog	Monitoring system	Cloud	ISO27001, HIPAA, SOC 2 Type I & II,	USA	SCC
Egress Software	X		Egress Software Technologi es Ltd	Email security, breach prevention and secure data sharing	Cloud	ISO27001, CyberEssential sPlus and SOC 2.	Azure, UK	Adequacy decision
Filestack		Х	Hosted on AWS, owned by Idera, Inc	Manages upload/download on the Platform of customer's contents and resources.	Cloud		USA (N. Virginia)	SCC
GoTo	×	×	LogMeln, Inc	Platform used to host Webinars with several participants, including customers and prospects (used by both Marketing as well as customer services)	Cloud	Certain products and / or suite- specific: SOC 2 Type II, BSI, C5, SOC 3, ISO27001 TBC	USA	
G2.com		Х	G2	Collecting reviews on CA platform	Cloud		USA	SCC
Google (Ads, backups)	×	X	Google	Analytics, Advertising, TagManager, Remarketing, Matched Audience Lists, Youtube,	Cloud	ISO27001	USA & other global locations	Adequacy decision, SCC



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System	Corporate	Portal	Provider / Host	Description	Service Model	Certification	Data Location	Legal Safeguard
				Conversion tracking (Digital advertising, retargeting, tracking and reconciliation of conversions). IdP Authentication, reCAPTCHA, Backups, Portal Laboratories.				
Google (Cloud Platform)	X	Х	Google	A serverless execution environment for building and connecting cloud services.	Cloud	ISO27001	USA	Adequacy decision, SCC
Hootsuite		Х	Hootsuite	Platform used to schedule organic social media posts.	Cloud	AICPA SOC 2 Type II, Cyber Essentials, FedRAMP NIST SP 800- 53	Canada	Adequacy
Hotjar	Х	х	Hotjar	Platform to support surveys, Heat Maps, conversions.	Cloud		USA, Malta	scc
Hubspot	×		Hubspot	Marketing Automation: emails to individuals and customers; Landing pages, Campaign flows (connected with Salesforce)	SaaS	AICPA SOC 2 Type II and SOC 3	USA East Region or AWS in Germany	SCC, UK Addendum
Keeplt	Х		Keeplt	Backup up service -Office 365	Cloud	ISO27001	USA, Europe (Germany, Denmark, UK).	Adequacy decision for Swiss/UK transfers & SCCs for USA
Launchdarkly .com		Х	Catamorp hic, Co.	Used to manage selective deployment of new feature.	Cloud	ISO27001, ISO17021, SOC 2 Type II, FedRAMP Moderate authorisation	USA	SCC
Meta	×	Х	Meta Platforms , Inc	Authentication, pixel, Remarketing, Analytics, Lookalike	Cloud	ISO27001	Ireland, USA	SCC



System	Corporate	Portal	Provider / Host	Description	Service Model	Certification	Data Location	Legal Safeguard
				Audience, Matched Audience Lists				
Microsoft Azure (Labs)	Х		Microsoft	Suite of office tools	Cloud	ISO27001	UK	Adequacy decision
Microsoft 365/ Azure		Х	Microsoft	Used to provide Lab environments to customers.	Cloud	ISO27001	USA	
MixPanel	×		MixPanel	Business intelligence	Cloud	Native SOC 2 Type II attestation, Cloud Star Alliance (CSA) Star Level 1	USA, Netherlands	SCC
Outreach		Х	Outreach	Marketing and emailing system	Cloud	ISO27001	USA	SCC
Palo Alto	×	Х	PwC	Managed Cyber defence threat management & EDR service	SaaS Manage d	ISO27001, CyberEssential sPlus	Google Cloud Platform	Adequacy decision
Pendo		Х		Customer feedback, sentiment analytics, improve customer experience.	Cloud		USA	
Quick Books	×		Intuit	Finance system	Cloud	QuickBooks Online Database is ISO/IEC 27001:2013 certified. QuickBooks Online is assessed annually for PCI DSS compliance and is listed on the Visa Registry of Global Service Providers.	USA	SCC
Quora	X		Quora	Retargeting, pixel, analytics, Lookalike Audience, Matched Audience Lists	Cloud		USA	SCC



