



CLOUD ACADEMY DATA SUMMARY

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Contents

1	Introduction	4
2	Core Systems and Learning Delivery	4
2.1	Core Systems	4
2.2	Cloud Learning Platform	4
2.3	Third Party Suppliers and Systems	4
3	Corporate / Delivery Platforms.....	5
4	Model Data Sharing Agreement.....	12



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.

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 in place contracts and Agreements in place with relevant sub-processors to ensure that data protection responsibilities for data sub-processors are in place 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 are currently updating arrangements to include 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 [Cloud Academy Privacy Notice](#) 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 Cyber Essentials certification.

3 Corporate / Delivery Platforms

System	Corporate	Portal	Provider / Host	Description	Service Model	Certification	Data Location	Legal Safeguard
6 sense	X		6 sense	Account engagement platform	Cloud		USA	DPA's SCCs
Adobe	X		Adobe	Electronic signature	Cloud	ISO27001	EEA - AWS Ireland & Germany	Adequacy decision
Algolia		X		Imported data search engine for contents of portal	Cloud	ISO27001	USA	SCC
Alibaba		X	Alibaba	Hosting platform only, no personal data shared with this supplier.	Cloud		China	
Auth0		X	Auth0	Authentication	Cloud	ISO27001, ISO27018, AICPA 3 rd party SOC 2 Type 2, Gold CSA level 2 (cloud security), PCI DSS	USA	SCC
AWS		X	AWS	Main IaaS for Portal	IaaS	ISO27001, ISO27018	USA	SCC
Azure (Labs)	X	X	Microsoft	Used to provide Lab environments to customers.	Cloud	ISO27001	USA	SCC
Bitly	X		Bitly	Shorten URLs, track analytics	Cloud		USA	SCC

System	Corporate	Portal	Provider / Host	Description	Service Model	Certification	Data Location	Legal Safeguard
Calendly		X	Calendly	Calendar availability, scheduling, interactions with business customers & support onboarding to platform	Cloud		USA	SCC
Chartmogul		X	Chartmogul	Managing analytics and metric reporting	Cloud		USA, Germany	SCC
Churnzero		X	Churnzero	Customer Success Management: communications to individuals, product usage data	Cloud	AICPA SOC 2 Type 2	USA	SCC
Cloud Academy Corporate	X		Cloud Academy	Information and services relating to customers, details, courses, training resources and bookings	Cloud	Cyber Essentials Plus ITHC/CHECK	USA	Model Clauses
Cloudingo (via Salesforce)	X		Symphonic Source Company	Account converter in Salesforce	Cloud	Salesforce ISV, SOC 2 Type II	USA	
Cube.dev		X	Deployed through AWS, Google GCP and Azure	Creation of dashboards and reporting	Cloud	AICPA: SOC 2 Type 1 & 2, HIPAA	USA	Model Clauses
Datadog		X	Datadog	Monitoring system	Cloud	ISO27001, HIPAA, SOC 2 Type I & II,	USA	SCC
Delighted		X	Delighted, Inc	Net promoter, score tracking, self-service experience management platform	Cloud	ISO27001, ANAB, BSI	USA	SCC

System	Corporate	Portal	Provider / Host	Description	Service Model	Certification	Data Location	Legal Safeguard
Facebook (Meta)	X	X	Meta Platforms	Authentication, pixel, Remarketing, Analytics, Lead Form, Lookalike Audience, Matched Audience Lists	Cloud		USA	SCC
Filestack	X			Manages upload/download and visualization of customer certifications. Manages upload on the Platform of customer's contents and resources.	Cloud		USA (N. Virginia)	SCC
G2.com		X	G2	Collecting reviews on CA platform	Cloud		USA	SCC
Google	X	X	Google	Analytics, Advertising, TagManager, Remarketing, Matched Audience Lists, Youtube, Conversion tracking (Digital advertising, retargeting, tracking and reconciliation of conversions). IdP Authentication, reCAPTCHA, Backups, Portal Laboratories, Workspace	Cloud	ISO27001	USA & other global locations	Adequacy decisions, SCC
Google Workspace	X		Google	Virtual full suite of office services, email, backups, meetings etc	Cloud	ISO27001, ISO 27018, ISO27017, ENS, FedRAMP, HIPAA, SOC 2 & 3, PCI DSS	Predominantly USA, potentially 23 Google global data centres	SCC

System	Corporate	Portal	Provider / Host	Description	Service Model	Certification	Data Location	Legal Safeguard
Hootsuite			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			Hotjar	Platform to support surveys, Heat Maps, conversions	Cloud		USA, Malta	SCC
Hubspot	X		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
Instagram (Meta)	X	X	Meta Platforms	Authentication, pixel, Remarketing, Analytics, Lookalike Audience, Matched Audience Lists	Cloud	ISO27001	Ireland & USA	SCC
Launchdarkly.com			Catamorphic, Co.	Used to manage selective deployment of new feature.	Cloud	ISO27001, ISO17021, SOC 2 Type II, FedRAMP Moderate authorisation	USA	SCC
LinkedIn	X		Microsoft	Retargeting, pixel, analytics, Lookalike Audience, Matched Audience Lists	Cloud	ISO27001, BSI, ANAB, IAF	Global, USA (data centres which store members data)	SCC
LogMeIN	X	X	LogMeIN	Conference call with customers	Cloud	ISO27001	USA	SCC

