Metapack Sub-Processors

Sub-processors

Metapack utilises various third-party products and services, for purposes such as infrastructure and monitoring, to help it deliver the Metapack Platform and Services, which are listed in the table below (**as of Tuesday, 8 February 2022)**

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)
Amazon Web Services	Cloud Service provider - Hosting the Metapack Platform	Within EEA	End-user consumers: Customer staff contact data	Name Address Email Phone Other information as provided.	https://aws.amazon.com/compliance
Microsoft (Office 365)	Cloud Based - Productivity suite	Within EEA	Customer staff contact data	Name Work email Work phone Job title Company	https://privacy.microsoft.com/en-gb/privacystatement
Microsoft (Dynamics 365)	Cloud Based - CRM system -Billing & ERP system	Within EEA	Customer staff contact data	Name Work email Work phone Job title Company	https://privacy.microsoft.com/en-gb/privacystatement
Salesforce	Cloud Based - CRM system -Billing & ERP system	Within EEA	Customer staff contact data	Name Work email Work phone Job title Company	https://www.salesforce.com/uk/company/privacy/
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	https://www.akamai.com/uk/en/about/compliance/
Elasticsearch (Elasticsearch, Logstash, Kibana)	Cloud Based - Logging & monitoring	Within EEA	End-user consumers	Name Address Email Phone Other information as provided.	https://www.elastic.co/legal/privacy-statement
New Relic	Cloud Based - Logging & monitoring	Within EEA	End-user consumers;	Post codes only	https://newrelic.com/termsandconditions/privacy
GB Group plc (Matchcode360)	Cloud Based - Completes and validates address data	Within EEA	End-user consumers;	Address data only	https://www.gbgplc.com/privacy-policy/
Google Apigee	Cloud Based - API Gateway	Within EEA	End-user consumers	Name Address Email Phone	https://cloud.google.com/security/

Metapack utilise the following third parties for active sub-processing for the following Metapack white labelled products:

Name of Sub-processor & Product	Metapack white Label Product	Location of data / service	Categories of Data Subjects	Categories of Personal Data	Sub-processor's Website (security / privacy notice)
Zig Zag Global	"Returns"	Within EEA	End-user consumers;	Name Address Email Phone Other information as provided.	https://www.zigzag.global/our-privacy-policy/
Intelligent Audit	"Invoice Reconciliation"	Within USA	End-user consumers;	Name Address Email Phone Other information as provided.	https://www.intelligentaudit.com/data-protection-and-individual-rights-requests/

Due diligence of third parties

Prior to engaging any third-party Sub processor, Metapack performs due diligence to evaluate their privacy, security, and confidentiality practices, and executes an agreement implementing its applicable obligations.

Information Security reviews are performed on an annual basis of these third-party Sub processor's as part of Metapack's compliance with Sarbanes–Oxley Act.

Updates

As our business grows and evolves, the Sub processors we engage may also change. We will endeavour to provide the owner of the Customer's account with notice of any new Sub processors to the extent required under the Agreement, along with posting such updates here. Please check here regularly for updates.

Non-Disclosure Statement

If you find any problems within the documentation, please report them to us in writing. Metapack does not warrant this document to be error-free.

All documentation remains the intellectual property of Metapack.