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System	Corporate	Portal	Provider / Host	Description	Service Model	Certification	Data Location	Legal Safeguard
Recurly.com		Х	Recurly, Inc	Subscription management	Cloud	PCI-DSS Level 1, compliant, a Visa Global Registry Service Provider	USA	SCC
Refract	X	х	Allego	Service to record conference calls with customers	Cloud	ТВС	USA	SCC
Rollbar	Х	Х		Defect identification	SaaS	ISO27001	USA	SCC
Rustici	Х	Х	LTG	eLearning platform	Cloud	ISO27001	USA	SCC
Salesforce	×		Salesforce	Customer relationship and service management system Communications to individuals	Cloud	ISO27001	USA	SCC
Sostenuto (Sunrise Software)	×		Sunrise Software Ltd	Complete view of customer interactions and tracking through ticketing system	SaaS	ISO27001, IT- Health CHECK	UK	Adequacy decision
Stackadapt		Х	Stackadap t	Podcast, pixel, Analytics	Cloud		USA	SCC
Stitchdata.co m		х	Talend	ETL - to integrate salesforce/hubspo t in AWS DWH - no storage, but transport.	Cloud	SOC 2, HIPAA compliant	USA	
StreamNative.i o		Х	Pulsar	Messaging & streaming service	Cloud	SOC 2 Type II, HIPAA compliant	USA	SCC
Stripe.com		х	Stripe.com	Payment processing platform	Cloud	ISO27001, PCI Level -1	USA & Ireland	SCC
Tackle.io		×	Tackle.io	Provides AWS Marketplace integration.	Cloud	твс	USA	SCC
Twilio Sendgrid		×	Twilio	Transactional emails, Customer engagement platform.	Cloud	ISO27001, SOC 2 attestation	USA	SCC



System	Corporate	Portal	Provider / Host	Description	Service Model	Certification	Data Location	Legal Safeguard
X (formerly Twitter)		×	X Holdings, Inc	Social media & networking service, Retargeting, pixel, analytics, Lookalike Audience.	Cloud	ISO27001	USA, Ireland & other countries	SCC
Usersnap		Х	Usersnap	Tool to gather customer feedback to Technical Support team.	Cloud		EEA	
Workspan		Х	Workspa n	Application provider.	Cloud	SOC 2 Type II	USA	SCC
Zapier		Х	Zapier, Inc	Integration among cloud services.	Cloud	SOC 2 Type II, SOC 3	USA	SCC
Zendesk		Х	Zendesk	Helpdesk: communications to individuals.	Cloud	ISO27701, ISO27701, AIPCA	USA	scc
Zoom	Х		Zoom Video Comms	Conference call with customers.	SaaS	ISO27001	USA	SCC

4 Model Data Processing / Sharing Agreement

Below are details on Data Sharing and Data Processing agreements for the management of data transacted between the Supplier and its customers.

The third parties listed are the core set expected to be used within service delivery, however, there may be other third parties introduced depending on the nature of the services requested by the customer and within the management of delivery by Supplier. These additional third parties will be specified within the order.



- Last name - Country - LinkedIn profile - Outporte - Suity - Final - Member since - Stuity plan - Suity - Proto - Time zone - Activity logs - Password(s) - Enqu - IP address (Geo-location - Consents - Activity logs - Password(s) - Enqu - Special category data (Sensitive data) - Marketing related data - Consents - Complaints - Profe Special category data (Sensitive data) - Duration is term of contract plus appropriate retention periods to meet legal and regulatory retered data) - Consents									
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	Management and provision of content delivery platform (the Portal) including skills assessment, examination, certification and marketing related activity.								
Data Controller/Processor Supplier will act as a Data Processor with the customer being the Data Controller.									