System	Corporate	Portal	Provider / Host	Description	Service Model	Certification	Data Location	Legal Safeguard
LogMeIN – GoToWebinar	X	X	GoTo Group	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	SCC
Microsoft Bing	X		Microsoft	Advertising, Remarketing	Cloud	ISO27001	USA	SCC
MixPanel			MixPanel	Business intelligence	Cloud	Native SOC 2 Type II attestation, Cloud Star Alliance (CSA) Star Level 1	USA, Netherlands	SCC
Open AI		X	Microsoft	Language generation service	Cloud	ISO27001	USA	SCC
Outreach	X		Outreach	Marketing and emailing system	Cloud	ISO27001	USA	SCC
Quick Books	X		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

System	Corporate	Portal	Provider / Host	Description	Service Model	Certification	Data Location	Legal Safeguard
Quora	X		Quora	Retargeting, pixel, analytics, Lookalike Audience, Matched Audience Lists	Cloud		USA	SCC
Recurly.com		X	Recurly, Inc	Subscription management	Cloud	PCI-DSS Level 1, compliant, a Visa Global Registry Service Provider	USA	SCC
Refract	X		Allego	Service to record conference calls with customers	Cloud	TBC	USA	SCC
Rollbar	X			Defect identification	SaaS	ISO27001	USA	SCC
Rustici		X	LTG	eLearning platform	Cloud	ISO27001	USA	SCC
Salesforce	X		Salesforce	Customer relationship and service management system Communications to individuals	Cloud	ISO27001	USA	SCC
Stackadapt	X	X	Stackadapt	Podcast, pixel, Analytics	Cloud		USA	SCC
Stitchdata.com	X		Talend	ETL - to integrate salesforce/hubspot in AWS DWH - no storage, but transport	Cloud	SOC 2, HIPAA compliant		SCC
Stripe.com		X	Stripe.com	Payment processing platform	Cloud	ISO27001, PCI Level -1	USA & Ireland	SCC

System	Corporate	Portal	Provider / Host	Description	Service Model	Certification	Data Location	Legal Safeguard
Tackle.io		X	Tackle.io	Provides AWS Marketplace integration	Cloud	TBC	USA	SCC
Twilio Sendgrid	X		Twilio	Transactional emails, Customer engagement platform	Cloud	ISO27001, SOC 2 attestation	USA	SCC
Twitter	X		Twitter, Inc	Social media & networking service, Retargeting, pixel, analytics, Lookalike Audience	Cloud	ISO27001	USA, Ireland & other countries	SCC
Usersnap	X		Usersnap	Tool to gather customer feedback to Technical Support team	Cloud		EEA	
Workspan		X	Workspan	Application provider	Cloud	SOC 2 Type II	USA	SCC
Zapier		X	Zapier, Inc	Integration among cloud services			USA	SCC
Zendesk	X		Zendesk	Helpdesk: communications to individuals	Cloud	ISO27701, ISO27701, AIPCA	USA	SCC
Zoom	X		Zoom Video Comms	Conference call with customers	SaaS	ISO27001	USA	SCC

4 Model Data Sharing Agreement

This Data Processing Agreement (DPA) Guide is intended to provide outline information that can be used to populate a client's Data Processing Agreement. Note that these are used where the client is the Data Controller, and Cloud Academy are the Data Processor. This is most often the case in Cloud Academy's learning portal business, as it is directed by the client in terms of the data processing activities that can be carried out.

Subject matter and Purpose of data processing	Management and provision of content delivery platform (the Portal) including skills assessment, examination, certification and marketing related activity.			
Nature of the processing	The processing of Personal Data is required for the provision of the agreed services, which may include the collection, recording, organisation, structuring, storage, adaptation, or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure, or destruction of data as described herein. Data may be used for marketing purposes where consent or another lawful basis has been confirmed.			
Categories of data subjects	Employees or representatives of client			
Type of personal data processed	<ul style="list-style-type: none"> - First name - Last name - Email - Photo - IP address - Complaints 	<ul style="list-style-type: none"> - Company - Country - Member since - Time zone - Activity logs - Consents/preferences 	<ul style="list-style-type: none"> - Hands on lab - Quizzes - Skills growth - Activities - Enquiries 	<ul style="list-style-type: none"> - Personal website - LinkedIn profile - Study plan - Exam details - Password(s) - Attainment
Special categories of data	None processed			
Duration of processing	Duration is term of contract plus appropriate retention periods to meet legal and regulatory requirements.			
Data Retention	Personal Data will be retained in line with our retention policy and to comply with legal obligations to a maximum of the current financial year plus six (6) years.			
Return or Destruction of the Personal Data	Data will be returned or destroyed in line with legal and contractual requirements.			
Approved Subprocessors	See section 3 of this document for the list our sub-processors			
Data processing locations	CA have staff within the United States, EEA and Philipines who potentially may be required to access customer data. Primary vendor data locations are noted in the Subprocessor section above. Please refer to CA's privacy notice (https://cloudacademy.com/privacy/) for details of their processing.			

